



Smart Meter Upgrade

Description

Around 175,000 Scottish energy customers face major problems with their home heating systems if they do not have their meters upgraded in the coming months.

Some customers may be unaware their meters are controlled by RTS. In worst case scenarios, it could mean that the heating and hot water is permanently on or permanently off. The Radio Teleswitching Service (RTS) controls energy tariffs for hundreds of thousands of homes, sending signals to store energy via the BBC's longwave transmitter.

The signal is due to be turned off for good next June but hundreds of thousands of homes have still to be converted to updated systems. "The industry has been working on RTS replacement for some time and has replaced 200,000 meters this year, but there are still 700,000 to go.

"This call to action is about bringing the industry together and emphasising the pace needed to accelerate the replacement programme, dedicating resources, getting boots on the ground in the right places."

"In the meantime, if consumers have concerns they should contact their energy supplier in the first instance. Free and impartial advice and support is also available from Advice Direct Scotland or Citizens Advice Scotland."

[Read the article on the BBC website >>](#)

Category

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