

CRU Update

Industry Governance Group

23rd October 2024

CRU Update

Govt Electricity Credit Scheme IV

- CRU approved the Assurance Approach on Monday 14th October
- CRU Guidance Document now published

Next Steps

- 23rd October - MCR approval at IGG
- 29th October- CRU Go/No Go Decision for tranche 1
- 30th October - Monies still on course to be sent to suppliers
- 1st November – Suppliers to commence crediting customers

CRU Update

PAYG – Emergency Credit Information Piece

- CRU is looking for confirmation that the following statements are correct in terms of customer experience:
 - Scenario 1: If a customer uses the full €20 emergency credit, and self-disconnects, they will remain without supply until they top-up and reach an above zero balance (ie. more than €20)
 - Scenario 2: If a customer uses part of the €20 emergency credit (for example, €10 worth), 45% of each top-up is used to recover any legacy debt and Emergency Credit but they remain with supply (55% used for gas consumption).
 - All responses to arourke@cru.ie by Friday 25th October
- If suppliers have already responded through GMARG please confirm it is the same for electricity