

OFFICIAL NOTICE

ASEP backs electricity market reform to improve service and user rights

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Summary

Panama's public services regulator ASEP says the proposed reform of Law 6 of 1997, approved in first debate by the National Assembly's Commerce Committee, would strengthen oversight, shorten claim deadlines and give users bill credits when service quality fails.

Details (summary of the article)

The National Authority of Public Services (ASEP) highlights that the government's proposal to reform Law 6 of 1997, which regulates the electricity market, approved in first debate by the National Assembly's Commerce and Economic Affairs Committee, responds to the need to update market rules, strengthen oversight and protect user rights. ASEP's general administrator, Zelmar Rodríguez Crespo, stressed that the reforms answer a legitimate user demand: quality electricity service and fair handling of complaints. Reaching second debate is a major step, she said. 'For ASEP, there can be no modern market without clear rules, companies that meet service quality standards and users whose rights can be enforced.' The proposal adds tools strengthening ASEP's inspection capacity, raises service quality requirements and sets more effective mechanisms for citizen complaints over possible breaches. Among the proposed changes: shorter deadlines to resolve claims, credits on bills when quality levels are not met, and stronger compensation for users where appropriate, such as appliances damaged by voltage fluctuations. The reform also promotes greater competition, efficiency and transparency, proposing a new scheme for buying capacity and energy through competitive processes under regulatory supervision, updating the parameters used to determine regulated returns in transmission and distribution, and limiting concentration in generation. While electricity rates depend on many market components and variables, the reform seeks to correct and modernize the rules so users get the service quality they demand. 'The user must know that rules exist, that they are supervised and that companies must comply,' Rodríguez Crespo reaffirmed.

Original (es)

ASEP: REFORMA RESPONDE A LA DEMANDA DE LOS USUARIOS POR UN SERVICIO DE CALIDAD

La Autoridad Nacional de los Servicios Públicos (ASEP) destaca que la propuesta del Gobierno Nacional para reformar la Ley 6 de 1997 que regula el mercado eléctrico aprobada en primer debate por la Comisión de Comercio y Asuntos Económicos de la Asamblea Nacional, responde a la necesidad de actualizar las reglas del mercado, [...]