

Press Release

Storm Kristin

ERSE establishes exceptional and urgent measures to protect affected consumers

ERSE - Energy Services Regulatory Authority, in view of the public calamity declared by the Government for the areas most affected by Storm Kristin, has adopted a set of exceptional and urgent measures aimed at protecting consumers from supply interruptions and minimizing costs in the electricity sector.

The extent and severity of the disaster require the immediate adoption of a set of appropriate measures in the electricity sector to respond to the needs of the population, businesses, and the social sector in the affected municipalities.

ERSE therefore urgently determines that in all municipalities covered by the declaration of disaster made by the Resolutions of the Council of Ministers, the distribution network operator is prevented from interrupting supply or reducing contracted power for reasons attributable to the customer, such as non-payment or inability to pay, to low-voltage customers. This provision shall remain in force until a new exceptional regulatory definition is established by ERSE during February 2026.

ERSE also determines that affected customers will not pay the contracted power charges due for the use of networks, since this charge pays for the availability of the network, which was affected. In these cases, these customers will receive a credit on their bill corresponding to the value of the contracted power of the network access tariff.

It is also established that the estimated energy consumption for the period during which customers had their electricity supply interrupted due to Storm Kristin is zero, as already provided for in the Guide to Measurement, Reading, and Data Availability in the Electricity Sector. It should be noted that the methodology provided for in the regulations allows the use of historical consumption data to estimate consumption during periods of supply interruption. However, the storm affected the operation of meters and the smart grid, so it is not acceptable to maintain this methodology in this exceptional situation.

ERSE will continue to monitor the situation, within the scope of its powers, and will develop new measures that prove necessary, after urgent consultation with stakeholders, which is currently underway.

The measures now approved aim to ensure the continuity of the electricity service and minimize costs for consumers, and will take effect from January 28, 2026.

[Access the ERSE Regulation](#)

Lisbon, February 4, 2026