



Replace your old 'RTS' meter NOW

Some Economy 7 electricity meters are set to stop working in June 2025

Some older Economy 7 and similar multi-rate electricity meters are set to stop working in June 2025, as the 'Radio Teleswitch Service' (RTS) – which allows these meters to function properly – is due to be switched off. We've full info on how to check if you'll be affected, what it means and what you can do...

What is the Radio Teleswitch Service (RTS)?

The RTS – also known as the Dynamic Teleswitch Service – allows some older, traditional (non-smart), multi-rate electricity meters to function properly. These include [Economy 7](#) and [Economy 10](#) meters.

The RTS allows these meters to switch between peak and off-peak rates or turn your heating or hot water on and off. This enables energy suppliers to offer tariffs with cheaper off-peak rates, so you can heat your home and allow your hot water system to warm up for less overnight.

The service was originally due to be switched off on 31 March 2024, but the deadline has been extended to 30 June 2025 to give energy suppliers more time to replace the 600,000 RTS meters still in use.

Why are RTS meters being switched off?

Simply put, the RTS is now reaching the end of its natural life (it was introduced in the 1980s), so the equipment can no longer be properly maintained. The relatively low number of these meters still in service is another reason for the decision not to refresh the infrastructure.

RTS meters will be switched off on 30 June 2025 – what this means for you

If you have an RTS meter, once the service is switched off your meter is likely to stop functioning properly. You could see:

- **Your heating and hot water remain continually on or off, or charging up at the wrong time of day.** The RTS can control when your storage heaters and hot water warm up. It turns these on when the rates are cheaper and switches them off when it's more expensive.
- **Your supplier incorrectly charging you.** Without the RTS, your supplier might not be able to tell when you used your electricity, meaning it could bill you incorrectly for off-peak and peak usage.
- **You have a more limited choice of tariffs.** As the service is being switched off, you'll find fewer (or no) tariffs being offered for those with an RTS meter.

To stop any of these happening, you'll need to get your current meter replaced. Energy providers are currently contacting customers that have RTS meters to offer a replacement – but you don't need to wait. If you think you have an RTS meter, contact your supplier now to [get a replacement](#).

If you know someone who you think might have an RTS meter, especially those who are vulnerable, encourage them to get it replaced as soon as possible.

How do I know if I have an RTS meter?

Homes using RTS meters are typically in areas with no mains gas supply (they're often flats or in rural areas), and the property is usually heated using electricity or storage heaters.

To check if you have one, take a look at your meter. If it's an RTS meter, you'll see a transmitter or separate teleswitch box next to your electricity meter. It should have a 'Teleswitch' label on the outside. Some RTS meters may have the radio teleswitch in the same box. If you have one of these it should have 'radio telemeter' printed on it.

Alternatively, you can check on your electricity supplier's website, as some have a list of RTS meters with pictures. If you're still unsure, contact your electricity supplier who will be able to confirm for you.

How to check if you have an RTS meter

You may have an RTS meter if:

- it switches between peak and off-peak tariff rates
- it automatically turns on your heating or hot water
- your home is heated using electric or storage heaters
- there is no gas supply to your area, including households in rural areas and some blocks of flats (the majority of RTS meters are found in Scotland, northern England, the Midlands, northern Wales, and London)
- you have a separate switch box near your meter with a radio teleswitch label on it
- you currently benefit from cheaper electricity rates at different times of the day (you might be on an [Economy 7](#), [Economy 10](#), Total Heat Total Control tariff or White Meter, for example)

You'll need to replace your RTS meter

If your RTS meter isn't replaced by 30 June 2025, it may not work properly. If you have one, your energy supplier should get in touch to arrange replacing your old RTS meter with a smart meter.

A [smart meter](#) should enable you to continue using your heating and hot water in a similar way, with automatic peak and off-peak rates, and the ability to turn your hot water system on and off.

If you think you have an RTS meter and haven't been contacted about it being replaced, [contact your supplier](#) as soon as possible to avoid disruptions to your heating and hot water.

Be aware of scams – meter replacement is free, so your supplier will never ask you to provide payment details or make any payment when booking an appointment.

Most RTS meter replacements are straightforward and take around two hours to complete.

Your tariff should be the same or very similar

Most of the major UK energy suppliers, including British Gas, Eon Next, EDF, Octopus, and Ovo have stated that you'll stay on the same or a very similar tariff when your RTS meter is replaced.

For some, there may be a small difference to your peak and off-peak timings (the start of your peak hours could be moved by half an hour, for example), depending on the area you live in.

What if I can't get a smart meter?

If your home isn't suitable for a smart meter (perhaps due to lack of mobile signal) your supplier should get in touch to explain your options. Suppliers won't typically install traditional meters, because manufacturers aren't making them anymore.

You might need to have a special type of smart meter that doesn't need to connect to the smart meter network. It will be pre-set with the times for switching between peak and off-peak rates.

There are some situations where your energy supplier can't offer you a smart meter upgrade yet. Speak to it as soon as possible to find out your options.