

# Press release

## ERSE fines PETROGAL 200,000 euros

Company cooperated, paid compensation and waived legal proceedings

ERSE – the Energy Services Regulatory Authority – imposed a fine of €200,000 on Petrogal. The case concerns infringements relating to the recording and storage of telephone calls, non-payment of compensation to a customer, provision and disclosure of information to customers, incorrect parameterisation of billing elements and failure to respond in a timely manner to requests for information made through call centres and the complaints book.

As part of the settlement procedure proposed by the company under the Energy Sector Sanctioning Regime, with the admission of facts, the acknowledgement of its negligent liability, its cooperation, the effective correction of the infringements and the compensation that Petrogal has already awarded to customers, the ERSE Board of Directors accepted the Settlement Proposal, reducing the initial fine from €400,000 to €200,000.

It should be noted that, with regard to the deleted call recordings, Petrogal committed to resolving complaints in favour of customers when no other evidence was available, recognising that this commitment could be used in consumer dispute arbitration.

Administrative offence proceedings were initiated following Petrogal's notification of an incident that occurred in 2023. This incident led to an external service provider permanently deleting all call recordings older than 30 days within the scope of its contractual relationship with customers. ERSE took additional steps to ascertain the facts relating to the incident and the terms under which Petrogal fulfilled its regulatory obligation to retain call recordings for three years.

In addition, ERSE received evidence of infringements by the entity concerned from the National Energy Sector Entity E.P.E. (ENSE), gathered in the context of an inspection of energy suppliers' activities in the market. ERSE also received a set of complaint sheets recorded in Petrogal's

complaint books which were allegedly not sent to the relevant authority within the legally prescribed period.

Furthermore, an ERSE inspection of electricity suppliers' invoices for customers on the Normal Low Voltage (BTN) tariff, as well as an analysis of consumer complaints lodged against the defendant, revealed evidence of infringements by Petrogal.

[Access Case No. 16/2023](#)

Lisbon, 26 th August 2025