

CRU Update

Industry Governance Group

11th March 2026

CRU Update

■ Retail Market Monitoring Template – ‘B2: Arrears’ changes

- CRU added two new questions to ‘B2: Arrears’ section of RMM template in January 2026, for reporting commencement in February 2026.
- CRU requests that suppliers yet to commence reporting on these questions please inform CRU on expected dates for commencement (retaildata@cru.ie).
- These questions will form part of the National Energy Affordability Taskforce’s objectives.

CRU Update

- **Retail Market Monitoring Template – ‘B5: Diversity of Contracts’ section**
 - CRU are considering an amendment to P40 of this section.
 - This parameter currently asks for the ‘average annual bill’ of a tariff – CRU considering change to ‘average bimonthly bill’ based on bills issued for the reporting period.
 - Would suppliers’ billing systems be able to capture this more easily? Would it be accurate? Are all customers billed on a bimonthly basis?
 - CRU would like to hear suppliers’ feedback on this potential change – please send to retaildata@cru.ie by Friday 10th April.

CRU Update

- **Retail Market Monitoring Template – ‘B5: Diversity of Contracts’ section**
 - **Several suppliers have queried how to define tariffs in P40. Tariffs with different discounts (renewal, new customer offers) and time of use structures should be reported as separate tariffs when reporting this metric.**

CRU Update

■ Call for Evidence (CfE) on Affordability

- **CRU currently working on CFE on Affordability as required under NEAT Interim Report (“issue a call for evidence on bill transparency, supplier offerings, customer acquisition, and how customers struggling to pay bills can be further supported”)**
- **CfE will present the CRU requirements in the aforementioned areas and will seek responses from stakeholders outlining their thoughts on how customers can be supported through these means while facilitating a competitive market.**
- **CfE will also outline the current reporting obligations placed upon suppliers and seek feedback regarding any suggested changes they would like to see.**