



MIDSTREAM ELECTRICAL SUPPLIES

PROVIDING WARMTH & LIGHT

7 WAYS TO STAY INFORMED

COMMUNICATION



1. In Midstream Magazine

Read our MES article in the magazine delivered to every household six times a year.



2. Twitter: [Midstream_MES](#)

Follow us on Twitter and be informed of large power outages and scheduled load shedding.



3. Shop 9, Square@Midstream

Our friendly staff will gladly assist you with information on your account or any other MES related matter. Office hours: 07h30 – 16h30 from Monday to Friday.



4. Website: www.midstream.co.za/MES

Visit our website to access forms, tariffs, load shedding schedules and outage history.

- ▶ Login to update your information and view daily usage, monthly statements and graphs.
- ▶ You can also report out of order street lights or other minor faults.



5. E-Mail

Your monthly electricity statement and overdue account reminders are emailed to you.

- ▶ Your details can be updated on our website via the MES consumer login.



6. Telephone & SMS

The following is communicated via SMS:

- ▶ Planned maintenance in your area.
- ▶ Overdue account reminders and suspension of service notices.
- ▶ Inform owner when tenants move in or out.
- ▶ Ad hoc individual SMSs.



7. Hand delivered notices

Notifications for suspension of service due to non-payment and ad hoc notifications to residents.

"When it comes to business, you don't need to learn a new language, you just need to manage a communication tool".

CONTACT

US

Tel: 012 687-1300

Email: mes@midstream.co.za

After Hours Standby 079 557 4540 (minor outages only)

Shop 9 , Square@Midstream

Website login: www.midstream.co.za/MES