



# Midstream Electrical Supplies

## PROVIDING WARMTH & LIGHT

Since 2003, Midstream Electrical Supplies provides electricity to Midstream Residents. We currently provide electricity to more than 5367 households in Midstream.

**Midstream Electrical Supplies also goes the extra mile to keep the lights on by providing a 24 hour call out service to our clients.**

The after hour call out service is provided between 16h00 (4pm) and 07h00 (7am) weekdays and 24 hours over weekends. Call outs between 07h00 (7am) and 16h00 (4pm) should be directed to the call centre, 012 940 9641.

**Please note the following regarding the Midstream Electrical Supplies call outs:**

- Check your DB for any tripped switches.
- Check our Twitter feed for possible area related outages.
- A Call out fee is payable if the fault is between MES' kiosk and the Distribution Board (DB) of the residence.
- MES personnel are not allowed to work inside the DB of a client's house.
- MES personnel may assist in cases where clients are not able to arrange with their own electrician. This is at the discretion of the MES Employee, after consultation with a MES Technical Manager.
- MES employees will be compensated by MES, for work done to assist a client, please do not pay the employee directly.
- Should the MES employee assist the client with an electrical fault, it remains the responsibility of the client to obtain a Certificate of Compliance (COC) from an independent electrician.
- The response time to a call out is a maximum of 45 minutes from the time the call is logged with the MES emergency number. Should the technician be busy elsewhere, he will give an approximate time that he will attend to the client's fault.

*Remember, you have the right to enquire on what the problem is before signing off on the call out request.*

[www.midstream.co.za/MES](http://www.midstream.co.za/MES) Twitter: [Midstream\\_MES](#) EMERGENCY NR: 079 557 4540

### Our Call Out Team...



Castwell  
Dzivhani



David  
Moraba



Joe  
Masako



Richard  
Mane



Lawrence  
Kubayi

### Our Call Out Managers...



Christo Grobler



Patrick Mema



Ettienne Dreyer