

Energy Security and Net Zero Committee
House of Commons
London SW1A 0AA

Via email

19th June 2025

To the members of the Energy Security and Net Zero Select Committee,

I wanted to thank you again for your invitation to give evidence at the oral evidence session on the 11th June. I very much enjoyed the discussion and I hope that it serves to inform your concurrent inquiries.

I wanted to send across some detailed written answers on two questions of interest raised in the session; these cover the ongoing work by industry with regards to the Radio Teleswitch Service as well as a point I made regarding word of mouth support for the uptake of smart meters.

Do not hesitate to reach out should there be any further questions on these issues or beyond.

Yours sincerely,

Ned Hammond

Deputy Director

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1. The Radio Teleswitch Service

From 30th June there will be a carefully managed phase-out of the Radio Teleswitch Service (RTS) signal. The industry is working closely with DESNZ and Ofgem to ensure that this phase-out is carried out in a responsible and managed way, and supports people who have not yet had their meter replaced.

There will not be a mass switch off of the RTS signal on 30th June. Instead, industry will begin a phase out of the RTS functionality for small groups of meters at a time, and customers will be informed directly. This will build upon suppliers' ongoing efforts to contact affected customers and support the replacement of their RTS meter.

Because the signal will be switched off in phases, if a customer already has an appointment which is post 30th June or is offered one, they shouldn't worry. All affected customers will be contacted prior to their meter being switched off.

The best way to avoid disruption remains to book a meter replacement as soon as possible. Customers are advised not to leave it too late, as there is increased demand for appointments.

As you can imagine, developing this plan has required a huge amount of effort and coordination from industry and other stakeholders, including DESNZ and Ofgem.

Finally, for context, as of 30th May, there were 314,935 RTS meters to replace, and 68,607 domestic customers with a planned appointment. As a result of supplier efforts, installation rates have increased to around 1,800 a day from 1,000 a month.

You can read [our full statement on this](#), issued on Wednesday 18th June, on our website.

2. Word-of-mouth support for smart meters

- [Citizens Advice 2024 report](#): “These issues are leading to negative media stories and word-of-mouth that smart meters are not reliable, reducing enthusiasm to have one installed among those who don't yet. This has been compounded by concerns following the prepayment meter scandal...These stories increased concern among some consumers and damaged support for and trust in smart metering.”
- [NEA report 2021](#): “The experience of others in the rollout can have a profound impact on whether a household chooses whether to ask for a smart meter or not. Unfortunately, there have been many instances of poor customer experience in the rollout, including cancelled appointments, a failed connection to the DCC and the loss of smart features following a supplier switch (for SMETS1 meters). This poor experience, spread by word of mouth, could have a significant impact on the rollout.”