

# Incidents: June 2024

Incident reference	Start date & time	Duration	Target Incident Resolution Time met*	Consumer impact	Commentary
INC1180084	12/06/2024 14:04	25 mins	Yes	Prepay top-ups not completing for some consumers  Delayed installation of Smart Meters  Change of energy supplier delays	Service Interruption impacting communication to gas and electric smart meters  DCC system service interruption impacting the smart metering infrastructure

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