

SOCIAL TARIFF

Electricity • Natural Gas

Economically vulnerable consumers are entitled to the social tariff discount on electricity and natural gas supplies. The discount is the same for all consumers, whether they are on the regulated or the liberalised market.





HOW MUCH IS THE SOCIAL TARIFF DISCOUNT?

ON ELECTRICITY

On average, the **social tariff discount on the electricity bill** in 2024 is **33.8%**
(excluding fees and taxes)



Exemption from IEC (Special Consumption Tax)



Partial exemption of €1.85 on the CAV (Audiovisual Contribution)

Beneficiaries of partial exemption on the CAV:

- a)** Solidarity supplement for the elderly;
- b)** Social integration income;
- c)** Unemployment benefit;
- d)** 1st family allowance level;
- e)** Social invalidity pension.

Example (from 1st january 2024)

Monthly bill of €37.92 (equivalent to annual consumption of 1900 kWh and contracted power of 3.45 kVA), minus the discount of €13.50 = monthly bill of €24.42.

Use ERSE's [calculator](#) to find out what discounts you can get on your electricity bill.





HOW MUCH IS THE SOCIAL TARIFF DISCOUNT?

ON NATURAL GAS

On average, the **social tariff discount on natural gas bill** in 2024 is **31.2%**
(excluding taxes)



Exemption from ISPGN
(Natural Gas and Petroleum Products Tax)

Example

Monthly bill of €14.71 (equivalent to annual consumption of 138 m³,
1st consumption level) minus the discount of €6.04, monthly bill = €8.67.

Use ERSE's [calculator](#) to find out what discounts you can get on natural gas bill.



WHO ARE ENTITLED TO THE SOCIAL TARIFF?

IN ELECTRICITY

Those entitled to the social tariff

1. Anyone who is or may be a beneficiary of one of the following social benefits:
 - a) Solidarity supplement for the elderly;
 - b) Social integration income;
 - c) Unemployment benefit;
 - d) Family allowance;
 - e) Social invalidity pension from the special invalidity protection scheme or the supplement to the social benefit for inclusion;
 - f) Old-age social pension.

or

2. Anyone with an annual income of up to €6,272.64, plus 50% for each member of the household with no income, including themselves, up to a maximum of 10.

The beneficiary/applicant must be the **holder of the electricity supply contract**, it must be exclusively for **domestic consumption in a permanent home** and the contracted power must not exceed **6.9 kVA**.



WHO ARE ENTITLED TO THE SOCIAL TARIFF?

NATURAL GAS

Those entitled to the social tariff

Anyone who is or may be a beneficiary of one of the following social benefits:

- a) Solidarity supplement for the elderly;
- b) Social integration income;
- c) Unemployment benefit;
- d) 1st family allowance level;
- e) Social invalidity pension from the special invalidity protection scheme or the supplement to the social benefit for inclusion.

The beneficiary/applicant must be the **holder of a natural gas supply contract**, exclusively for **domestic consumption, in a permanent home**, supplied at **low pressure** and with annual consumption not exceeding **500 m³** (which includes the 1st and 2nd consumption levels).

HOW IS THE SOCIAL TARIFF ALLOCATED?

The allocation of the Social Tariff for electricity and natural gas is automatic!

It is up to the Directorate-General for Energy and Geology (**DGEG**) to identify the beneficiaries of the social tariff.

Your supplier will let you know that you have benefited from the social tariff. If you don't receive any communication and you believe you are entitled to the social tariff, ask for proof from the Social Security or Tax Authority, as the case may be, and give it to your electricity and/or natural gas supplier.

If you have any questions or complaints **about the social tariff**, contact the DGEG- SOCIAL TARIFF Helpline: 210 192 851 (Working days, 10 am to 4.30 pm) or search <https://tarifasocial.dgeg.gov.pt/>

HOW DO I KNOW IF THE SOCIAL TARIFF DISCOUNT IS BEING APPLIED?

The Social Tariff discount must be identified separately on your bill.

The government sets the social tariff discount and ERSE applies it to the network access tariff.

The social tariff discount is the same for all customers, whether they are already in the liberalised market or not. If you are still in the regulated market, ERSE directly sets the social tariff (the final price you pay on your bill), which includes the discount on the network access tariff.

If you have any questions or complaints **about the application of the social tariff discount** on your bill, contact ERSE via the Electronic Complaints Book [Livro de Reclamações Eletrónico](#) or search www.erse.pt.



www.erse.pt

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