

How to contact Eskom

IN THE NORTH WEST



Eskom

Powering your world

Eskom's new chatbot,
Alfred!

Reporting no supply!!
<https://alfred.eskom.co.za/chatroom/>

**MyEskom Customer
App**



Available on
Google Play Store
&
iPhone App Store

Call



08600 37 566

Internet



To access the
Eskom Customer Service Website
click on
<https://csonline.eskom.co.za/>

Email



customerservices@eskom.co.za

Please ensure that your email has the relevant email subject heading as follows:

- For Applications related queries, please use **#Application** and the Province your request relates to.
- For Move In / Move Out related queries, please use **#MIMO** and the Province your request relates to.
- For Accounts related queries, 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.

Dear valued Customer

Please ensure that when you make use of one of the above mentioned channels, you include a valid account number, erf/stand number, meter number and a contact number for effective service delivery.



YES

Has your customer query/
fault been resolved?



NO

If your query/fault has NOT been attended to within 48 hours, after utilising the above channels, you may escalate your complaints to Customer Relations Management.

How to escalate a complaint

IN THE NORTH WEST



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If your query has not been attended to or you have difficulty using the above channels, please follow **Step 1 to Step 5** of the escalation process, citing your reference number during normal working hours from 07:30 to 16:00 (Monday to Friday). This includes supply related faults not attended to within 7.5 hours:

Step 1



Mogomotsi Maboe
Customer Relations Area Officer
Tel: 014 565 1118
Email: Rustenburghub@eskom.co.za

**Rustenburg
Thlabane
Mogwase**

Rudy Burkenstock
Customer Relations Area Officer
Tel: 018 387 6120
Email: MMABATHOCSHUB@eskom.co.za

Mmabatho

Wendy Mahlalela
Customer Relations Area Officer
Tel: 012 725 2006
Email: BritshubCustomer@eskom.co.za

Brits

IF YOUR QUERY IS NOT RESOLVED WITHIN 10 HOURS FOR SUPPLY RELATED QUERY OR 48 HOURS FOR ALL OTHER QUERIES AND AFTER CONSULTING THE HUB SUPERVISOR, PLEASE CONTACT THE CUSTOMER RELATIONS MANAGERS

Darian Dita
Customer Relations Area Officer
Tel: 053 830 5842
Email: klerksdorphub@eskom.co.za

**Klerksdorp
Wolmaranstad
Potchefstroom**

Keeleng Saane
Customer Relations Area Officer
Tel: 018 464 6916
Email: Lichtenburgcustomer@eskom.co.za

**Lichtenburg
Lehurutse**

Khido Moshesha
Customer Relations Area Officer
Cell: 053 928 8286
Email: vryburgcustomerservices@eskom.co.za

**Vrburg
Delareyville
Taung
Morokweng**

Step 2

Busisiwe Cindi
Customer Relations Area Manager
Vryburg & Klerksdorp Areas

Cell: 084 734 1766
Email: CindiB@eskom.co.za

Ezekiel Baruti
Customer Relations Area Manager
Rustenburg Mmabatho, Brits & Lichtenburg Area

Cell: 078 976 1398
Email: BarutiME@eskom.co.za

Step 3

CUSTOMER RELATIONS MANAGER

Ntidiseng Makgamatha
Cell: 082 937 6302
Email: MakgamND@eskom.co.za

Step 4

**SENIOR MANAGER
CUSTOMER SERVICE OPERATIONS**

Lona Manzana
Cell: 083 280 8237
Email: ManzanL@eskom.co.za

Step 5

We encourage customers to use above contact details to report queries before sending them to the **GENERAL MANAGER**:

Marion Hughes
Email: GMNWNC@eskom.co.za