

# CCS CUSTOMER ONLINE SESSION

Topic: RTS, MHHS &  
Smart Metering

11am 25<sup>th</sup> June 2025

CHANGE IS IN *OUR POWER*

# AGENDA



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1. Welcome & Introduction
2. Market-wide Half-Hourly Settlement (MHHS)
3. The RTS Meter Switch-Off
4. Smart Metering
5. Q&A

## SESSION HOSTS:

- **Pete Darke**, Strategic Account Manager, EDF
- **Amy Brauss**, Smart Adoption Team Manager, EDF
- **Kirsty Woodward** - Metering Projects & Appointments Operations Manager, EDF

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# MARKET-WIDE HALF-HOURLY SETTLEMENT



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## Preparation



**ONGOING**

We're getting our systems and processes ready and making sure our customers know what to expect

**SEPTEMBER 2025**

The industry starts its 18-month 'migration' to MHHS

## Migration



**MAY 2026**

All our customers' MPANs will be 'migrated' to the MHHS model between May 2026 and May 2027.

**MAY 2027**

Ofgem's deadline for all UK MPANs to be settled Half-Hourly

## Completion



**JULY 2027**

Ofgem's target for MHHS completion - the industry moves to a four-month settlement timetable

## POTENTIAL IMPACTS

Once your MPANs are migrated to MHHS - for our customers, this will be **between May 2026 - May 2027** -, you may notice practical changes, depending on the type of meters and services you use. Changes may include:

## POTENTIAL BENEFITS

Accurate, HH data insights for all your meters to help manage your energy

**Access to the latest smart products and tariffs**, including flexibility, battery storage and EVs

**Avoid more frequent engineer visits** carrying out manual HH data downloads

# THE RTS SERVICE SWITCH-OFF

The Radio Teleswitch Service (RTS) is an industry-wide service that's ending from **30<sup>th</sup> June 2025**.

From this date, instead of a blanket switch-off there will be a **carefully managed phase-out** of the RTS functionality for small groups of meters at a time.

## ACTION NEEDED - We're here to help

All RTS meters must be upgraded to a Smart or AMR Meter to protect against potential impacts and retain meter functionality.

We have contacted all affected customers - please get in touch ASAP to book your RTS meter upgrades if you haven't already.

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We're still encouraging all our customers to book their appointments as soon as possible, but if you've given a date after 30<sup>th</sup> June 2025 don't worry because the switch-off is happening in stages.

*The industry-wide RTS Taskforce is still working on the roadmap so we can prioritise the right customer groups in advance.*



# YOUR OPTIONS: SMART OR AMR METERS



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Unlike legacy meters, SMETS2 and AMR meters can:

- Record consumption data more frequently - up to every 30 minutes
- Send readings automatically to your supplier

## Information Needed To Arrange Your Meter Upgrade

- Site contact details (name / number / email)
- Meter location and access e.g. Is the meter over 6ft?
- Site access requirements e.g. Parking restrictions
- Photo of the meter setup where possible

## BENEFITS OF SMART & AMR METERS



### More Accurate Billing

No more manual meter readings and estimated bills



### Automatic Meter Readings

Automatic readings, saving you time and hassle



### Half-Hourly Data Insights

Spot opportunities to reduce consumption and cut costs



### Access to Future Benefits

Access the best products, services and tariffs in future



### MHHS Ready

Futureproofing your metering portfolio

# YOUR OPTIONS: ARRANGING UPGRADES



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We offer a flexible, bespoke service including out-of-hours appointments and unaccompanied visits for some set-ups or a bespoke, project-managed service across multiple sites.



## REQUEST A PROJECT-MANAGED APPROACH

Let us know if you want a bespoke, project-managed approach to your upgrades and we'll put in a Teams call to work through your requirements.

This is recommended if you have complex requirements over multiple sites. We can offer unaccompanied appointments for some metering set-ups.

### Get in touch

[EBSSmartMeterBookings@edfenergy.com](mailto:EBSSmartMeterBookings@edfenergy.com)



## COMPLETE AN ONLINE APPOINTMENT FORM

If you have a small number of sites requiring appointments, please use an online booking form:

### Visit our website

[edfenergy.com/large-business/metering/smart-amr](https://edfenergy.com/large-business/metering/smart-amr)



# Q&A



# NEXT STEPS

## Get in touch

[EBSSmartMeterBookings@edfenergy.com](mailto:EBSSmartMeterBookings@edfenergy.com)

## Find out more

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