

CRU Update

Industry Governance Group

7th May 2025

CRU Update

■ Additional Customer Protection Measures 2025/26

- CRU **requested** feedback by COB Wednesday 30th April, however now extending as some suppliers requested more time. All feedback to retaildata@cru.ie by COB 7th May
- CRU **aims to** publish a decision paper on the 2025/26 Additional Customer Protection Measures in July

CRU Update

■ Government Electricity Credit Scheme IV

- Suppliers' weekly reporting obligations ceased on Friday 25th April.
- Appeals window for customers not in receipt of a credit remains open – customers must contact their supplier by 31st May 2025.
- Should a customer's appeal be unsuccessful, suppliers must have sent a close-out letter **to the customer** by 25th July 2025.
- A customer deemed ineligible by their supplier must then escalate any complaint to CRU by 22nd August 2025 (suppliers must inform customers of this date when issuing their close-out letter).
- Suppliers must return unallocated credits to ESN by 16th September 2025. One final 'weekly-style' report from suppliers **must** sent to ESN around this date (CRU will be in contact closer to the time).

CRU Update

■ Retail Market Monitoring

- Suppliers are asked to please double-check that Smart data is included in any reporting metrics that require a 'Total Domestic Electricity' parameter.
- Please confirm that this check has been undertaken to retaildata@cru.ie by COB Friday 9th May.