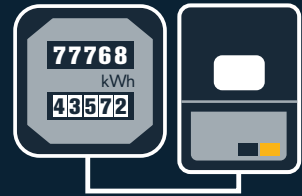


The Radio Teleswitch Service phase out:

what you need to know



From 30th June 2025, the signal for Radio Teleswitch Service (RTS) meters started to be phased out across Great Britain as the system reaches the end of its operational life. The RTS signal will be switched off in stages, affecting small groups of meters at a time. If your home has an RTS meter, this change could disrupt your heating or hot water supply unless your meter is replaced.

What is the Radio Teleswitch Service (RTS)?

The Radio Teleswitch Service (RTS) is a system that uses a long-range radio signal to control certain older electricity meters. It tells these meters when to switch between peak and off-peak electricity rates, helping customers take advantage of cheaper night-time tariffs. RTS is commonly used in homes with electric heating

and hot water systems, such as storage heaters, panel heaters, or immersion heaters that typically charge overnight.

What is the phase out?

The phase-out is a carefully managed process. The RTS signal will be switched off in stages, affecting small groups of meters at a time, beginning from 30th June 2025, and will continue in stages. Your supplier will advise you of the exact date your meter will be affected. Contact them now to arrange an appointment for a replacement meter at a time that suits you.

Why is the RTS being phased out?

The RTS system is reaching the end of its operational life. The equipment that generates the radio signal is now outdated and can no longer be reliably maintained. As a result, the RTS signal will be permanently switched off in stages starting from **30 June 25**.

What do I need to do if I have an RTS meter?

Book an appointment with your electricity supplier as soon as possible to have your RTS meter replaced. Don't wait to be contacted. Even if you've previously been told a replacement wasn't available, new solutions now exist for all homes and businesses.

How do I know if I have an RTS meter?

You may have an RTS meter if:

- You have received any letters, emails, texts or calls from your electricity supplier stating you have one
- There is a separate switch box near your meter labelled "Radio Teleswitch"
- Your property is heated using electricity or storage heaters
- There is no gas supply to your area - this includes households in rural areas and high-rise flats
- You get cheaper energy at different times of day. Your tariff might be: Economy 7, Economy 10 or Total Heat Total Control

If you're unsure if you have RTS equipment, contact your electricity supplier who will be able to confirm for you.

Will I be able to stay on the same tariff I am on now?

Your supplier will be able to advise which tariffs are available to you. They will aim to offer a tariff that is suitable for the hot water and/or heating set up in your home.

Will replacing my RTS meter cost me money?

Suppliers will not charge you for a meter replacement.

To find out more about RTS, use this QR code:

Ofgem:



Act now, book an appointment for a replacement meter