

Press release

Storm Kristin

Clarification regarding deadlines for additional extraordinary measures in the energy sector

ERSE – the Energy Services Regulatory Authority – clarifies that the deadlines regarding the prohibition on supply disconnection and the obligation for electricity and gas suppliers to split outstanding payments into instalments remain in force until 30 April.

On 20 February 2026, ERSE approved an additional package of extraordinary measures adopted to protect consumers affected by Storm Kristin, focusing on the electricity and natural gas sectors and based on the deadlines set out in the law.

In light of the legislation in force, the following points are highlighted:

Exceptional rules regarding gas and electricity disconnections: network operators are prohibited from carrying out, at the request of suppliers, disconnections of gas or electricity supply, as well as reductions in contracted power, for reasons attributable to the customer, **until 30 April 2026**. This measure covers all types of customers (households, small businesses, industrial customers, etc.).

No billing for contracted electricity capacity: suppliers are prohibited from billing customers affected by the disaster for any contracted capacity charges **during the period in which their supply was interrupted**. If suppliers have already issued an invoice to the customer, the supplier must issue a credit note, which must be received before a second invoice is issued. The same applies to network operators, who are prohibited from billing suppliers for the contracted power component during the periods in which their customers' supply was interrupted.

Instalment payment plans: electricity and natural gas suppliers must offer customers who request it an instalment plan for outstanding amounts accrued **between 28 January and 30 April 2026**. For domestic

customers and small businesses (Standard Low Voltage or Low Pressure with annual consumption up to 10'000 m³), the instalments must be spread over 3 to 6 monthly payments, or a lower number agreed with the customer. For all other customers, with higher voltage and pressure levels, the instalment plan must be agreed between the parties. In any case, no late payment interest or any other charge is payable by customers in respect of the instalment plan.

Similarly, electricity and natural gas suppliers may also split the amounts owed to network operators, corresponding to those owed to them by customers as network access charges, with no late payment interest being due.

Calculation of billing variables: special rules are established regarding billing variables for power, in the case of electricity, or capacity in the case of natural gas, on terms more favourable to consumers affected by the disaster, between **28 January 2026 and 31 March 2026**.

ERSE's measures are generally intended to reduce the charges for contracted power on days when electricity was supplied, and for which there is an obligation to pay for contracted power. In the case of natural gas, efforts have also been made to apply rules that protect all consumers, with particular emphasis on businesses that were unable to operate due to the disaster.

These measures apply in the municipalities where a state of emergency has been declared.

The deadline of 30 April is established by Decree-Law No. 79-A/2026 of 20 March, which introduces the first amendment to Decree-Law No. 40-A/2026 of 13 February, which established an exceptional and temporary regime of administrative and financial simplification aimed at the reconstruction and rehabilitation of property and infrastructure located in the municipalities affected by Storm 'Kristin'.

Access [Decree-Law No. 79-A/2026](#)

Access the [ERSE Regulation](#)

Lisbon, 30 March 2026