



# Energy Security and Net Zero Committee

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Jonathan Brearley  
Ofgem  
[by email]

Friday, 13 June 2025

Dear Jonathan,

I hope that you watched my Committee, this week, talking about smart meters and the central role that they will play in the coming years to deliver a more flexible and, hopefully, cheaper energy system for the UK.

One of the issues we raised was that of the Radio Teleswitch Service (RTS) and its imminent demise. We were concerned to learn that many people will have their signal switched off within a matter of weeks and would like reassurance that alternative arrangements will be in place first. The figures do not look good and despite the public campaign, the Guardian was reporting that around 300,000 people could be impacted by the switch off, either not being able to use their heating or not being able to switch it off. During the session we were comforted to a degree in that it will not be a hard deadline and that the service will be turned off in phases. That means there will be more chance to minimise the impact. But the concern remains that some people may be adversely affected.

I would be grateful if you were able to co-ordinate a response to the Committee from retailers (who install new smart meters), the Data Communications Company and anyone else involved in the RTS switch-off event, to provide the Committee with information on how the replacement of old RTS dependent meters is going, how the switch off will be phased and the best estimate of how many people are going to be impacted by not having had their meter replaced with an idea of how many of those to be impacted had been offered, but declined to install, a smart meter.

I would also be grateful to know what guidance Ofgem is providing to retailers on how retailers should be dealing with customers who will have no service or will be spending more on their energy bills because they are unable to switch off their heating.

Kind regards,

A handwritten signature in black ink that reads "Bill Esterson".

Bill Esterson  
Chair of the Energy Security and Net Zero Committee