

What you need to do depends on how you pay for your energy.

**I rent from a private landlord and manage my own energy costs**

If you manage your own energy costs you will get energy bills from your supplier or have a prepayment meter. You'll need to ask your electricity supplier for an appointment to change your meter. It's a good idea to speak to your landlord first. That's because there may be rules about changing the meter in your tenancy agreement. However, your landlord shouldn't block a meter change if it's vital for your heating to work properly.

**My private landlord manages my energy costs**

Some landlords include energy bills in the rent. In these cases, your landlord will need to ask the energy supplier to change the meter. If you think your meter might use the RTS, then you should speak to your landlord. Ask them to find out whether your meter uses the RTS and to contact the energy supplier if it does.

**What if I rent my home from a Housing Association or Local Authority?**

Some Housing Associations or Local Authorities manage energy costs for their tenants. For example, if you have a Heat with Rent agreement, you'll pay energy costs to your landlord instead of the energy supplier.

If your Housing Association or Local Authority manages your energy costs, they will need to ask the energy supplier to change the meter. If you think your meter uses the RTS, then you should speak to your Housing Officer. Ask them to find out whether your meter uses the RTS and to contact the energy supplier if it does.

If you manage your own energy costs and have the contract with the energy supplier and pay the bill, then it is your responsibility to request a meter change. You should speak to your Housing Association or Local Authority to let them know that you are doing this.

Useful contacts

- Changeworks: **0800 870 8800**  
warmth@changeworks.org.uk
- Energy Ombudsman: **0330 440 1624**
- Home Energy Scotland: **0808 808 2282**
- Citizens Advice consumer helpline: **0345 404 0506** (charges apply)



# RTS SHUTDOWN (RADIO TELESWITCH SERVICE)



The signal that controls radio teleswitch (RTS) meters is being turned off on 30th June 2025. If you have an RTS electricity meter, you must contact your energy supplier and ask them to replace your meter.

We're aware that some people are having issues when speaking to their energy supplier about the RTS shutdown. To help, we've put together this quick guide with advice on what to say during the call and answering some common questions.

## ▶ What number should I call to arrange my meter replacement appointment?

If you have received a letter from your supplier about RTS with a specific number to call, you should use that number. Otherwise, you should call your supplier's customer service department. You'll find the number on an energy bill or letter, as well as your supplier's website. If you're unsure who your supplier is, you can check by calling 0330 1010 300.

Once you're through to customer service department, ask to speak to the team that specialises in RTS meters. Our bank transfers an agreed amount to your fuel supplier on an agreed date every month.

## ▶ What should I say to my supplier?

You can tell them:

"I have a Radio Teleswitch meter that needs to be replaced. I'm calling to book my appointment for a new meter."

Different suppliers may have different ways of handling your request. The supplier may transfer you to a specialist team to book the appointment or arrange a call back.

## ▶ What if my supplier tells me there are no appointments available in my area?

Remind your supplier that you are calling about an RTS meter. Tell them that your metering appointment should be a priority.

There may be some situations where electricity suppliers won't be able to offer appointments for a meter upgrade just yet. In this case see our 'What if I didn't get my meter appointment booked?' section.

## ▶ What if my supplier tells me my area is not 'smart ready'?

In most cases, a smart meter will be the best replacement for an RTS meter. However, your supplier may tell you your area isn't ready for smart meters yet. If so, remind them you are calling about an RTS meter and that your meter needs to be replaced by 30th June 2025.

Ask your supplier what other options are available for your area. They may offer you an alternative meter that will work after the switch off date. Some technical solutions are not ready yet and are still being worked out.

If you're not offered a solution, see our 'What if I didn't get my meter appointment booked?' section.

## ▶ What if my supplier says I can't have a smart meter yet because I'm in a "Load Managed Area"?

Load Managed Areas (LMAs) are areas of the country where the electricity network manages peak demand very closely. This is typically done by RTS meters and electric storage heaters. LMAs are mostly in northern Scotland (including islands), and on the east and west coasts.

In some cases, suppliers are still working on technical solutions for these customers. If you're not offered an appointment, see our What if I didn't get my meter appointment booked? section below.

## ▶ How do I choose the best energy tariff for me?

When your RTS meter is replaced, you'll need to choose a new tariff. Your supplier should discuss your options with you on the call. An energy tariff sets out how much you pay for a unit of energy. It can also include standing charges, contract length, and exit fees.

**To choose a new tariff which best suits your needs, let your supplier know:**

- What type of heating you have (e.g. storage heaters or a heat pump)
- The times of day when you usually need heating
- If your circumstances have recently changed (e.g. you've replaced your heating system or there's a different number of people in your household)
- How you want to pay for your electricity. You can pay in all of the same ways as you could with your old meter such as by topping up or by direct debit.

Your supplier can't tell you which tariff to choose, but their guidance can help you decide. You can also contact your supplier a few months after your meter switch to check your tariff is meeting your needs. You can normally change to an alternative tariff with just a quick phone call.

## ▶ What if I didn't get my meter appointment booked?

If your supplier wasn't able to offer you an appointment, they must get back in touch with you once they're ready to upgrade your meter. You must be offered a replacement meter in time for the switch off from the end of June 2025.

We recommend asking your supplier to set a date by which they'll call you to offer a meter appointment. If they don't fulfil this commitment, you can raise formal complaint with them. Make a note of your complaint reference number as you may need it later.

Once you've raised a complaint, your supplier has eight weeks to address it. If you still don't have an appointment by the end of the eight weeks, you can escalate your complaint to the Energy Ombudsman. You can do this at [www.energyombudsman.org](http://www.energyombudsman.org) or by calling **0330 440 1624**.