



Midstream Electrical Supplies



PROVIDING WARMTH & LIGHT

Midstream Electrical Supplies, also known as MES, is the service provider of electricity to the Midstream residents.

Midstream Electrical Supplies has a Call Centre – during office hours - with professional consultants ready to take your call regarding electrical technical issues.

In the unfortunate event of a power supply problem or a cold-water complaint, contact our call centre on 012 940 9641 or e-mail callcentre.mes@midstream.co.za between 07h30 and 16h30 on weekdays.

Should you call our Call Centre to report a fault, they are likely to ask you the following questions after introducing themselves:

- Have you checked your distribution board (DB) for a tripped switch?
- Do you have any idea on what the cause of the power failure is?
- Will there be anyone at home when the technicians come out, as someone needs to sign off on the job card.
- The call centre consultants will require your name, your contact number and your stand number when logging your request.
- In case of a street light fault you will be required to provide the exact location of the streetlight and/or the pole number of the light. You can also use the In Midstream App to report faulty streetlights, this will also be routed to our Call Centre.

Our friendly Call Centre consultants will then provide you with a reference number for the call. Once the matter has been addressed they will give you a courtesy call to confirm that the fault was remedied to your satisfaction; should this not be the case the matter will be rerouted to our technicians.

Failures between 16h30 (4:30pm) and 07h30 (7:30am) weekdays and over weekends should be directed to the after-hours number listed below.

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@Midstream_MES

AFTER HOURS NO:
079 557 4540

www.midstream.co.za/MES

Our Friendly Call Centre Consultants



Jeffrey Mathebula



Tiyani Mashaba

Professional. Friendly. Courteous.