

Date:	11 March 2026
To:	Colleagues working within the health and social care partnership
From:	Lesley Attridge and Cheryl St Hilarie, Locality managers
Subject:	Phase out of the Radio Teleswitch Service (RTS) – supporting vulnerable residents

What is happening?

The Radio Teleswitch Service (RTS) is being phased out across the UK because the technology is now over 40 years old and can no longer be maintained.

RTS use radio signals to switch some older electricity meters between peak and off-peak tariffs. These meters are common in rural areas without gas supplies and are often found in homes with electric heating and hot water systems, such as storage heaters, panel heaters, or immersion heaters that typically charge overnight.

The national RTS shutdown began in 2025, supported by a public information campaign. The signal will begin switching off across Scotland in stages from April 2026, affecting small groups of meters at a time. The full shutdown is expected by summer 2026.



Around 45,000 households in Scotland are still using RTS meters.

All affected customers will be contacted by their energy supplier to inform them well ahead of time when the RTS signal is being switched off in their area and to arrange a replacement meter appointment.

Energy suppliers are responsible for replacing RTS meters, usually with smart meters, at no cost to the customer.

Why this matters

If someone still has an RTS meter when the signal is switched off, it may affect how their heating or hot water works.

If they have been contacted by their energy supplier about replacing an RTS meter, it's important they respond and arrange an appointment as soon as possible to avoid disruption.

How colleagues can help

Energy suppliers have been contacting affected customers to arrange a meter replacement. However, teams may be in contact with vulnerable individuals who:

- Have not responded to supplier letters
- Are uncertain about what the RTS phase-out messages mean
- Are worried about smart meters
- Need help contacting their energy supplier

If you are supporting someone who may be affected, ask them about their heating system and encourage them or their family to contact their energy supplier to ensure their RTS meter is replaced. This will ensure they continue to have reliable heating and hot water when the RTS signal is switched off later this year.

IMPORTANT

DO YOU HAVE AN RTS ELECTRICITY METER?

77768 kWh
43572

Radio Teleswitch

Type 8000
250V 50Hz
13.20kV Max
100kVA
Made in the UK 1999
SIA
SXA

The radio signal that controls RTS electricity has begun the switch off phase-out.

Act now, book an appointment for a replacement meter.

You might have an RTS meter if:

- 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
- you get cheaper energy at different times of day

Act now, book an appointment for a replacement meter

Visit the Ofgem website for more information:
www.ofgem.gov.uk/rts

ofgem

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