

Incidents: June 2025

Incident reference	Start date & time	Duration	Target Incident Resolution Time met*	Consumer impact	Commentary
INC1281278	07/06/2025 20:24	34 mins	Yes	Prepay top-ups not completing for some consumers	Service Interruption impacting communication to a significant volume of Gas & Electric Smart Meters
INC1286302	30/06/2025 01:17	2 hours 43 mins	Yes	Prepay top-ups not completing for some consumers Delayed meter reads	Service Interruption impacting communication to a significant volume of Gas & Electric Smart Meters

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