

# **CRU Update**

## **Industry Governance Group**

### **2<sup>nd</sup> July 2025**

# CRU Update

- **Review of the Supplier of Last Resort Framework Consultation**
  - CRU published a consultation on the review of the supplier of last resort framework on 15<sup>th</sup> May 2025.
  - Deadline for responses to the consultation is 10<sup>th</sup> July 2025
- **Additional Customer Protection Measures 2025/26**
  - CRU **aims to** publish a decision paper on the 2025/26 Additional Customer Protection Measures in July

# CRU Update

## ■ Govt. Electricity Credit Scheme IV

- Close-out letters to any customers who have appealed their non-receipt of the credit(s), but who are still deemed ineligible by the supplier, must be sent out by 25th July.
- All letters must specify that if the customer wishes to escalate a complaint to CRU, they must do so within 28 days of the letter being sent.