



Social Security
Scotland
Tèarainteachd Shòisealta Alba



Office use only



Mr Stewart Fraser
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Dundee
DD2 3EN

001900

Account Number:
24580185
16 March 2026

Act now
Book your meter
replacement

The RTS signal in your area will be switched off on 20 April 2026

Hi Stewart

We've received confirmation of the exact date the RTS signal in your area will be switched off:

From 20 April 2026 your RTS electricity meter will stop working properly. If your meter isn't replaced it might get stuck on the higher rate. This means you'll pay more for your electricity and have to keep topping up.

Now that we have more detailed information about the carefully managed phase-out of the RTS signal, which is happening by postcode, we're planning to have more engineers ready and available in your area to replace your meter.

Why it's important you act now

■ What's at risk

Your meter might get stuck on the higher rate.

■ How to avoid it

Book your meter replacement today so we can get it changed for you as soon as possible.

■ Prevent future problems

Your meter might seem fine at first, as it may retain settings in its memory. But over time, it will stop working properly.

**Secure your
appointment today**

Call 0345 072 4314

We're here Monday to Friday, 9am to 5pm.

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