

# Incidents: December 2024

| Incident reference | Start date & time   | Duration | Target Incident Resolution Time met* | Consumer impact  | Commentary  |
|--------------------|---------------------|----------|--------------------------------------|--|---|
| INC1232585         | 04/12/2024<br>17:31 | 11 mins  | Yes                                  | Prepay top-ups not completing for some consumers<br>Delayed Installation of Smart Meters<br>Change of Energy Supplier delays | Service Interruption impacting communication to Gas & Electric Smart Meters |
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\*Target Incident Resolution Time (the time from detecting event and raising incident until the incident is resolved): 4 hours