

TOTSCo Bulletin No.95

Date: 22 August 2025

Subject: OTS Charging Structure and OTS Pricing for 2026

OTS Charging Structure

Following a commitment we gave in 2023 to review the OTS charging structure in 2025, we consulted earlier this year on this topic ([see bulletins - 91, 87, 33, 20](#)). The current OTS charging structure is based upon customer numbers. We received seven responses, all in broad support of continuing with the current approach. Following due consideration by the TOTSCo board, **we are now confirming that the OTS charging structure will continue unchanged**. We will continue to listen to feedback from our stakeholders and may revisit this decision in the future.

A copy of the responses to the consultation can be found [\[here\]](#). One respondent provided some suggestions on how we could enhance our billing processes, and we will assess these carefully.

OTS Pricing for 2026

We are also pleased to confirm that **OTS pricing for 2026 will be unchanged for all hub users** i.e. a £0.28 unit charge per residential customer and £350 subscription fee per RCPID, with **unchanged discounts** for smaller CPs and for full-management MAPs.

TOTSCo is a not-for-profit company and is focused on delivering value for money for the industry we serve. Maintaining the OTS unit price at £0.28 per residential customer against a background of high inflation reflects our determination to manage costs effectively. The recovery of a portion of our common costs from the recently launched business switching service has also helped us maintain the price for OTS users of the hub.

Longer term pricing outlook

While we cannot make firm commitments on longer-term pricing, we are on-track to repay by October 2027 the loan taken out in 2022 to fund start-up and hub-development costs. Once this loan is repaid, and assuming there is no



change to our structure or scope of activity, we anticipate reducing real-terms OTS pricing in 2028. Further details on our finances and activities can be found in our audited financial statements for 2024-25 [\[here\]](#), our budget for 2025-26 [\[see bulletin 83\]](#) and in our 2024 management report [\[here\]](#). Should you have questions or comments on our finances and pricing, please consider raising them at our forthcoming AGM (details to follow).

TOTSCo

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