ERSExplica

ENGLISH VERSION

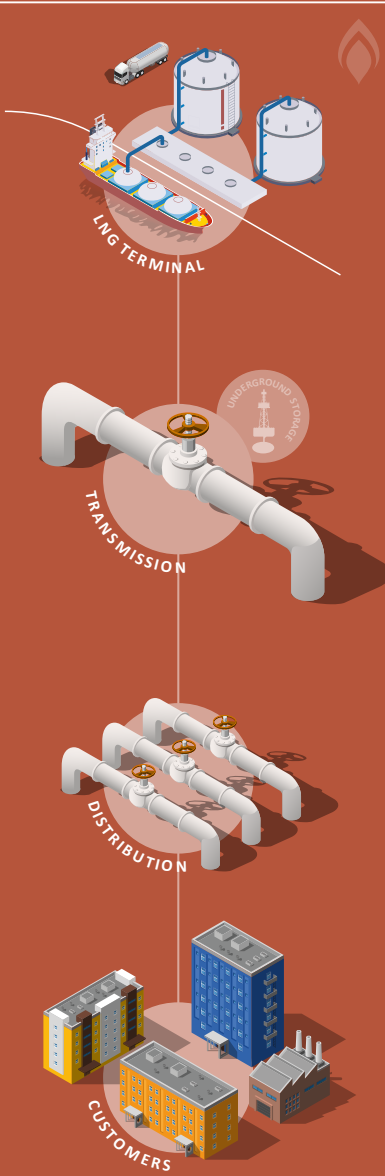
GAS

Technical Quality of Service Report 2024

Portuguese Energy Services Regulatory Authority

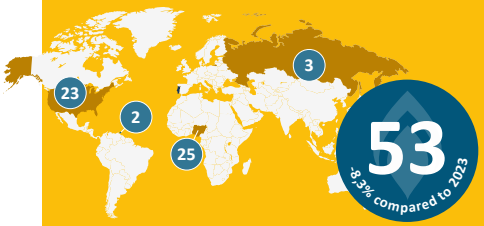
August 2025

GAS INFRASTRUCTURE VALUE CHAIN



LIQUEFIED NATURAL GAS TERMINAL

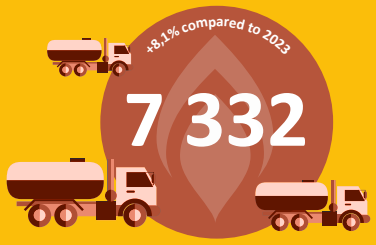
▶ Number of discharges from LNG ships



▶ Average effective unloading time of LNG ships

▶ Average effective loading time of LNG tanker trucks

▶ Number of LNG tanker trucks' fillings



NATIONAL GAS TRANSMISSION NETWORK

Number of exit points

91

-3 exit points compared to 2023

Number of interruptions per exit point

0

same as 2023

1 375 km

of gas pipelines

NATIONAL GAS DISTRIBUTION NETWORK

▶ Average number of interruptions

10,58

interruptions per 1 000 customers

+ 38,5% compared to 2023

▶ Average time of interruptions

2,75

minutes/customer

+38,9 % compared to 2023

16 604

affected customers

in

1 568 425

served customers

21 644 km

of gas pipelines

TECHNICAL QUALITY OF SERVICE

ERSE is responsible for regulating the gas sector. It has established a Quality of Service Code and assesses the performance of gas network infrastructure operators. A Technical Quality of Service Report is published annually, providing information on the Liquefied Natural Gas (LNG) Terminal as well as on the Transmission and Distribution Network Operators. This edition of ERSExplica only covers distribution activity.

What is the Technical Quality of Service?

It is a set of indicators that reflects the quality of the gas supply to customers by the gas network infrastructure operator.

How is it reflected to customers?

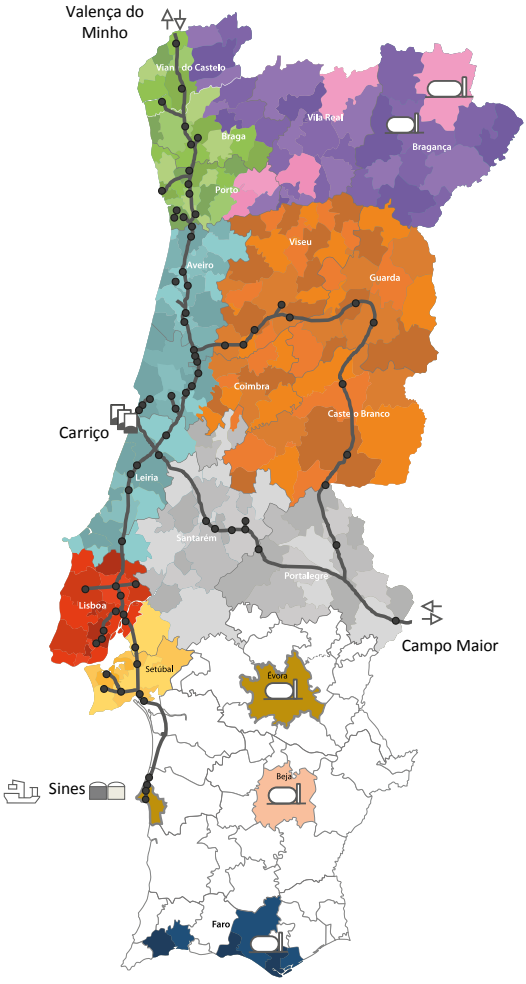
Through the indicators measuring the frequency and duration of gas interruptions at the delivery points, as well as the pressure and characteristics of the gas supplied. These indicators are subject to regulatory standards that vary depending on the type of interruption within the network infrastructure.

In 2024, the general standards* set for the continuity of supply indicators were met by all the distribution system operators (DSOs). The pressure and gas characteristics requirements were also met by all DSOs.

*Only applies to DSOs with more than 100,000 customers, such as Lisboagás, Lusitaniagás, REN Portgás and Setgás.

GAS INFRASTRUCTURE OPERATORS

Portugal does not produce natural gas, importing 100% of its gas consumption. Gas arrives in the country via pipelines (Campo Maior or Valença do Minho) or by sea (Sines) and is stored in its own facilities (Carriço and Sines), which supply the transmission network. From this network, it reaches consumers' homes through distribution networks.



TRANSMISSION NETWORK

- REN - Gasodutos
- Gas Regulating and Metering Station (GRMS)

UNDERGROUND STORAGE

- REN - Armazenagem

LNG TERMINAL

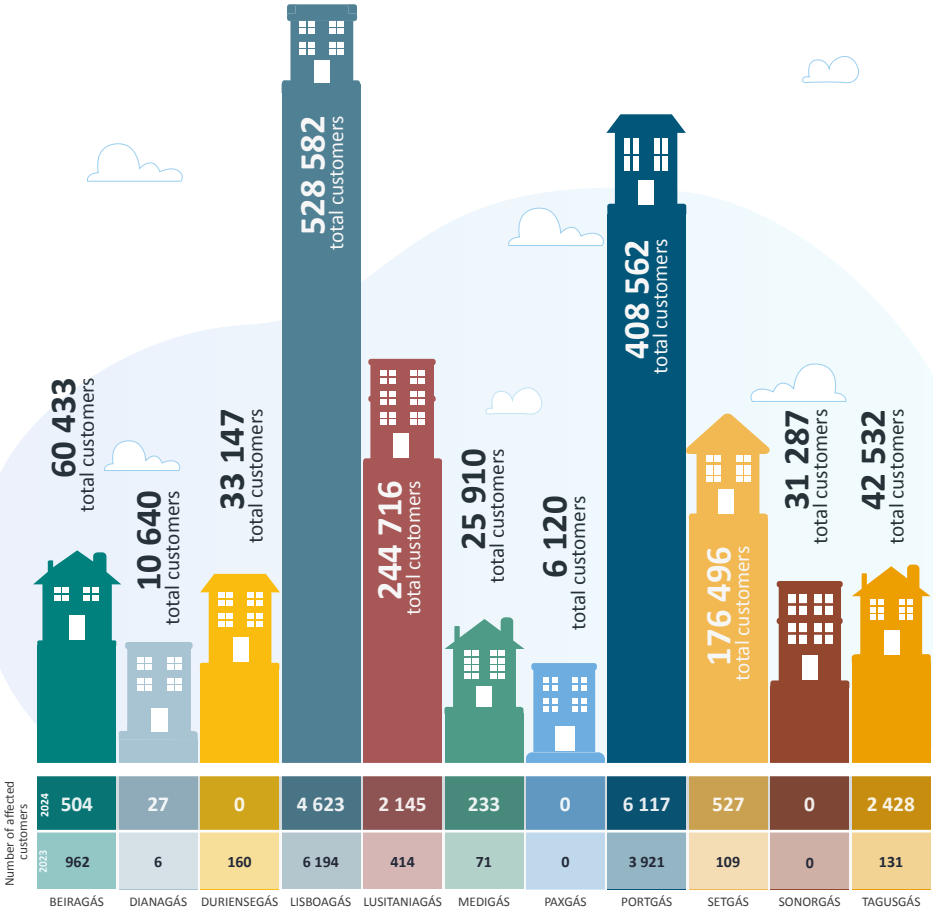
- REN - Atlântico, Terminal de GNL

DISTRIBUTION NETWORK

- UAG - Autonomous Gas Unit
- Beiragás
- Dianagás
- Duriensegás
- Lisboagás
- Lusitaniagás
- Medigás
- Paxgás
- REN Portgás
- Setgás
- Sonorgás
- Tagusgás

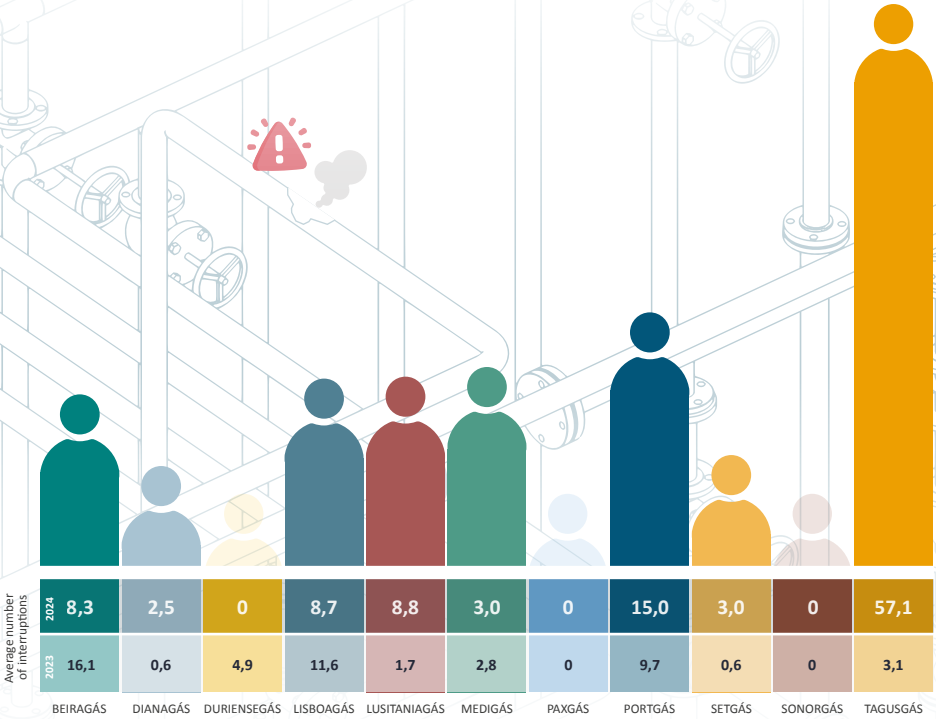
NATIONAL GAS DISTRIBUTION NETWORK

Number of affected customers
vs. Total number of customers



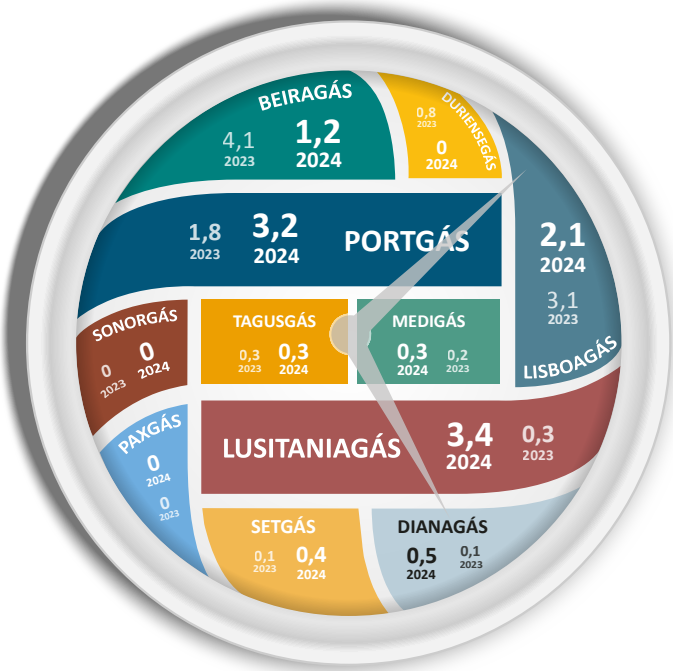
In 2024, 1,1% of all customer installations in mainland Portugal were interrupted. An increase of 39% in the number of affected customers was recorded compared to 2023.

Average number of interruptions per 1 000 customers

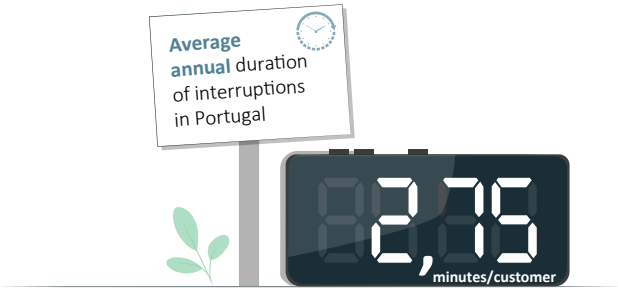


In 2024, the distribution system operator (DSO) with the highest average number of interruptions was Tagusgás, due to the increase in cases of force majeure. These situations were due to third-party work in the area close to the distribution network.

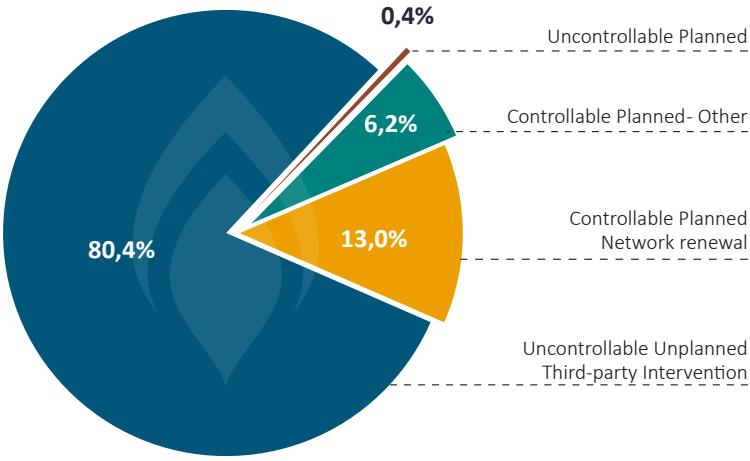
Average duration of interruptions per customer
(minutes/customer)



This indicator measures the duration of interruptions by the total number of customers of the Distribution Network Operators. The average duration of interruptions per customer at national level was 2,75 minutes/customer, an increase of about 40% compared to last year.



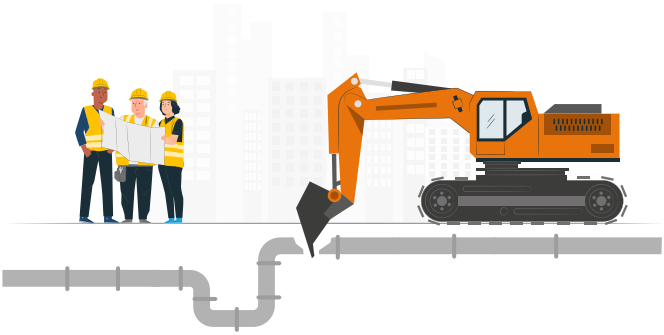
Average annual duration of interruptions in Portugal



Interruptions in gas distribution networks can be classified as follows:

- Planned or unplanned interruption – depending on whether it is possible to notify customers in advance of the interruption;
- Controllable or uncontrollable interruption – depending on the extent to which the network operator can act to prevent the occurrence of the interruption.

For more information, see the continuity of supply indicators by distribution network operator available here.



Energy Services Regulatory Authority
Rua Dom Cristóvão da Gama, 1 – 3.º
1400 - 113 Lisboa
Portugal