



25 January, 2023

Dear Melrose Arch tenant

I share your frustration regarding load shedding and the impact it is having on us, not just at Melrose Arch but our entire country.

The information you have received that Melrose Arch is struggling to cope at Level 6 (and above) load shedding is correct. In the last few weeks, when we have had scheduled load shedding at Level 6, we have been experiencing an average outage of 11 hours a day.

During this time, it is important to note:

- The chiller plant cannot be run during load shedding, as it is not connected to a generator. The electrical demand of the plant is too large to make it viable.
- The plant uses circulated chilled water to supply conditioned air to your premises. To operate efficiently, the circulated chilled water must be supplied at between 5°C and 7°C. When the plant does not run (during a load shedding cycle), the water heats up to over 20°C. When normal power is returned, it takes the plant approximately 4 hours to achieve the desired chilled water temperature – we run the plant at full capacity during normal power conditions.
- In the last few weeks, however, the period between the load shedding cycles has been too short for the plant to achieve the desired water temperatures.

We have found that our chiller plant is able to cope during Levels 2 and 3 load shedding but the situation of the past few weeks, with the higher levels of load shedding and heatwave, has placed it under too much strain.

While we understand that load shedding is a reality for the next two years, we are hoping that Eskom will soon introduce more acceptable levels on a regular basis and the situation regarding the chiller plant will normalise as soon as possible.

Kind regards,

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MD: Melrose Arch