

Incidents: May 2025

Incident reference	Start date & time	Duration	Target Incident Resolution Time met*	Consumer impact	Commentary
INC1271158	2/05/2025 13:35	2 hours 35 mins	Yes	Prepay top-ups not completing for some consumers	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