

Press release

Storm Kristin

ERSE adopts additional extraordinary measures in the energy sector

ERSE - Energy Services Regulatory Authority has approved an additional package of measures focused on the electricity sector, now extend to natural gas, following an initial set of extraordinary measures adopted to protect consumers affected by Storm Kristin. Notably, these measures require suppliers to offer instalment payment plans for electricity and natural gas bills. These measures will enter into force on 28 January 2026.

Through Regulation No. 131-A/2026 of 5 February, ERSE urgently approved the immediate adoption of a set of electricity-related measures to respond to the needs of the population, businesses, and the social sector in municipalities affected by the state of public calamity declared by the Government.

As indicated in the first regulation, following the conclusion of the stakeholder consultation on 13 February 2026, ERSE is now supplementing the initial measures, which now cover not only the electricity sector, but also the natural gas sector.

Among the new measures adopted to protect consumers affected by the disaster, the following stand out:

Electricity Sector

Exceptional rules on electricity interruptions: network operators are prohibited from interrupting the electricity supply or reducing the contracted power at the request of suppliers for reasons attributable to the customer, in accordance with Decree-Law 40-A/2026, until 13 February 2027. Initially covering only domestic consumers, this measure has now been extended to include all voltage levels, i.e. small businesses, industry and large consumers.

Non-billing of contracted power: suppliers are prohibited from billing customers affected by the public calamity for any contracted power **during the period in which supply was interrupted**. If a supplier has issued an invoice to a customer, it must issue a credit note before a second invoice can be issued. The same applies to network operators, which are prohibited from billing suppliers for contracted power during periods when their customers were interrupted.

Electricity and Natural Gas Sector

Splitting of billing amounts: electricity and natural gas suppliers must offer customers who request it a split payment plan for amounts owed, generated from 28 January 2026 to 13 February 2027, under the terms of Decree-Law 40-A/2026. For domestic customers and small businesses (Normal Low Voltage or Low Pressure with annual consumption up to 10 000 m³), the instalments must be between 3 and 6 monthly payments, or a lower number agreed with the customer.

For other customers with higher voltage and pressure levels, the instalment plan must be agreed upon by both parties.

In either case, no interest on arrears or any other charge shall be payable by customers in respect of the instalment payment 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 a charge for access to the networks, with no interest on arrears due.

Billing variable calculation: special rules on the calculation of billing variables relating to contracted power (electricity) or capacity (natural gas) are established for consumers affected by the public calamity between 28 January and 31 March 2026, on terms more favourable to them.

ERSE generally intends to reduce charges for contracted power on days when electricity was supplied, for which payment for contracted power is required. ERSE also intends to apply rules that protect all natural gas consumers, with particular emphasis on companies that were prevented from operating due to the public calamity.

Violation of these extraordinary measures constitutes an administrative offence punishable under the Energy Sector Sanctioning Regime.

The approved measures will take effect on 28 January 2026.

[Access the ERSE Regulation](#)

Lisbon, 20 February 2026