

# Incidents: March 2026

Incident Reference	Start date & time (outage start)	Duration (outage duration)	Target Incident Resolution Time Met *	Consumer Impact	Commentary
INC1339314	05/03/2026 03:01	4 hrs 49 mins	No	<ul style="list-style-type: none"> <li>Prepay top-ups not completing for some consumers</li> <li>Delayed Meter Read</li> <li>Change of Energy Supplier delays</li> </ul>	Service Interruption impacting communication to a significant volume of Gas & Electric Smart Meters
INC1345234	19/03/2026 20:04	0 hrs 48 mins	Yes	<ul style="list-style-type: none"> <li>Prepay top-ups not completing for some consumers</li> <li>Delayed Meter Reads</li> <li>Change of Energy Supplier delays</li> </ul>	Service Interruption impacting communication to Gas & Electric Smart Meters
INC1345345	21/03/2026 14:22	1 hrs 17 mins	Yes	<ul style="list-style-type: none"> <li>Prepay top-ups not completing for some consumers</li> <li>Delayed Meter Reads</li> <li>Change of Energy Supplier delays</li> </ul>	Service Interruption impacting communication to a significant volume of Gas & Electric Smart Meters
INC1345743	21/03/2026 15:39	3 hrs 15 mins	Yes	<ul style="list-style-type: none"> <li>Prepay top-ups not completing for some consumers</li> <li>Delayed Meter Reads</li> <li>Change of Energy Supplier delays</li> </ul>	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