

Incidents: October 2025

Incident reference	Start date & time	Duration	Target Incident Resolution Time met*	Consumer impact	Commentary
INC1308395	08/10/2025 22:58	3 hours 18 minutes	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