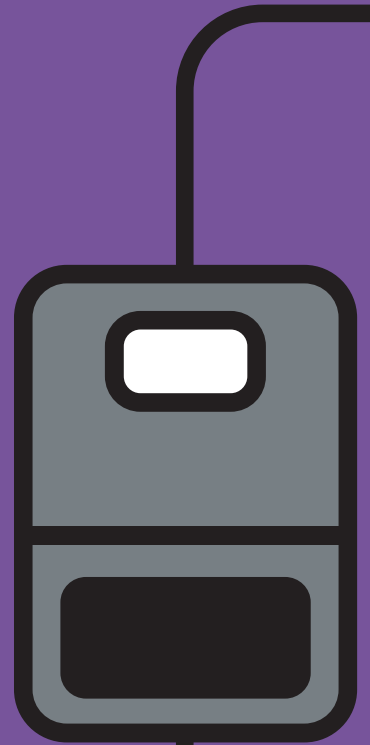




All-electric energy at home?

Act now to protect
yourself from a bill
hike in July

RTS switch-off



What is an RTS box?

RTS (Radio Teleswitch Service) boxes were introduced in the 1980s for people in homes with all-electric energy, such as Economy 7.

The boxes were attached to electricity meters: they told the meter when to switch between peak and off-peak electricity, to make sure people could make the most of cheaper rates for off-peak.

This technology is now too old to maintain so on 30 June 2025 it will be switched off.

Act now

If you have an RTS box, you need to switch to a SMART meter before 30 June. Your electricity supplier will sort this out for you free of charge, but you need to contact them soon.

If you don't switch, your electricity will be charged at peak rate night and day, and your bill could go up.

If you already have a SMART meter, you don't need to do anything.

How can I find out if I have an RTS box?

Is your heating all-electric?

YES

Do you get cheaper energy at different times a day?

NO - This only affects homes with all-electric supply, so your home is not affected.

YES

Have you already had a SMART meter installed?

NO

NO - no need to act:

you will only be affected if you're on a tariff such as Economy 7, Economy 10, or Total Heat Total Control.

If **YES**, you can relax.
You're ready for the change.

Do you have a box like this next to your electricity meter?

Yes ACT NOW.

Ring your energy supplier – they have a responsibility to help you sort this out. Their phone number will be on your bill.

Not sure?

Ring your energy supplier anyway - they have a duty to help.

