

CRU Update

Industry Governance Group

28th August 2024

CRU Update

Enhanced Customer Protections Measures 24/25

- Decision Paper with 2024/25 measures is due for publication today. As previously outlined, majority of measures from last year continue into forthcoming winter. Main changes for 2024/25 are:
 - Reduction in length of disconnection moratoria – vulnerable moratorium will run from 1 November – 31 March, while general moratorium will run from 9 December – 17 January.
 - Reduction in length of minimum repayment plan timeline from 24 months to 18 months (customer can still pay in less time if they wish).

CRU Update

Electricity Credits Scheme 2023/24

- Any customers who did not receive a credit (after raising a complaint with their supplier) have until 30 September to escalate the complaint to CRU's Customer Care Team.
- Unallocated credits are to be returned to DECC from suppliers by 11 December.