



24 June 2025

Dear Chair,

RE: Follow up on Oral Evidence on 11 June

As requested I am writing to follow up on oral evidence given about the RTS meter switch off, with additional information on the smart meter 'accountability gap'.

RTS Switch Off

In June 2024, Ofgem announced the transition to ending Radio Teleswitch (RTS) Meters, with an implied date for final switch-off on 30th June. Since the initial announcement, communication and messaging on the final switch off date has lacked clarity causing undue stress to consumers.

For example, statements by Ofgem via social media, as recently as 14th June, stated that RTS meters *"will need to be replaced by 30 June"*¹. At the time of writing, the Ofgem guide to "Replacing your Radio Teleswitch electricity meter" still refers to this date as a final deadline.² Additionally, national news coverage has repeated similar messaging³. This has all resulted in confusion and fears around appointment availability to replace their meters, and the impact it will have on heat or hot water if they are unable to meet this deadline.

Prior to the evidence session, the first public clarification regarding the switch off deadline to receive any media attention was made in a statement by Energy Minister Miatta Fahnbulleh⁴. The Minister set out that customers will not unexpectedly lose access to their heating and hot water after 30th June and widespread disconnection will not occur. Following the session, the Government issued a press release⁵ confirming that a widespread switch-off would not happen. Consumer information has also been changed on the Ofgem and Energy UK websites.

¹ Ofgem: [Facebook Post 06/06/2025](#)

² Ofgem: [Replacing your RTS Meter](#) (quote take 24 June 2025)

³ BBC News: [Warning meters in 300,000 homes could stop working](#) (30 April 2025)

⁴ [Written response to John Whitby MP](#) (6 June 2025)

⁵ [Government steps in to protect consumers with old energy meters](#) (19 June 2025)

These recent clarifications are welcome, but we are concerned that they have come too shortly before the deadline. Further reassuring communications will now be needed over the coming weeks to support consumers. **While we recognise the urgency for customers to replace their RTS meters, the lack of clarity risks causing significant concern that is not proportional to the goal of motivating consumers to take action to replace their meter.**

As a member of the RTS Taskforce, Citizens Advice has worked to ensure that consumer needs are not forgotten in the rush to get RTS meters replaced. We have identified key issues, which must be urgently addressed if the future phases of the switch off are to work for consumers:

1. Lack of resource and capacity in some areas has meant that suppliers cannot replace RTS meters at the necessary pace, leaving some consumers unable to schedule an appointment or being offered smart meters that cannot work in their area.
2. Some consumers are struggling with energy suppliers who refuse to provide an equivalent tariff to avoid higher costs after they switch to a new meter.
 - a. While some suppliers have created “matching” tariffs that are equivalent to the previous RTS tariff a consumer was on, others have not.
 - b. This has resulted in some consumers resisting a meter change as the tariff they will be placed on could be more expensive or unsuitable for their needs. Ofgem has consulted on a “no worse off” policy but not yet implemented it.⁶
 - c. Suppliers should also help consumers with RTS meters who could benefit from being on a standard tariff - this is particularly likely where households have adopted gas central heating since the RTS meter was installed.
3. For some consumers their RTS meter is directly connected to their heating and hot water systems, and replacing the RTS meter can mean remedial electrical works being needed to ensure heat and hot water continue to operate.
 - a. Suppliers regard this as an expense to be borne by the property owner. However not all consumers can afford to have this work done. This cost is another barrier to consumers replacing their RTS meters.
 - b. There is a real risk that consumers could resort to not paying for other essentials to fund the work needed to keep their heating and hot water operational. We’re aware that some energy suppliers have - in certain cases - helped cover these costs but this varies significantly by supplier and area with no consistent approach
 - c. A consistent approach to supporting people with remedial works is needed to overcome these barriers for those who need extra support.

Clarity on the new timeline presents an opportunity to improve how the RTS switch-off is being handled, including the adoption of a more targeted and regional approach to RTS replacements.

⁶ Ofgem: [Radio Teleswitch Service \(RTS\): Electricity Supply Licence changes](#) (February 2025)

Suppliers should ensure that installation and support teams are available in areas where the signal is soon to be switched off.

Smart Meter Accountability Gap

During the evidence session I discussed the “accountability gap” between the DCC and energy suppliers. This can prevent consumers who are experiencing problems with their smart meter from getting a resolution (and access to compensation under proposed Ofgem rules).

To help establish where an issue lies between suppliers and the DCC, more transparency around smart meter performance is needed. We’re keen to enable this via improvements to the Smart Meter Checker Tool, which Citizens Advice hosts on our website.⁷ The tool has proven very popular with consumers, and is our fourth most visited energy advice web page.

The Smart Meter Checker Tool currently operates by checking what meter a consumer has and whether they *should* work on the DCC. More than two years ago we began the process with the DCC to pass a modification through the industry-led Smart Energy Code (SEC) that would allow the tool to actively check whether a smart meter *is* communicating on the network.

Unfortunately these improvements have been held up in the SEC change process. Some energy suppliers argue that consumers should be limited to asking their supplier whether their meter is operating on the DCC. This is preventing us from offering a better tool to consumers with greater transparency over whether a smart meter is communicating on the DCC or not.

To support Ofgem’s proposed new Guaranteed Standards, and to improve trust and accountability, consumers need to be able to access platforms which promote transparency around smart meter issues as soon as possible.

I hope this is useful in the work of the Committee in this area.

Yours sincerely,

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Head of Energy Consumer Markets

Patron HRH The Princess Royal Chief Executive Dame Clare Moriarty

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⁷ Citizens Advice: [Check if your smart meter should work in smart mode](#)

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