
Radio Teleswitch (RTS) Call to Action

Background

The Radio Teleswitch Service (RTS) uses radio signals to tell some electricity meters to switch between peak and off-peak rates. These electricity meters were designed to support customers who may use electric storage systems and panel or immersion heaters in water tanks, which may typically heat up overnight.

The RTS was introduced in the 1980s and has reached the end of its natural operational life. The radio signal will be shut down and the service it supports will end on 30 June 2025. Without an upgrade, the heating and hot water provisions in some homes or businesses that use RTS could be affected.

The RTS Taskforce

The RTS Taskforce is an energy industry collective including energy suppliers, Energy UK, Ofgem, Smart Energy GB, Distribution Network Operators (DNOs) and government.

Members of the Taskforce are working in partnership with other cross-industry stakeholders including consumer groups and housing associations to achieve the urgent goal of upgrading all RTS meters throughout Great Britain.

Our commitments to RTS customers

The RTS Taskforce is committed to rapidly increasing the pace and number of RTS upgrades by:

- Targeting regional ‘hot spots’ with the most RTS customers.
- Tackling technical challenges head-on, sharing knowledge and expertise to deliver solutions.
- Collaborating with ‘trusted voice’ organisations, such as consumer groups, charities and local councils, to encourage affected consumers to take action.

The RTS Taskforce is working to

- Take all reasonable steps to ensure customers have working heating and hot water after 30 June 2025, recognising that some customers may reject or fail to book an upgrade and in a minority of cases there may be an unresolved technical barrier to installation.
 - Ensure suppliers contact all RTS customers by 31 December 2024 to:
 - Inform them that RTS will be shut down on 30 June 2025.
 - Inform them of the risks of rejecting an upgraded service.
 - Offer an appointment to have their meter upgraded where possible.
 - Work together to recognise, address and find solutions to unique challenges that currently prevent successful RTS upgrades, including specific geographical locations such as those in remote and island communities.
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- Learn from the suppliers who are successfully replacing the highest volume of RTS meters in the shortest timeframes and replicate that best practice across all suppliers.
- Ensure support for known vulnerable customers, particularly those who are over 75 years old and households with children under 5 years old, including prioritising action for them where needed.
- Establish and implement a clear action plan with milestones to support remaining customers who have not been upgraded or not engaged with their supplier ahead of the shut-down on 30 June 2025.

Urgent next steps

Most RTS meters are straightforward to replace and can be upgraded now, though remedial work may be required as part of the upgrade in some instances. In the coming weeks, the RTS Taskforce will:

- Increase engagement with customers, outlining why it is important for customers to book an appointment to upgrade their RTS ahead of 30 June 2025.
- Make available sufficient trained installer resource to meet the increased pace of RTS meter upgrades.
- Identify improvements in internal processes to speed up or increase RTS meter upgrades for customers who seek an appointment.
- Create a dedicated RTS web page with up-to-date information, including how customers can get an upgrade.
- Establish working partnerships with local authorities, housing providers, and other customer-facing organisations in areas with high numbers of affected customers, to find the best ways to increase the pace and effectiveness of upgrade activities for tenants and rural/island customers.
- Investigate ways to support customers who may need additional work at their property to support meter upgrades where possible.

Customer Call to Action

It is the responsibility of suppliers to contact all RTS customers to arrange an appointment, but we recognise this will require the co-operation of customers.

Customers are urged to respond to contact from their supplier to avoid any impact on their heating and hot water following 30 June 2025. In most cases, this will be a request to arrange an appointment for a meter upgrade.

Any customer who thinks they may be affected by the RTS switch-off but has not been informed should contact their supplier directly.