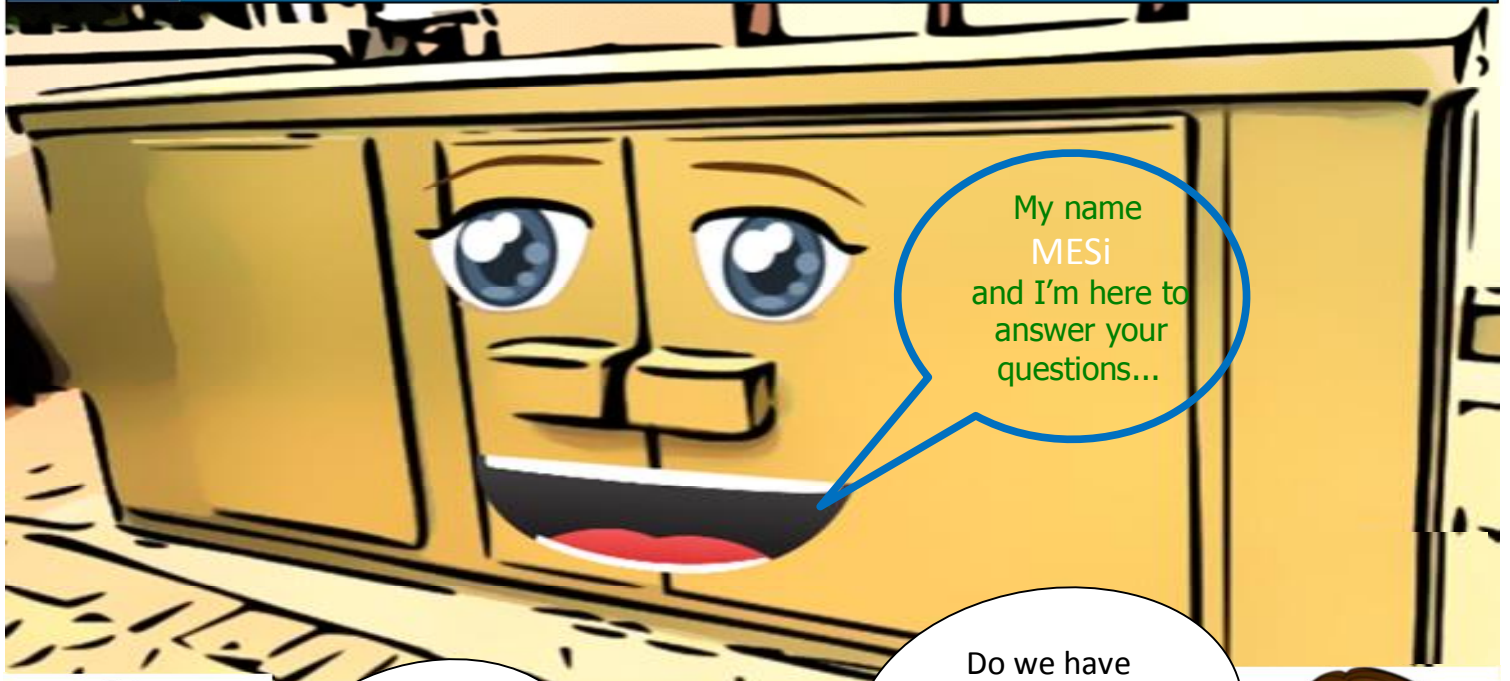




MIDSTREAM ELECTRICAL SUPPLIES

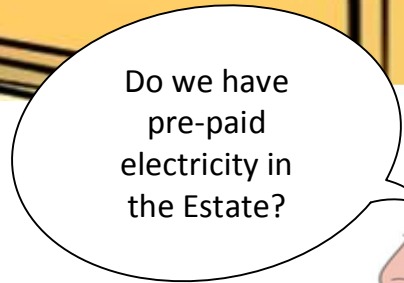
PROVIDING WARMTH & LIGHT



My name
MESi
and I'm here to
answer your
questions...



What can I
do about
high usage?



Do we have
pre-paid
electricity in
the Estate?

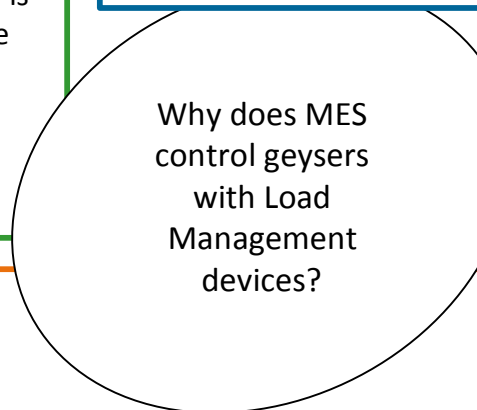
MESi:

Part of the service to be provided by MES is to install and manage an accurate meter. A resident may request to view the installed meter and for a basic meter evaluation report. It is important to take note that the consumption will show a seasonal increase during winter as more energy is consumed to warm the cold water so familiar with the winter.

To stay on top of your usage, contact the MES office and monitor your daily usage through the internet – it is a service available at no cost.

MESi:

No. However, it is possible to manage your usage day-by-day by logging onto your profile on the MES internet portal at www.midstream.co.za/MES. Contact the MES office for your login details.



Why does MES
control geysers
with Load
Management
devices?

MESi:

Geysers are controlled by MES remotely to balance the electrical load in the distribution network which provides a more reliable system. This normally takes place during peak times in winter or when the demand is much higher after power outages. MES normally switches the geysers off in groups on weekdays during peak times.

Summer peak times : 1 September to 31 May -
07:00 to 10:00 and 18:00 to 20:00

Winter peak times : 1 June to 31 August -
06:00 to 09:00 and 17:00 to 19:00

If you're experiencing cold water, please contact MES and provide information on your user profile. This will allow MES to investigate and suggest alternative schedules in an attempt to fit your user profile.