

CRU Update

Industry Governance Group

6th May 2026

CRU Update

■ Call for Evidence (CfE) on Supporting Customers Facing Sustained High Prices

- CFE awaiting imminent publication.
- CfE presents the CRU requirements around areas such as bill transparency, customer acquisition and how customers struggling to pay bills can be further supported.
- CfE also outlines the current reporting obligations placed upon suppliers and seeks feedback regarding any suggested changes they would like to see.
- Responses are open until 19th June via the [CRU's consultation platform](#).

CRU Update

■ Retail Market Monitoring Template – ‘B5: Diversity of Contracts’ section

- At the March IGG CRU sought feedback on changing P40 from 'average annual bill' of a tariff to 'average bi-monthly bill' based on bills issued for the reporting period.
- Suppliers provided feedback that to provide this information would be too complex due to customers having different billing cycles and the diversity of contracts.
- The CRU wishes to standardise this parameter to see the divergence in ACTUAL bills issued across various tariff plans, i.e. what annual average bills are customers paying across various tariffs.

- We are therefore seeking suppliers' suggestions on alternative approaches to standardise the calculation of P40:

Can suppliers provide, for customers on different tariff plans, an Average Annual Bill based on either:

1. ACTUAL average bill (for the past year – where a full year is not available, extrapolate it across a full year taking seasonality into account), or;
 2. ACTUAL average monthly/bimonthly bills (and extrapolate it across a full year taking seasonality into account) or;
 3. ESTIMATED average bill (for forthcoming year) taking seasonality into account
- Please send feedback to retaildata@cru.ie by Friday 29th May.

CRU Update

■ Supplier of Last Resort - Proposed Decision

- Following requests from market participants, the CRU has further extended the submission deadline for the SoLR Framework Proposed Decision. The new and final deadline is ***5pm Friday 12th June 2026.***