

Incidents: March 2025

Incident reference	Start date & time	Duration	Target Incident Resolution Time met*	Consumer impact	Commentary
INC1256355	10/03/2025 13:02	3 hours 19 mins	Yes	Prepay top-ups not completing for some consumers	Service Interruption impacting communication to a significant volume of Gas & Electric Smart Meters
INC1257991	15/03/2025 03:30	2 hours 52 mins	Yes	Prepay top-ups not completing for some consumers Delayed meter reads	Service Interruption impacting communication to a significant volume of Gas & Electric Smart Meters
INC1262228	27/03/2025 13:16	9 hours 47 mins	No	Prepay top-ups not completing for some consumers	Service Interruption impacting communication to a significant volume of Gas & Electric Smart Meters
INC1262630	28/03/2025 18:13	1 hour 3 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