

# MECC-ZERO

The September 2025 Edition



## Working Together to Make Healthier, Safer and Fairer Communities

Welcome to this month's newsletter! We have some important updates to share, including the introduction of energy price caps aimed at easing household costs, as well as ongoing support through the Household Support Fund to help with energy bills and essentials. This issue also highlights inspiring community stories which highlights the importance of our work at MECC Trust.

September is a big month for MECC as we finally open the doors to our brand new net zero community hub. As we mentioned in our previous issue our building has become **Birmingham's first demonstrator community hub**, with **solar panels, battery storage, wall and loft insulation, triple-glazed windows, an air source heat pump, and underfloor heating**. We can't wait to show you around our new building and hope it can inspire you to make these simple changes to your home. In the meantime you can follow our Instagram, Facebook and TikTok - **@mecctrust** for a sneak preview along with tips and benefits of retrofit as well as ways you can start your retrofit journey. Our doors will be open to the community from 22<sup>nd</sup> September, and we look forward to welcoming you!



**WANT TO KEEP UPDATED WITH MECC TRUST? SIGN UP FOR OUR FREE NEWSLETTER AND YOU'LL RECEIVE OUR LATEST EDITION EVERY MONTH IN YOUR INBOX**

**email: [info@mecc-zero.com](mailto:info@mecc-zero.com)**



DISCLAIMER: This newsletter is for informational purposes only and does not constitute professional advice. Opinions are our own.



## Content - September 2025

### Important Announcements



**Energy Price Cap Update:  
Household Support Fund Open  
& RTS Meter Phase-Out Delayed  
– What it Means for You**

### Community Stories



**How MECC is Leading on  
Retrofit Skills & Hear a recent  
Success Story of One of Our  
Clients**

### Warning to Birmingham Residents



**ECO4 External Wall Insulation  
Going Wrong, Warning Signs  
& How to Protect Yourself**

### Carbon Net Zero



**Everyday Choices Add Up. A  
Few Simple Ways You Can  
Lower Your Carbon Footprint**

### Healthier Futures Together



**Looking After Health Before It  
Becomes an Emergency - How  
MECC is Stepping Up**

## Contact Us



0121 440 3500



[www.mecctrust.co.uk](http://www.mecctrust.co.uk)

# Important Announcements



## Energy Bills to Drop this Summer

### Energy Price Cap Falls by 7% (July–September)

Ofgem (government regulator) is cutting the energy price cap, saving the average household around £11 a month (£129 a year). The typical annual bill will now be £1,720, still higher than last summer, but £660 lower than early 2023.

Other changes:

- Standing charges drop by about £19 a year.
- Fixed tariffs could save some households up to £200.
- Interest in fixed deals has more than doubled since last year.

Prices may rise again this winter, so now's a good time to review your energy plan.

Need help with your bill or saving energy? **MECC Trust is here to support.**

**2025 Which  
best energy supplier  
was OCTOPUS  
ENERGY with a  
customer score of  
78% and Which?  
assessment score of  
70%**



Thinking of changing your energy supplier or not sure which provider is best for you? MECC Trust is here to help. Get in touch today.

## HOUSEHOLD SUPPORT FUND NOW OPEN

### Apply now for £200 of support to help pay for essentials

You may be eligible if you are:

A Birmingham resident, over the age of 16, and able to provide evidence of financial hardship

Visit [hsfbirmingham.online](https://hsfbirmingham.online) to apply now or you can book an appointment with MECC at **0121 440 3500** to help with your application

## RTS Meter Phase-Out Delayed

The government has postponed the full switch-off of old RTS (Radio Teleswitch Service) meters, still used in around 315,000 homes with off-peak heating or hot water.

What's happening:

- Gradual replacements begin 30 June 2026, about 600 homes every 3 weeks, with plans to speed up.
- If you're affected, your supplier will arrange a free meter swap.
- The rollout is being closely monitored to ensure it's fair and efficient.

Not sure if you have an RTS meter? Contact your supplier or MECC Trust for advice.

## Contact Us



0121 440 3500



[www.mecctrust.co.uk](https://www.mecctrust.co.uk)

# Community Stories & Events



## MECC: Leading Local Retrofit Skills

Birmingham's economy has long been held back by low skills and limited access to growth industries. But MECC Trust is leading the change and training local people for high-demand jobs in the UK's booming retrofit sector and helping build a greener, more inclusive future.

Retrofit is central to UK homes and to achieving net-zero goals. Yet many of our communities lack the qualifications to enter this fast-growing area. MECC Trust is changing that through work-based training, expert mentoring, and practical experience that leads to accreditation and employment.

Take Mehtab, one of our the team of local contractors who wanted to join the retrofit supply chain but lacked the qualifications. MECC stepped in, connecting him with national experts and giving him the chance to gain accreditation and prove his skills by working on MECC's own building. That project became his portfolio to access the growing retrofit sector.

***"I'm very proud of the work I've done, and grateful to MECC for giving me the opportunity and support," Mehtab said.***  
***"Using their own building to help me prove my skills made all the difference."***

MECC's approach is simple but powerful: remove barriers, build confidence, and open doors to green careers. By investing in people like Mehtab, MECC is strengthening Birmingham's retrofit supply chain and ensuring that the city's transition to net zero includes everyone.

From training programs to on-site experience, MECC Trust is proud to be leading the way.



### Finding a Place to Call Home

When one of our clients, a 57-year-old living with a medical condition and relying on benefits, found herself struggling with unsuitable housing in an HMO (House in Multiple Occupation), she turned to MECC for help. Despite facing rejection when seeking alternative accommodation from housing providers, our adviser Zara supported her every step of the way. Within just nine months, we were able to secure her a home of her own, giving her stability and peace of mind. To make sure she continues to feel supported, we also arranged a follow-up appointment to check in on how she's settling in. If you are also struggling to find permanent living arrangements reach out to MECC today for support .

### Client Testimony



----- Mehreen Bibi

***"The female staff at MECC are very helpful and cooperative especially Zara. They take the time to understand my needs and always offer the right support. I feel comfortable and confident with their guidance. I highly recommend MECC to others."***

## The Two-Day Eco Festival at the MAC (Midlands Art Centre) is back, ON Saturday 20 & Sunday 21 of September 2025.

### Take a Tour of MECC Trust's Retrofitted Demonstrator Building:

As part of the eco festival you can step inside our newly retrofitted demonstrator building which will showcase how everyday homes can be transformed with solar panels, battery storage, insulation, triple-glazing, an air source heat pump and underfloor heating. After the tour, enjoy a guided walk through Cannon Hill Park to MAC a unique experience connecting community, home and nature.

**BOOK YOUR  
FREE TICKETS HERE**



## Contact Us



0121 440 3500



[www.mecctrust.co.uk](http://www.mecctrust.co.uk)

# Wall Insulation Warning, Net Zero Tips & Looking After Health



## Warning to Birmingham Residents: ECO4 External Wall Insulation Going Wrong

More and more residents are approaching MECC Trust reporting serious problems with external wall insulation (EWI) installed under the **ECO4 energy scheme**.

What's promised as bill-cutting upgrades has, in many cases, caused:

- No paperwork or guarantees
- Unannounced workers with no ID
- Damaged roofs, boilers, and fittings
- Contractors vanishing once issues arise

The pattern is clear: some firms are worryingly cutting corners and leaving homeowners with costly damage.

### Protect yourself:

- Never sign up on the doorstep
- Only use TrustMark-registered installers
- Insist on full paperwork before work begins
- Get independent advice first
- Check if planning permission is needed (Birmingham City Council can confirm)
- Consider internal wall insulation as an alternative

**Your home is too valuable to risk on rushed, poor-quality jobs.**

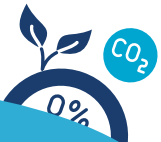
## Moving Toward Net Zero: Small Steps, Big Impact

Reaching carbon net zero isn't just for governments and big businesses, Our everyday choices add up.

Here are a few simple ways you can lower your carbon footprint:

- **Choose greener transport:** Walk, cycle, carpool, or use public transit when possible.
- **Eat smarter:** Add more plant-based meals into your week and cut down on food waste.
- **Save energy at home:** Switch to LED bulbs, unplug devices when not in use, and adjust your thermostat slightly.
- **Buy consciously:** Repair, reuse, and recycle before buying new.

Every action counts. Together, we can make net zero a reality!



### Cold Wash Challenge

**Wash all your laundry at 30°C or lower for a month. Line dry instead of using a tumble dryer. A single dryer load uses up to 5x more energy than a cold wash and it can help keep your energy bill down!**

## Looking After Health Before It Becomes an Emergency



In areas like Balsall Heath, Sparkbrook and Shard End, too many people turn to A&E or call emergency services for minor health issues that don't actually need emergency treatment. NHS health data shows that around **one in three** Accident & Emergency visits are avoidable, with care better provided by a GP, pharmacy, or community service. In Birmingham, preventable emergency admissions are higher than the England average, especially in areas of greatest need. That's why prevention is so important. By improving access to community health services, building health awareness, and tackling poor housing, residents can get the right support before issues become a crisis.

MECC is stepping up, looking at prevention, improving health, linking climate action by retrofitting homes and skilling up local people, all while helping to ease unnecessary pressure on emergency services.

**Coming Soon: More on MECC's Work and Plans with NHS Professionals around Prevention.**

## Contact Us



0121 440 3500



[www.mecctrust.co.uk](http://www.mecctrust.co.uk)