

Incidents: March 2024

Incident reference	Start date & time	Duration	Target Incident Resolution Time met*	Consumer impact	Commentary
INC1158223	25/03/2024 19:07	31 mins	Yes	<ul style="list-style-type: none">• Prepay top-ups not completing for some consumers• Delayed Installation of Smart Meters• Delayed Meter Reads• Change of Energy Supplier delays	<ul style="list-style-type: none">• Service Interruption impacting communication to a significant volume of gas and electric smart meters

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