

# Incidents: May 2024

| Incident reference | Start date & time   | Duration | Target Incident Resolution Time met* | Consumer impact                                  | Commentary  |
|--------------------|---------------------|----------|--------------------------------------|--|---|
| INC1172715         | 10/05/2024<br>23:30 | 58 mins  | Yes                                  | Prepay top-ups not completing for some consumers | <ul style="list-style-type: none"><li>• Service Interruption impacting communication to a significant volume of gas and electric smart meters</li></ul> |
|                    |                     |          |                                      |  |   |

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