Social Security Scotland
Tèarainteachd Shòisealta Alba

Office use only

Account Number:
24580185

16 March 2026

Mr Stewart Fraser
63 Kirk Street
Dundee
DD2 3EN

001900

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.

Continued overleaf

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