

# CRU Update

## Industry Governance Group

### 1<sup>st</sup> March 2023

# CRU Policy Update

## ■ Electricity Costs Emergency Benefit Scheme II

- 2.153 million (99%) of customers credited for **Nov/Dec** government electricity credit.
- 2.155 million (99%) of customers credited for **Jan/Feb** government electricity credit.
- **27 February:** 'Effective Date'
- **1 March:** Suppliers to commence crediting accounts for **March/April** government electricity credit.
- VAT rate to remain at 9% until end of October 2023.

- **Extension to Disconnection Moratorium:** CRU has decided to extend the moratorium on the disconnection of domestic customers for reasons of non-payment of account until 31 March 2023. This is an extension to the original moratorium which came into effect on 1 December 2022 and which was due to end on 28 February 2023.

## Supplier Handbook - Updates

- **Cooling off Periods** - The Consumer Rights Act 2022, which came into force on November 29<sup>th</sup>, 2022, extends the cooling off period for certain “distance” or “off-premises” contracts from 14 days to 30 days.
- **EAB Time of Use Tariffs – CRU 20146 Comparison Tools for Time of Use Tariffs decision paper.** Incorporating the text that was included in the Annex of CRU 20146, to provide clarity to suppliers on the methodology for calculating the EAB for the SST.
- **Customer Messaging Smart Pay As You Go –** In line with CRU General Clarification [CRU2022974](#), published on 3<sup>rd</sup> November 2022, amending Handbook Section B: 9.3.4 to reflect this.
- **Clarifications** – Other published clarifications will be included as footnotes.
- **EAB/Comparisons for non-domestic Customers** – Amending Handbook requirement 4.6.3 (e) to reflect S.I 20/2022 - No Estimated Annual Bill currently exists for non-domestic customers.  
*Distribution Groups, and/or the Economic Activity Code and/or other suitable methods could be used to determine same user category.*