

# HOUSING SERVICES NEWS

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## WHAT IS THE RTS (RADIO TELESWITCH SERVICE)?

**RTS uses a radio signal to tell some older meters when to switch between peak and off-peak rates.**

It's due to be **switched off** from June because the service has reached the end of its operational life



ofgem

### Urgent action for Radio Teleswitch (RTS) electricity meter customers!

If your home is heated using electricity or storage heaters you may have an RTS meter and the signal that controls these meters is being switched off in June.

If your RTS meter is not replaced with a new electricity meter, you could be left without heating or hot water.

### **How to Identify an RTS Meter**

- Your home has a separate switch box near your meter with a Radio Teleswitch label on it.
- Your home is heated using electricity or storage heaters.
- There is no gas supply to your area, including rural households and high-rise flats.
- You receive cheaper energy at different times of the day, such as Economy 7, Economy 10, or Total Heat Control tariff.

If you are unsure which meter you have, please contact your electricity supplier.

### **What You Need to Do**

Your energy supplier should have already contacted you to arrange a date for installing a new meter. If you do not have an appointment, please contact your supplier urgently. Customers who fail to upgrade may experience disruptions to heating and hot water, as well as higher energy bills. Act now!

### **Getting your meter replaced**

Most RTS meter replacements are straightforward and can take around two hours to complete. The new smart meters can work similarly to your current meter, providing automatic peak and off-peak rates and controlling hot water systems.

[More information](#)