

Radio Teleswitch Service Switch Off (RTS)

What you need to know....

ATTENTION ALL RESIDENTS WITH ELECTRIC STORAGE HEATING



This is important information for those tenants that have electric storage heating....

The technology that supports RTS electricity meters will switch off from **30 June 2025**.

Without the technology to tell RTS meters when to swap between peak and off-peak rates, they may no longer work properly, and it may mean that your storage heating and hot water supply stops functioning as normal.

If you have an RTS meter, your electricity supplier will get in touch to arrange an upgrade to a smart meter before this deadline.

They must make sure you have a suitable meter installed, and that your service is not disrupted.

We expect electricity suppliers to replace all RTS meters before the Radio Teleswitch Service technology ends.

The Co-operative is unable to arrange this for you as this is **your responsibility**.

For more info about the closure of radio teleswitching click here –

<https://www.ofgem.gov.uk/information-consumers/energy-advice-households/replacing-your-radio-teleswitch-electricity-meter>

