

## MEDIA STATEMENT

---

### Eskom enhances its digital platforms

**Friday, 23 July 2021:** Eskom has embarked on a digital journey to increase its availability and accessibility to its customers. The enhanced MyEskom Customer app and the introduction of Alfred the Chatbot are the first of many new and exciting digital solutions to be launched in order to enhance Eskom's customer self-help channels.

The improved customer app, is a digital tool created to improve customer service and experience when interacting with us. The MyEskom customer app, has been improved to enable Eskom customers to report a fault, check their balance, and submit their own meter readings. The MyEskom app and the online portal enables you to check your balance and report a power failure in a few easy clicks.

Added to the digital fold is the newly launched chat bot, named Alfred. Alfred is the fastest and easiest way to report a No electricity supply fault to Eskom, get a reference number and feedback on the already reported fault. Alfred the friendly chat bot, is always on duty, ready to report a fault and give instant feedback.

The app, and the chat bot are part of an ongoing process that Eskom is following to add fast, online and interactive tools to improve our service to our customers. Eskom encourages customers to use self-help channels, as they are user friendly and cheaper, with an improved response time.

With these upgraded digital tools, Eskom has improved its accessibility with customers, 24/7. Please use one of the following options:

1. <https://alfred.eskom.co.za/chatroom/>
2. Download the app which is available on the Google Play Store for Android devices and the IOS store for Apple devices.
3. <https://csonline.eskom.co.za/GTConnect/Login/>

Any difficulties with Eskom's digital tools can be e-mailed to the support team at [mobility@eskom.co.za](mailto:mobility@eskom.co.za).

**ENDS**