

# **CRU Update**

## **Industry Governance Group**

### **9<sup>th</sup> September 2026**

# CRU Update

## ■ CRU Additional Customer Protection Measures

- Decision Paper is currently awaiting Directorial approval and will be published as soon as received.
- Measures will largely be a continuation from last year with minor additional points for suppliers to note on repayment plans and communications from customers in difficulty.

## ■ CRU Consultation on Supplier Handbook

- Consultation Paper was published on the 28th of August 2026. The consultation period is open for 6 weeks and will close on Friday the 9th of October.

## ■ CRU Customer Stakeholder Group in-person meeting, 24<sup>th</sup> September

- CRU asks that any suppliers planning to attend please confirm attendance by emailing [retaildata@cru.ie](mailto:retaildata@cru.ie) by COB Friday 11th September