

Incidents: November 2025

Incident reference	Start date & time	Duration	Target Incident Resolution Time met*	Consumer impact	Commentary
INC1314853	06/11/2025 02:00	2 hours	Yes	Prepay top-ups not completing for some consumers Delayed Meter Reads Change of Energy Supplier delays	Service Interruption impacting communication to Gas & Electric Smart Meters

*Target Incident Resolution Time (the time from detecting event and raising incident until the incident is resolved): 4 hours