

# Incidents: July 2025

Incident reference	Start date & time	Duration	Target Incident Resolution Time met*	Consumer impact	Commentary
INC1288933	10/07/2025 20:28	3 hours 54 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