

PRESS RELEASE

ERSE approves Quality of Supply Code for the Electricity and Gas Sectors

ERSE - Energy Services Regulatory Authority approved the new Quality of Supply Code (RQS) for the electricity and gas sectors and its Procedures Manual. The new RQS incorporates novelties regarding the definition of service quality areas and new general and individual standards of continuity of supply, leading to an improvement in the quality of service guaranteed to consumers.

The RQS materializes a new definition of service quality areas in the electricity sector, which has been static since the publication of the first Quality of Supply Code. Technological developments, namely in terms of georeferencing, have enabled the definition of a more coherent quality of service area and the corresponding update of current areas. This evolution is expected to improve the quality of service guaranteed to consumers.

The new RQS increases the demand for continuity of supply in the electricity sector placed on network operators, by changing the general and individual standards of continuity of supply, also leading to an improvement in the quality of service guaranteed to consumers.

Regarding the gas sector, the new RQS foresees the recent changes to the organization of the national gas system resulting from the publication of Decree-Law no. 62/2020, of 28 August, highlighting the possibility of injection of renewable gases and of low-carbon gases.

In the scope of the quality of commercial service, the demand for performance evaluation of the frequency of reading of measurement equipment was increased, as only local readings were included in the calculation of the performance indicator.

ERSE placed the proposal to reformulate the RQS in public consultation (Public Consultation No. 94), in accordance with its Statutes. The public consultation process for the regulatory reformulation of the RQS is accessible on the ERSE website.

[Access documents](#)

Lisbon, 26 march 2021