

# **CRU Update: Industry Governance Group June 3<sup>rd</sup> 2026**

## Retail Market Monitoring template: B5 ‘Diversity of Contracts’

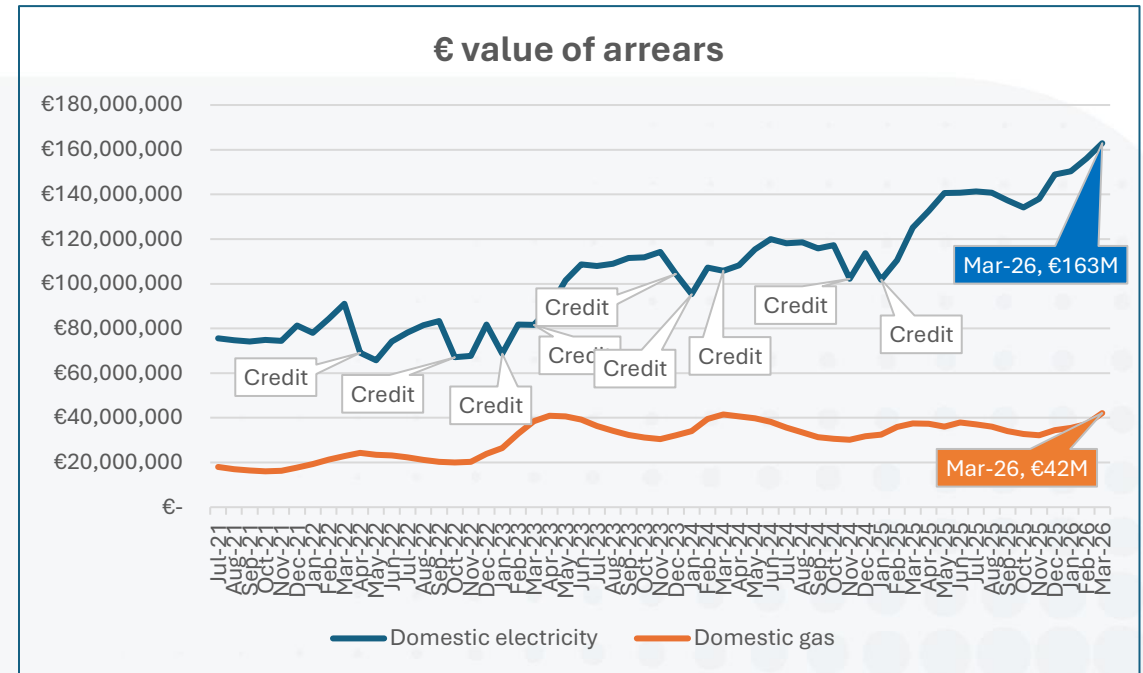
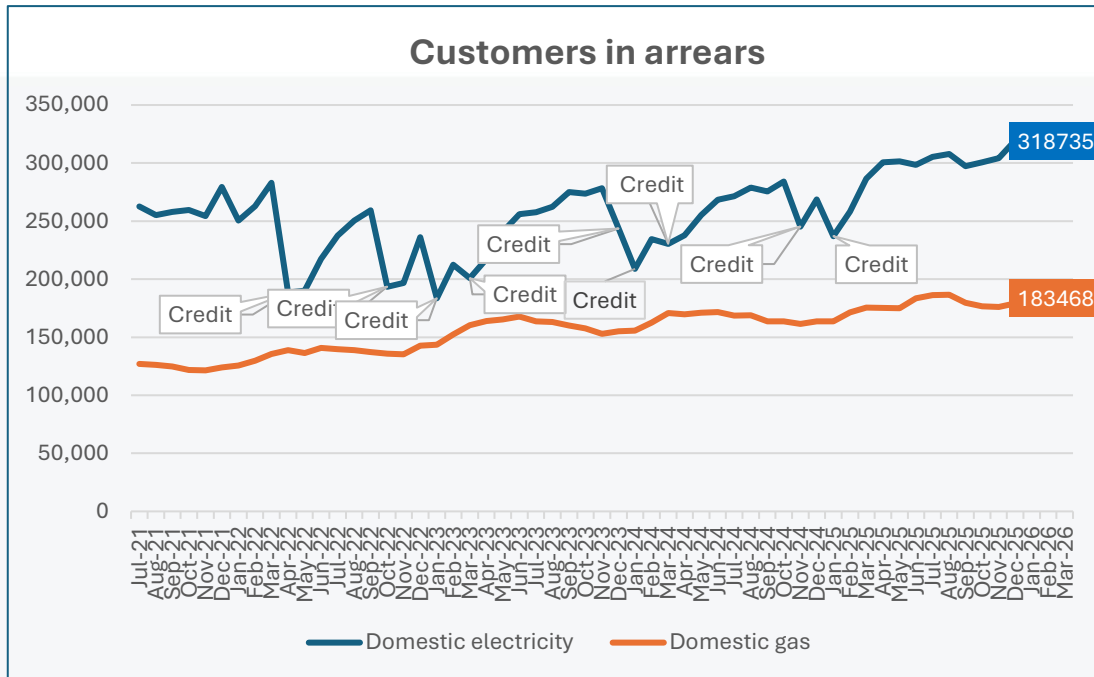
- The CRU has outlined potential proposals for the calculation of P40 ‘Average Annual Bill’ at previous IGGs.
- To facilitate greater supplier understanding of why the CRU want to standardise the calculation of this parameter, and to get supplier input on how it may best be captured, the CRU is proposing to have a call with suppliers on this issue.
- The CRU is proposing to have this call on **Wednesday 24<sup>th</sup> June at 2pm.**
- Should this time be agreeable to suppliers, CRU will extend invites to the suppliers required to fulfil this section of the template.

# Supplier of Last Resort: Proposed Decision

- Submission deadline for SoLR Framework Proposed Decision is 5pm, Friday 12<sup>th</sup> June.

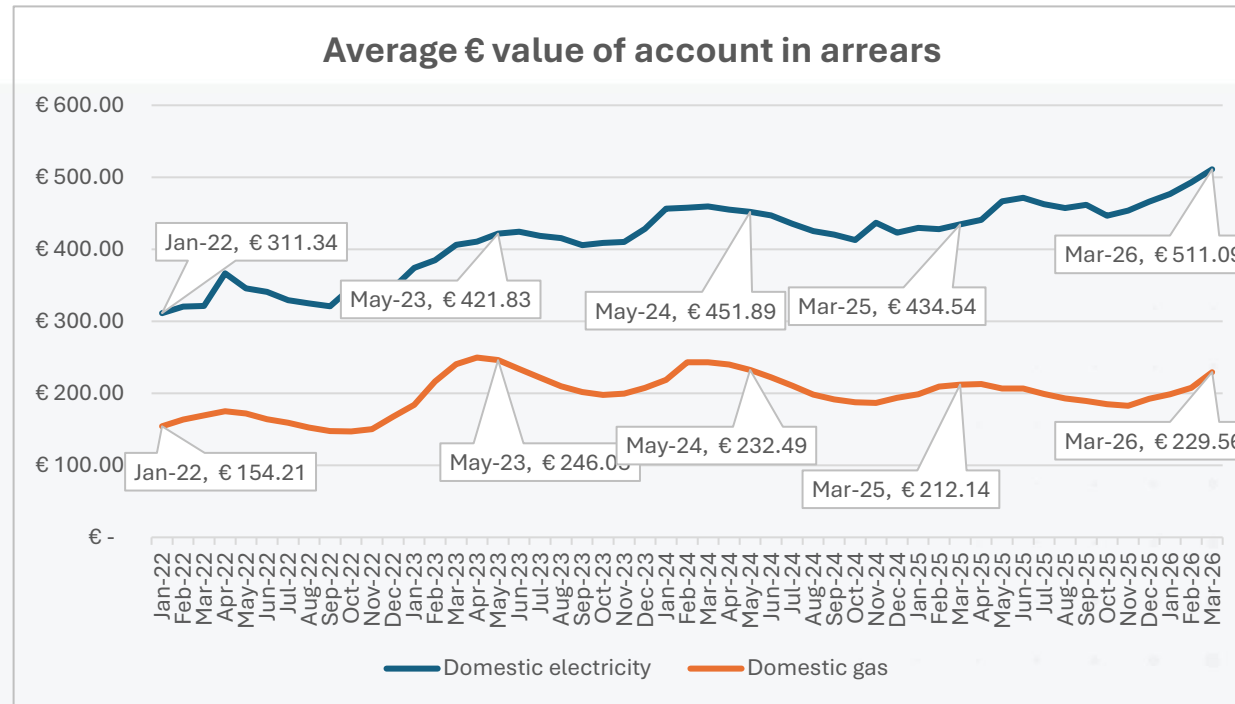
# **CRU Update: Additional Customer Protection Measures Review 2025/26**

# Impact on arrears



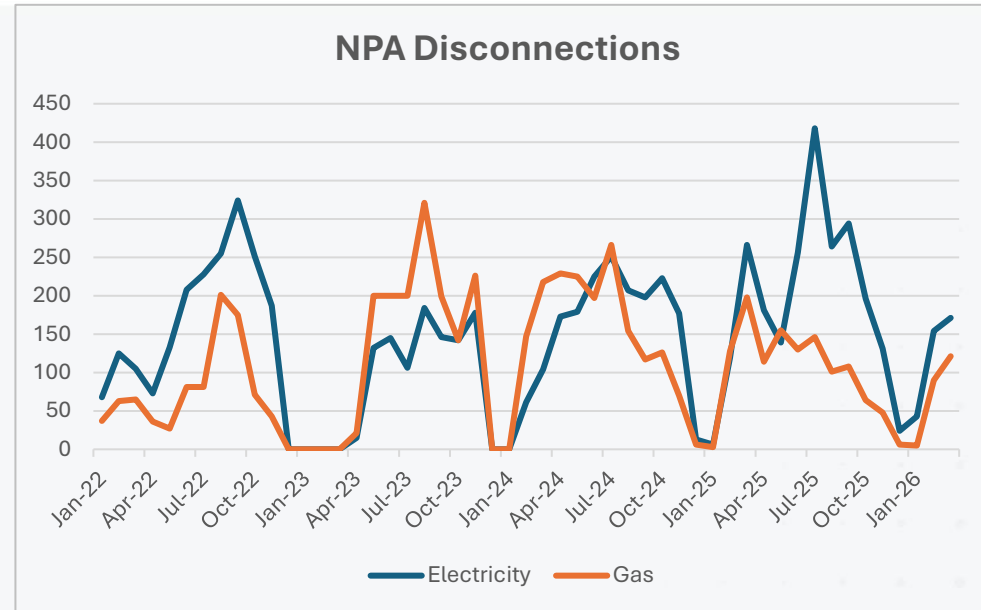
- The first winter without the universal support of Govt Electricity Credits saw arrears levels increase steeply.
- **Domestic electricity:** 11% increase in number of customers in arrears and 30% increase in value of arrears in year to March 2026.
- **Domestic gas:** 4% increase in number of customers in arrears and 12% increase in value of arrears in year to March 2026.

# Impact on arrears



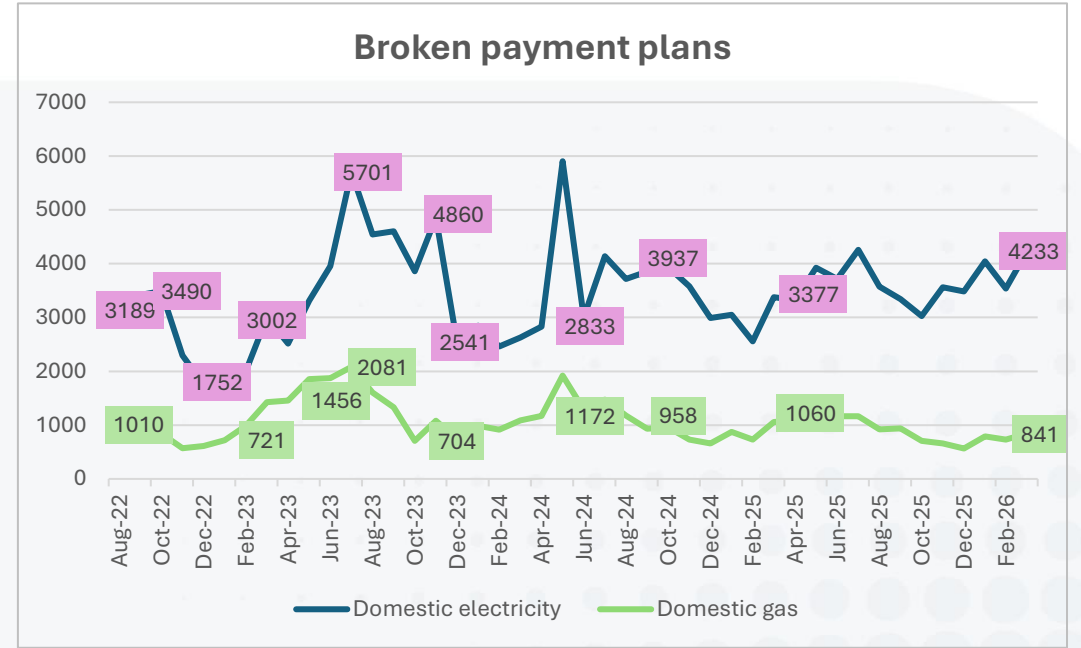
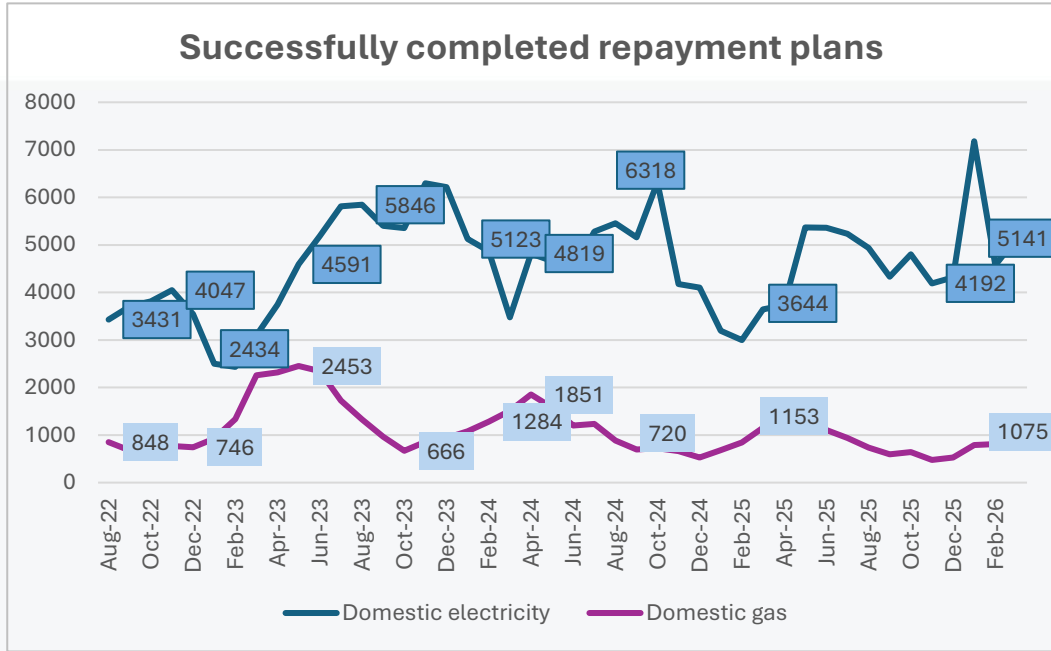
- **Domestic electricity:** 18% increase in average value of account in arrears in year to March 2026.
- **Domestic gas:** 8% increase in average value of account in arrears in year to March 2026.

# Impact on NPA disconnections



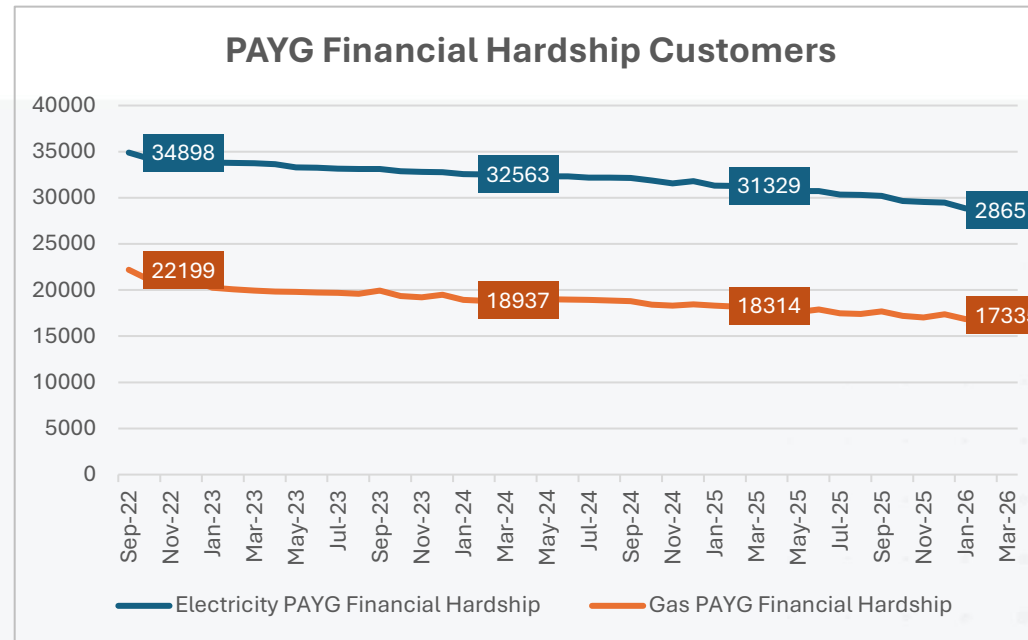
- No noticeable increase in post-moratorium disconnections this year compared to last year.

# Impact on payment plans



- Additional requirements were introduced for customers on repayment plans for 2025/26.
- The ratio of electricity repayment plans successfully completed in winter 2025/26 compared to 2024/25 remained static, and decreased slightly in gas.
- **Domestic electricity:** 54% of payment plans successfully completed in November 2025 – March 2026 period, same as November 2024 – March 2025 period.
- **Domestic gas:** 49% of payment plans successfully completed in November 2025 – March 2026 period, down from 49% in November 2024 – March 2025 period.

# Impact on PAYG Financial Hardship customer numbers



- One of the Additional Customer Protection Measures aims was to present customers in debt with alternative options to PAYG Financial Hardship meters.
- PAYG Financial Hardship customer numbers have shown a continuous decline since the introduction of the measures, despite increases in the number of customers falling into arrears.
- The number of domestic electricity PAYG financial hardship customers dropped by 18% since the introduction of the Measures, with the respective drop in gas being 22%.

# Supplier Feedback

- It remains to be seen what supports will be offered by Government to customers, if any, for winter 2026/27.
- The increase in wholesale prices has not yet translated to widespread standard tariff increases, but this remains a strong possibility.
- Is there any new trends suppliers have noticed since last year's measures which CRU should take into consideration for alteration or removal?
- CRU is also engaging with the Customer Stakeholder Group shortly for their feedback on the measures.
- CRU will seek to publish a decision paper on the 2026/27 Additional Customer Protection Measures in August.
- CRU asks for suppliers to submit their feedback on the 2025/26 measures to [retaildata@cru.ie](mailto:retaildata@cru.ie) by **COB Friday 3<sup>rd</sup> July**.