



11.9.2025

You may be aware that Ofgem has begun the phased shutdown of all electricity meters which use the Radio Teleswitch Service (RTS). RTS was introduced in the 1980s but is now reaching the end of its operational life as it can no longer be adequately maintained.

Residents with meters using RTS have been contacted multiple times by their energy supplier informing them that they need to upgrade to a smart meter. We understand that some residents may be worried that the communications they have received from their energy supplier is a scam, or that they need to pay for the new meter. If any residents come to you about this phased shutdown, please reassure them that this is a genuine campaign and that they will not have to pay to have a new meter installed. Please help us in sharing this message and encourage residents using an RTS meter to contact their energy supplier to arrange an upgrade as soon as possible.

Ofgem have provided a [campaigns toolkit](#) to help raise awareness of the shutdown. If you have any questions or require further information, please [visit the Ofgem website](#).

I would be grateful if you could share this information with your Councillors and through any social media channels to ensure that those who are affected upgrade to a smart meter.