

# CRU Update

## Industry Governance Group

### 8<sup>th</sup> May 2024

# CRU Update

## Enhanced Customer Protections/Supplier Handbook

- CRU intend to undertake a review of the enhanced customer protection measure with a view to including some of these measure in the supplier handbook.
- Some small clarifications and edits will also be proposed to the Handbook.
- CRU aim to circulate the proposed changes to the Supplier Handbook in June with a view to getting feedback from suppliers in advance of any potential inclusions.
- Suppliers will be given several weeks to review and provide any feedback

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## CRU CCT Update – CTF

- Some customers who have a smart meter have experienced a drop in their CTF value and as such were moved to estimated reads without their knowledge
- CRU reminds suppliers that where a customer is on MCC12 and their CTF value is reduced to 01 or 02 that suppliers request a change to Non-Interval Smart Date Services to change the MCC to MCC16 which will alert ESNB to take manual reads
- CRU also considers it reasonable that where a CTF drop occurs, suppliers proactively notify customers so they that they can decide whether staying on a smart tariff is still appropriate for them