

## How to contact Eskom

### MyEskom Customer App



View your statements

Report faults

Trace your outstanding query

Submit meter readings

### Alfred the Chatbot

[alfred.eskom.co.za/chatroom/](https://alfred.eskom.co.za/chatroom/)



### Website

<https://csonline.eskom.co.za/>



### Walk-in Hubs

**CLOSED**

### Call



**08600 37566**

When using these channels, please ensure that you include a valid account number, stand number or meter number to ensure effective service delivery.

For all other queries (application-related service requests, account-related service requests, disconnection and credit extension-related service requests), kindly follow these instructions:

Submit your query to [CustomerServices@eskom.co.za](mailto:CustomerServices@eskom.co.za) (All regions). Please ensure that your email has the relevant email subject as follows:

For Applications, please use #Application and the Province your request relates to.

For Move In/Move Out, please use #MIMO and the Province your request relates to.

For Accounts, please use #Accounts and the Province your request relates to.

For Disconnections and Credit Extensions, please use #DCE and the Province your request relates to.

In order for us to assist you, please provide us with your account or meter number, two contact numbers and a description of your request.

At Eskom, we always try to give our customers the best service, however if your expectations were not met, the process below details on how you can escalate your query.

#### Level 1: Customer Relations Area Managers

If you have a complaint about any aspect of our service, please contact us on any of the channels below:

Call: 086 00 ESKOM or 086 00 37566

MyEskom Customer App (you can download our app on Google Play Store for Android devices and iPhone App Store for iPhones)

Contact the Customer Executive responsible for your account (for Key Accounts)

See Provincial Customer Connects on how to contact Eskom Area Managers on the Eskom website <https://www.eskom.co.za/distribution/complaint-handling-process/>

#### Level 2: The Provincial Executive Management

Western Cape – <a href="mailto:GMWCAPE@eskom.co.za">GMWCAPE@eskom.co.za</a>	Eastern Cape – <a href="mailto:GMECape@eskom.co.za">GMECape@eskom.co.za</a>
Gauteng – <a href="mailto:GouExecEscalations@eskom.co.za">GouExecEscalations@eskom.co.za</a>	North West & Northern Cape - <a href="mailto:MNWNC@eskom.co.za">MNWNC@eskom.co.za</a>
Limpopo – <a href="mailto:LPExecactionteam@eskom.co.za">LPExecactionteam@eskom.co.za</a>	Mpumalanga – <a href="mailto:mpuexecactteam@eskom.co.za">mpuexecactteam@eskom.co.za</a>
KwaZulu Natal – <a href="mailto:Kzn_Executives@eskom.co.za">Kzn_Executives@eskom.co.za</a>	Free State – <a href="mailto:FS_executives@eskom.co.za">FS_executives@eskom.co.za</a>

#### Level 3: National Executive Customer Care

0800 4970 / 4206 / 3620 / [ExecAct@eskom.co.za](mailto:ExecAct@eskom.co.za)