



MIDSTREAM ELECTRICAL SUPPLIES

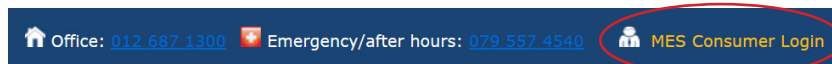
PROVIDING WARMTH & LIGHT

MES WEBSITE LOGIN

YOU CAN USE THE MES CONSUMER LOGIN TO CHANGE YOUR CONTACT DETAILS, VIEW STATEMENTS AND CHECK YOUR DAILY ELECTRICITY CONSUMPTION

1 Log in at MES Consumer Login

<https://mes.midstream.co.za>



<https://client.midstream.co.za>

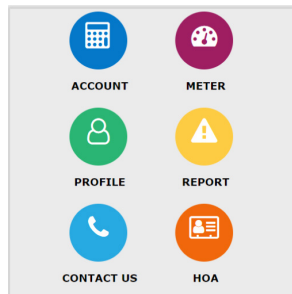
Username _____
Password _____



Login details are available from
MES

2 Your new Home Screen

- Here you are able to view your account (current and prior months), make changes to your profile, report faults and review your electricity consumption or contact our offices.



Click on reports to inform us of cold water concerns or faulty lights.

3 View your Account(s)

- View your account balance by clicking on "Balance"

ACCOUNT:

BALANCE: **R 3,362.50**
Payment due 2019/02/01

VIEW STATEMENTS



Balance



Usage

4 View your Statement(s) – Go to “Account”, “Balance”, “View Statement”

- You are able to view and download your monthly electricity statements for the past 3 months.

Select Statement to Download.



STATEMENT: **JAN 2019**
CLOSING BALANCE: **R 2,097.50**
CREATE DATE: **2019-01-15**

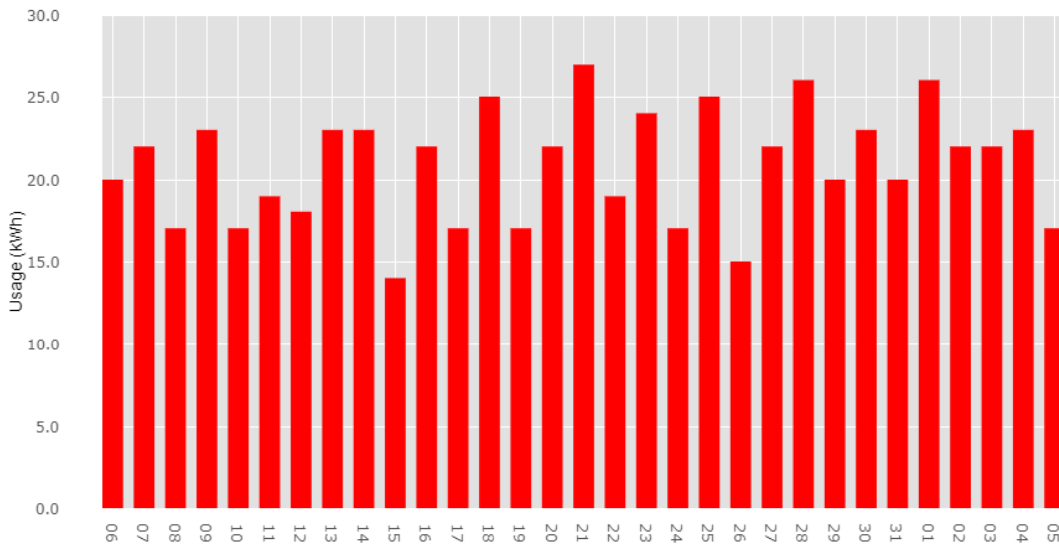


To go back to a previous page
click the back arrow

DOWNLOAD

5 View Meter readings (graphs) : Go to “Meters”, “View Meter Readings”, “View Graphs”

- You can view your daily electricity usage for the past 30 days.



Phone MES if you are unable to see your daily usage

6 Updating your Personal details – Go to “Profile”, “My Details”

DETAILS

NAME

EMAIL

MOBILE NUMBER 1 (*account notifications*)

MOBILE NUMBER 2 (*general notifications*)

PHONE NUMBER

ACCOUNT NUMBERS

UPDATE DETAILS

Cell phone number for Account purposes:
SMS for outstanding money will be sent to this number

Cell phone number for General purposes:
SMS regarding planned outages and other info will be sent to this number

PLEASE CONTACT OUR OFFICE FOR ANY ASSISTANCE

- Office Tel : 012 687 1300
- Office Hours : Monday-Friday 07h30 to 16h30