

OFFICIAL NOTICE

ASEP: 60-day electricity billing protections after 9 October earthquake (EDECHI included)

When	No date given
Where	Panama (EDECHI area includes Chiriquí)
Source	asep
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Link	https://asep.gob.pa/an-no-22212-elec-de-2026-10-21/

Summary

ASEP Resolution AN No. 22212-Elec of 21 October 2026 orders EDEMET, EDECHI and ENSA to apply temporary measures for 60 days after the 9 October earthquake emergency: no disconnection for non-payment, no new late-payment charges, payment plans of up to 12 months without interest, and priority reconnection. It applies automatically in Veraguas, Los Santos, Herrera and Coclé; customers elsewhere, including Chiriquí (EDECHI), may apply individually by proving damage.

Full text (English)

Republic of Panama – National Public Services Authority (ASEP). Resolution AN No. 22212-Elec, Panama, 21 October 2026: establishing transitional measures to be applied by EDEMET, EDECHI and ENSA because of the National Emergency caused by the earthquakes of 9 October 2026. The measures apply for 60 calendar days from entry into force.

1. Estimated readings: where a property was destroyed, declared uninhabitable or access restricted, distributors must take this into account when estimating consumption, and must review and adjust estimates when evidence shows actual consumption was lower.
2. Suspension for non-payment: during the 60 days distributors may not cut off electricity for non-payment. This does not cancel the customer's obligation to pay, and does not prevent disconnections needed for electrical safety or to prevent risk to life or property.
3. Late-payment charges: no new late charges for customers affected by the earthquake during the period; prior debts are not forgiven. Arrears in this period will not count against good-payment history nor justify extra guarantee deposits.
4. Special payment agreements: balances may be split over up to 12 months without additional interest; terms must be explained in advance; instalments must be shown separately from current consumption; no extra guarantee deposits may be required; existing agreements may be reviewed; records must be kept for ASEP inspection.
5. Reconnection: priority attention to reconnection requests from customers affected by the quakes, once technical and safety conditions are verified; an outstanding balance under a payment agreement is not by itself grounds to deny or delay reconnection.
6. Monitoring: distributors must report to ASEP on customers benefited, suspensions avoided, charges not applied, agreements signed, estimates and adjustments, and reconnections handled.

SECOND: the protections apply automatically, without documentation, to all electricity customers in Veraguas, Los Santos, Herrera and Coclé. Customers outside those provinces who suffered direct damage may request the measures from their distributor, proving the damage with reports or notes from SINAPROC, MIVIOT or the Fire Department; while the request is pending the company may not cut supply for non-payment or apply new late charges, and must decide within ten working days.

THIRD: temporary dispensation from certain articles of Title V of the Distribution and Marketing Regulation. FOURTH: companies remain bound by safety, continuity and quality obligations.

FIFTH: detailed reporting ordered. SIXTH: the resolution takes effect upon notification and admits only a motion for reconsideration within five working days.

Signed: Zelmar Rodríguez de Massiah, Administradora General.

Original (es)

AN No.22212-Elec de 2026-10-21

Por la cual se dictan medidas transitorias que deben aplicar la EMPRESA DE DISTRIBUCIÓN ELÉCTRICA METRO-OESTE, S.A. (EDEMET), la EMPRESA DE DISTRIBUCIÓN ELÉCTRICA CHIRIQUÍ, S.A. (EDECHI) y la empresa de distribución ELEKTRA NORESTE, S.A. (ENSA) por motivo de la Emergencia Nacional como consecuencia de los movimientos telúricos del día 9 de octubre de 2026. Resolución [...]