

Incidents: January 2024

Incident reference	Start date & time	Duration	Target Incident Resolution Time met*	Consumer impact	Commentary
INC1130925	11/01/2024 15:47	26 mins	Yes	<ul style="list-style-type: none"> • Prepay top-ups not completing for some consumers 	<ul style="list-style-type: none"> • Service Interruption impacting communication to a significant volume of gas and electric smart meters
INC1134531	17/01/2024 15:45	35 mins	Yes	<ul style="list-style-type: none"> • Prepay top-ups not completing for some consumers • Delayed Installation of Smart Meters • Delayed Meter Reads • Change of Energy Supplier delays 	<ul style="list-style-type: none"> • Service Interruption impacting communication to gas and electric smart meters

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