

Incidents: April 2024

Incident reference	Start date & time	Duration	Target Incident Resolution Time met*	Consumer impact	Commentary
INC1160442	03/04/2024 08:38	2 hours 7 minutes	Yes	<ul style="list-style-type: none">• Prepay top-ups not completing for some consumers• Delayed Installation of Smart Meters	Service Interruption impacting localised communication to Gas & Electric Smart Meters
INC1166159	21/04/2024 15:00	1 hour 41 minutes.	Yes	<ul style="list-style-type: none">• Prepay top-ups not completing for some consumers• Delayed Installation of Smart Meters	<ul style="list-style-type: none">• Service Interruption impacting communication to gas and electric smart meters

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