

# Incidents: July 2024

Incident reference	Start date & time	Duration	Target Incident Resolution Time met*	Consumer impact	Commentary
INC1188999	10/07/2024 16:19	59 mins	Yes	<p>Prepay top-ups not completing for some consumers</p> <p>Delayed installation of smart meters</p> <p>Change of energy supplier delays</p>	<ul style="list-style-type: none"> <li>• Service Interruption impacting localised communication to gas and electric smart meters</li> </ul>
INC1191420	17/07/2024 15:32	2 hours 29 mins	Yes	<p>Prepay top-ups not completing for some consumers</p> <p>Delayed installation of smart meters</p> <p>Change of energy supplier delays</p>	<ul style="list-style-type: none"> <li>• Service Interruption impacting localised communication to 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