

Incidents: February 2025

Incident reference	Start date & time	Duration	Target Incident Resolution Time met*	Consumer impact	Commentary
INC1250608	15/02/2025 22:42	21 mins	Yes	Prepay top-ups not completing for some consumers	Service Interruption impacting localised communication to Gas & Electric Smart Meters

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