

CRU Update

Industry Governance Group

26th April 2023

CRU Policy Update

- **Electricity Costs Emergency Benefit Scheme II** – Third and final payment period almost complete, but customers can still receive any of the three credits they are eligible to by 30 June if not already received. Please make all efforts to contact account holders who have not yet received a credit they are eligible for.
- **Electricity Costs Emergency Benefit Scheme** – Lessons learned workshop for second scheme – August 2023.
- **Customer Protection Measures Review** – Feedback from CSG participants currently being received. Suggested measures to retain at next IGG, 24th May. Suppliers will be given 2 weeks to provide feedback.