

Incidents: January 2025

Incident reference	Start date & time	Duration	Target Incident Resolution Time met*	Consumer impact	Commentary
INC1241030	08/01/2025 21:00	59 mins	Yes	Prepay top-ups not completing for some consumers Change of Energy Supplier delays	Service Interruption impacting communication to Gas & Electric Smart Meters
INC1244029	22/01/2025 04:10	40 mins	Yes	Prepay top-ups not completing for some consumers Change of Energy Supplier delays	Service Interruption impacting communication to Gas & Electric Smart Meters

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