

How to contact Eskom IN THE NORTH WEST

If you're an Eskom customer,
here's how to reach us...



Alfred Eskom's Chatbot

- Helps you report when your power is off
- Provides you with a reference number
- Helps you check on your power fault
- Provides your balance (only monthly billed customers)

Use your cell phone and type

<https://alfred.eskom.co.za/chatroom/>
in your browser to get to Alfred.



MyEskom Customer app

- Submit your own meter readings
- Check your balance
- Log a power interruption
- Track your reports

You can download the app from
Google and IOS playstore



Interactive Voice Response system

- Input your meter reading
- Report an interruption of power supply
- Get the balance of your account
- Request a copy of your bill
- Update your personal details and
- Get progress feedback on previously reported fault

Contact centre number **0860 037 566**

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

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

Mogomotsi Maboe
Acting Customer Relations Area Officer
Tel: 014 565 1118
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**

Darian Dita
Acting Customer Relations Area Officer
Cell: 053 830 5842
Email: vryburgcustomerservices@eskom.co.za

**Vrburg
Delareyville
Taung
Morokweng**

Step 2

Busisiwe Cindi
Customer Relations Area Manager
Vryburg & Klerksdorp Areas

Cell: 084 734 1776
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

IF YOUR QUERY IS NOT RESOLVED WITHIN **12 HOURS**, FOR SUPPLY RELATED QUERY OR **3 DAYS** FOR ALL OTHER QUERIES AND AFTER CONSULTING THE RETAIL MANAGER, PLEASE CONTACT THE FOLLOWING;

CUSTOMER RELATIONS MANAGER

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

Step 4

**SENIOR MANAGER
CUSTOMER SERVICE OPERATIONS**

Lona Manzana
Tel: 011 651 6321
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**:

Kolodi Makola

Email: GMNWNC@eskom.co.za