

# CRU Update

## Industry Governance Group

### 27<sup>th</sup> September 2023

# CRU Policy Update

- **Decision on disconnection moratorium**

Expect decision to be made in September and CRU will keep IGG updated once decision has been made.

- **Electricity Cost Benefit Scheme III**

Awaiting update from DECC

- **15th Citizens' Energy Forum**

Will take place on 9th November 2023 in the RDS, Dublin.

- **Additional customer protection measures**

Communications on vulnerable customer sign-up, nominated representative sign-up and level pay plans to be actioned by 1st November.

- **H1 Arrears & Disconnections report**

Publication imminent.

# CRU Policy Update

- ***Smart time of use Tariff Billing Issue***

The CRU has become aware that that some suppliers encountered certain issues with billing customers who are on a smart time of use tariff. These issues were related to daylight saving time / clock changes which take place in March and October each year.

The CRU would like to remind all suppliers to check their billing system or the relevant process to ensure that all customers are billed accurately.

Any questions to The Compliance & Enforcement Team: [Compliance@cru.ie](mailto:Compliance@cru.ie)