



24 April 2025

To:  
Miatta Fahnbulleh MP, Minister for Energy Consumers  
Jonathan Brearley, Chief Executive, Ofgem

Copied to:  
Gillian Martin MSP, Acting Cabinet Secretary for Net Zero and Energy  
Rebecca Evans MS, Cabinet Secretary for Economy, Energy and Planning

Dear Miatta Fahnbulleh MP and Jonathan Brearley,

We are writing to express urgent concerns about the rollout of the Radio Teleswitch Service (RTS) meter replacement programme and the significant risks it poses to energy consumers, particularly vulnerable households.

### **Capacity and Rollout Challenges**

There is growing evidence that major suppliers will struggle to meet the current RTS meter replacement targets. Installation capacity remains a critical issue, especially in rural and remote areas where engineering resources are limited.

We have requested figures from Ofgem on the scale of the challenge still facing us, but these have not been forthcoming. Based on our members' own conversations with energy suppliers, we estimate that in Scotland alone, tens of thousands of RTS meters are yet to be addressed, leaving many consumers in limbo.

### **Consumer Uncertainty**

Advisers working on the frontline are hearing from households receiving conflicting messages about the status of their RTS meters from suppliers and the risk of service disruption. In some cases, what is said to consumers on the phone or even in letters to households undermines the public information campaign being run by Ofgem.

For example, in the first wave of communication to some customers in London, households had a message that said "you may lose access to normal functioning of your heating and hot water", and then a second message that implies that there's nothing the supplier can do about it right now.

In another case, a major supplier in Scotland told a customer who called up to request a new meter that there was "nothing to worry about."

Many consumers are uncertain about whether their heating and hot water will continue to function, what alternative metering options will be provided, and what financial implications these changes may have.

### **No Detriment Commitment**

There remains a troubling lack of clarity around the so-called "no detriment" commitment. It is unclear whether this promise applies universally or only to those who actively seek support.

Without clear and enforceable protections, there is a risk of significant cost increases for consumers, particularly those who are vulnerable or digitally excluded.

### **Billing Inconsistencies**

We are also concerned by reports of inconsistent billing practices across suppliers, with some consumers being charged double standing charges as a result of their RTS meter configurations. This further undermines trust in the replacement programme and risks pushing more households into financial distress.

### **We urgently request that Ofgem, Government, devolved administrations, local authorities and the energy industry undertake:**

- Clear, coordinated communication to consumers outlining RTS replacement timelines and expectations.
- A detailed, transparent plan to ensure vulnerable consumers are protected throughout the transition.
- Guidance for suppliers to ensure consistent support alongside fair and transparent metering and billing practices.
- Regular, publicly available, updates on the state of play and number of successful transfers to new meters delivered, booked and spare capacity.

End Fuel Poverty Coalition and Energy Action Scotland members are already deeply engaged in Ofgem's RTS activity and will continue to do all they can to raise awareness of the switch off, but time is now running out and urgent action is required.

Best wishes,

Simon Francis, coordinator, on behalf of the End Fuel Poverty Coalition

### **About the End Fuel Poverty Coalition**

The End Fuel Poverty Coalition is a [broad coalition of more than 100 anti-poverty, health, housing and environmental campaigners, charities, local authorities, trade unions and consumer organisations](#). It is also supported by academics, social enterprises and those working on the front line of fighting fuel poverty.

We believe that everybody has the right to a warm, dry home that they can afford to heat and power.

Members of the Coalition include: [Action with Communities in Rural England](#), [ACE Research](#), [Advice for Renters](#), [AgeUK](#), [All Birmingham's Children](#), [Austerity Action Group](#), [Association of Green Councillors](#), [Association of Local Energy Officers](#), [Association for Decentralised Energy](#), [Asthma + Lung UK](#), [Basingstoke & Deane Borough Council](#), [Beat the Cold](#), [Bruton Town Council](#), [Camden Federation of Private Tenants](#), [Carers Trust](#), [Child Poverty Action Group](#), [Church Poverty Action](#), [Chartered Institute of Environmental Health](#),

[Chartered Institute of Housing](#), [Community Action Northumberland](#), [Centre for Sustainable Energy](#), [Climate Action Network West Midlands](#), [Debt Justice](#), [Disability Poverty Campaign Group](#), [Disability Rights UK](#), [E3G](#), [EBICO](#), [Energise Sussex Coast](#), Energy Advice Line, Energy Cities, [Epilepsy Action](#), [Exeter Community Energy](#), Fair Energy Campaign, [Fair By Design](#), [Foster Support](#), [Friends of the Earth](#), [Fuel Poverty Action](#), Fuel Poverty Research Network, [Generation Rent](#), [Good Law Project](#), [Greenpeace](#), [Groundwork](#), Hackney Foodbank, [Heat Trust](#), Home Start Oxford, [Independent Age](#), [Independent Food Aid Network](#), [Inner City Life](#), [Joseph Rowntree Foundation](#), [Lambeth Pensioners Action Group](#), [London Borough of Camden](#), London Borough of Lewisham, [Marie Curie](#), [Mencap](#), [Mayor of London](#), [MECC Trust](#), Moorland Climate Action, [National Pensioners Convention](#), National Union of Students / [Students Organising for Sustainability](#), NCB, [National Energy Action](#), [New Economics Foundation](#), National Federation of Women's Institutes, [Northern Health Services Alliance](#), [Oxford City Council](#), [Positive Money Tower Hamlets](#), [Plymouth Community Energy](#), Redcar & Cleveland Council, [Repowering London](#), Retrofit Bruton, Right To Energy Coalition, [Rossendale Valley Energy](#), [Ryecroft Community Hub](#), [Save the Children](#), [Sense](#), [Severn Wye](#), [Scope](#), [Shaping Our Lives](#), [Social Workers Union](#), [South Dartmoor Community Energy](#), [South East London Community Energy](#), [Southwark Group of Tenants Organisations](#), [South West London Law Centres](#), [Stop The Squeeze](#), [Tamar Energy Community](#), [Thinking Works](#), Uplift, [UNISON](#), Warm & Well North Yorkshire, [Warm & Well in Merton](#), [Winter Warmth Network](#), [Young Lives vs Cancer](#), [361 Energy](#).

The Coalition is also part of the [End Child Poverty Coalition](#) and the [Renters Reform Coalition](#). We work closely with [Energy Action Scotland](#), [NEA Wales](#) and the [Fuel Poverty NI coalition](#). The coordination for the [End Fuel Poverty Coalition](#) is provided by social enterprise [Campaign Collective](#).

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