

CRU Update

Industry Governance Group

14th January 2026

CRU Update

■ Retail Market Monitoring Template – New Questions

- CRU previously proposed to add questions to the ‘B2: Arrears’ section of the Retail Market Monitoring Template from January 2026 onwards to assist with work being undertaken by the National Energy Affordability Taskforce (NEAT)
- CRU issued an e-mail on 5 Dec 2025 with the proposed questions and sought feedback from market participants.
- The CRU will finalize these questions before adding them to the Retail Market Monitoring Template for 2026.

CRU Update

■ Retail Market Monitoring Template – 2026 Template

- CRU issued the Retail Market Monitoring Template for 2026 on 23 Dec 2025.
- As the implementation of the new B2:Arrears questions still requires finalization prior to them being included suppliers should continue reporting with the existing template until further notice.
- Template is the same as the 2025 template, with the only new update being the 2026 dates for submission.
- CRU will update market participants once the new B2:Arrears questions have been finalized.

CRU Update

■ NPA Disconnection Moratorium

- **NPA disconnection moratorium for all customers began 8th December and will run until Friday 16th January 2026.**