

Reference: 01896121

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

2 October 2024

## Freedom of Information request: Right to know request

Thank you for your request for information about radio teleswitching controls of domestic electric meters.

We received this request on 18 September 2024 and we have considered your request under the Freedom of Information Act 2000.

### Your request

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*“AS of 30th June 2025 my electricity supplier OVO has advised that the radio teleswitching of my electric meter will cease to work because the frequency is being removed. This will have a significant impact on my future electricity bills. I would like sight of the documentation and analysis that you (or others on your behalf) have undertaken to justify this switch-off and for the Impact Assessment that I am sure you will have undertaken.”*

### Our response

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We do not hold any documents, analysis or assessments relating to the withdrawal of this service. The planned ceasing of the Radio Teleswitching System (RTS) is not the result of an Ofcom action or decision.

You may find it helpful to know that the RTS was established many years ago through an arrangement between the electricity industry and the BBC, which carries the switching signal on board its Radio 4 Long Wave transmission. The BBC has previously announced that it is intending switching off the Radio 4 Long Wave transmitters as they are now at the end of their useful life, and very few listeners now use long wave, see: [BBC Radio 4 begins information campaign to transition listeners from Long Wave - Media Centre](#). We also understand that radio teleswitching meters are considered obsolete by the electricity companies and are being replaced by smart meters which offer features for managing different tariffs without needing the teleswitching signal.

You may wish to direct your request for information to the BBC.

We hope this information is helpful. If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) – quoting the reference number above in any future communications.

Yours sincerely,

## Information Requests

### **Request an internal review**

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team ([information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)) to request an internal review.

### **Taking it further**

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).