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# RadioTeleswitch (RTS) Switch Off

Support from Electricity North West

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On the 30<sup>th</sup> June 2025 the Radio Teleswitch (RTS) service will be switched off, which may impact households using RTS meters.

RTS was introduced in the 1980s and is now reaching the end of its natural operational life. The equipment that produces the radio signal can no longer be adequately maintained

RTS meters control heating and hot water systems, and without the RTS signal, systems may become unpredictable—potentially not working or turning on or off at incorrect times.

Suppliers are required to proactively contact customers who currently use RTS meters to inform them about the upcoming switch-off date and the need to upgrade to a smart meter.



# What is a Radio Teleswitch (RTS)



A Radio Teleswitch (RTS) is a device used in the UK to manage electricity meters. It sends signals via radio waves to switch between peak and off-peak electricity rates, helping to control when electricity is cheaper or more expensive.

An infographic with a dark blue background and white text. At the top, the title "WHAT IS THE RTS (RADIO TELESWITCH SERVICE)?" is in white. Below it, a paragraph explains that RTS uses a radio signal to tell older meters when to switch between peak and off-peak rates. A second paragraph states that the service is being switched off from June because it has reached the end of its operational life. To the right of the text is an illustration of two electricity meters, one with the number 77768 and the other with 33372. The ofgem logo is at the bottom right of the infographic.

**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

## How Does It Work?

1. **Switching Rates:** RTS changes electricity rates between peak (expensive) and off-peak (cheaper) times.
2. **Savings:** This helps customers save money by using electricity during cheaper off-peak hours.
3. **Heating & Hot Water:** RTS controls when heating and hot water systems turn on, making sure they run during off-peak (cheaper) times.



When switching from an Economy 7 (EC7) tariff due to the Radio Teleswitch Service (RTS) switch-off to a smart meter, customers have several rights and considerations

- 1. Right to Information:** Customers should receive clear and timely information from their energy supplier about the RTS switch-off and the need to replace their current meter
- 2. Right to a Like-for-Like Tariff:** Energy suppliers are instructed to ensure that customers moving from RTS meters are placed on similar tariffs where possible, maintaining access to off-peak rates
- 3. Right to Free Meter Replacement:** The replacement of RTS meters with smart meters should be done at no cost to the customer
- 4. Right to Continued Service:** Customers should not experience any disruption to their electricity supply during the transition
- 5. Right to Support:** Vulnerable customers should receive additional support and assistance during the transition process





## **21, 538 customers across ENW region use RTS meters**

We are aware there are 21,538 customers currently using RTS meters in our area. As well as the work suppliers are doing, it is our intention to raise awareness about the upcoming switch-off date and provide essential advice.

In the first instance we recommend customers contact their electricity supplier, whose contact details can be found on their bill, as soon as possible to confirm plans for upgrading their meter.

Electricity North West is committed to supporting our customers to ensure a smooth transition.





Landlords need to pay attention to the switch-off of the Radio Teleswitch Service (RTS) for several important reasons:

## **Supporting Vulnerable Tenants**

Many RTS meters are used with older electric heating systems, which are common in areas experiencing fuel poverty. Upgrading these meters is crucial to prevent exacerbating costs for households already struggling financially

## **Preventing Higher Bills**

Without the RTS signal, meters won't know when to switch between peak and off-peak rates, potentially leading to higher electricity bills for tenants. This could result in financial strain and dissatisfaction among tenants

## **Legal Compliance**

Landlords are legally required to ensure that their rental properties have functioning heating and hot water systems. Failure to upgrade RTS meters before the switch-off date (June 30, 2025) could result in legal action, as tenants have the right to these essential services

**Tenants can arrange for the upgrade to a smart meter with their energy supplier, provided they are responsible for paying the electricity bills if they aren't the landlord must act now to avoid a problem arising.**



## **Important - Verify all communications**

Always verify the identity of anyone contacting you about your RTS meter. Contact your energy supplier directly using the contact information on your bill or their official website.

## **Do not share personal information**

Never share personal, financial, or meter information with unsolicited callers or visitors.

## **Report suspicious activity**

If you receive suspicious calls, emails, or visits, report them to your energy supplier and local authorities.

## **Educate Your Community**

Share this information with your group to ensure everyone is aware of the potential risks and knows how to protect themselves.

By staying vigilant and informed, we can help prevent scams and ensure a smooth transition during the RTS switch-off. If you have any questions or need further assistance, please do not hesitate to reach out.



# What if Extra Care is required



## **Need Help with Your RTS Meter Upgrade**

Contact your electricity supplier first

- Find their contact details on your electricity bill.
- They will assist you with upgrading your meter.

## **Need help understanding Smart Meters**

While we are unable to arrange the change of meters directly, Electricity North West is committed to providing free, impartial advice about smart meters. We can offer clear and unbiased information.

- Call - 0800 988 1731
- Hours - Monday to Friday 9 AM - 4 PM
- After hours - Leave a voicemail, and we'll get back to you.

For more information, visit our website or Ofgem

[www.enwl.co.uk/RTS](http://www.enwl.co.uk/RTS)

[www.ofgem.gov.uk/information-consumers/energy-advice-households/replacing-your-radio-teleswitch-electricity-meter](http://www.ofgem.gov.uk/information-consumers/energy-advice-households/replacing-your-radio-teleswitch-electricity-meter)