

CRU Update

Industry Governance Group

22nd October 2025

CRU Update

■ Additional Customer Protection Measures 2025/26

- Reminder of measures No.9 and No.12 to be implemented by 14th November – comms to customers on how to register as vulnerable, have a “nominated representative”, level payment plan.
- Confirmation on implementation of measures 1,3,4,6,8,12 and 13 to be sent to retaildata@cru.ie by **COB 3rd November 2025**