

Press Release

COVID-19

ERSE extends its exceptional measures until 30 June 2020 and establishes new measures for the energy sector

Taking into account the continuation of the public health emergency caused by the COVID-19 pandemic, and following the approval, in a first instance, of a set of exceptional and urgent measures, ERSE (Energy Services Regulatory Authority) has extended the deadlines initially foreseen, regulated the payments by instalment and established new measures for the energy sector.

ERSE approved Regulation n.º 225-A/2020, published on 18 March 2020 and with effect as of 13 March, which establishes exceptional and emergency measures in the context of the COVID-19 pandemic. It extended, by an additional 30 calendar days, the prior notice period for supply disconnections for household customers (at low voltage) and established the possibility for consumers to request to pay back their debt in instalments, without any interest.

ERSE has now approved an additional regulation which extends, until 30 June 2020, the deadline set in Regulation n.º 225-A/2020, and which specifies the arrangements for payments by instalment for electricity and natural gas bills, allowing up to 12 monthly instalments. The regulation also establishes other rules applicable to companies not covered by the first regulation.

The first set of exceptional measures have a special and urgent focus on household electricity and gas customers, including small businesses with voltage and pressure levels equal to those of household consumers.

With the present regulation, ERSE has established transitory rules which ensure the functioning of the entire energy value chain, in order generally to mitigate impacts on the national electricity



and gas systems. In addition, ERSE has agreed additional rules for situations that were not initially covered, for energy suppliers as well as industrial consumers.

Measures applicable to energy actors

- Moratorium on the payment of access to the network by suppliers that experience a fall in invoices equal to or above 40%, in order to avoid situations of default which, if they were to materialise, would have a negative on the national electricity and gas systems;
- Extension of the deadlines included in the regime for risk management and guarantees for the national electricity system, in order to adjust it to the emergency period;
- Postponement, until 1/10/2020, of the entry into operation of the supplier switching platform for the electricity sector implemented and managed exclusively by the OLMC (Operador Logístico da Mudança de Comercializador);
- Postponement of other deadlines for reporting to the regulator.

Measures applicable to business clientes with and without smart meters

- Adjustment of the capacity and energy charges to be invoiced to companies that have applied the “lay-off” regime as a result of the partial or total suspension of their economic activity.

For full details, consult the new [ERSE Regulation](#) (PT version), as well as:

- [Regulation n.º 225-A/2020](#), of 18 March 2020 and [interpretative note](#);
- [Questions and Answers regarding application of Regulation n.º 225-A/2020](#), and finally...
- [ERSE tips for saving energy](#)

Lisbon, 8 April 2020

