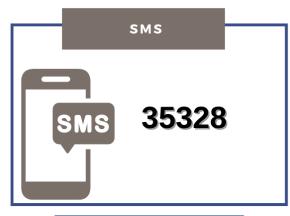
## How to contact Eskom

IN THE WESTERN CAPE









**EMAIL** customerservices@eskom.co.za INTERNET To access the **Eskom Customer Service Website** click on https://csonline.eskom.co.za/

**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 or meter number for effective service delivery.



YES

Has your customer query/fault been resolved?

NO



**ALTERNATIVE CONTACT DETAILS** 



**Eskom Distribution in the Western Cape has made alternative communication channels** available due to the temporary closure of our walk-in-centres.

These are available on weekdays between 08h00 – 16h00, excluding public holidays.





Kraaifontein walk-in-centre 064 695 4285 WhatsApp or SMS only Email - Kraaifonteincrm@eskom.co.za







Khayelitsha walk-in-centre 079 452 4844 WhatsApp or SMS only Email - Khayelitshacrm@eskom.co.za









**Western Cape walk-in-centre** 076 782 9481 WhatsApp or SMS only Email - Bellvillecrm@eskom.co.za





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



### How to escalate a complaint

IN THE WESTERN CAPE

If your query/fault has not been attended to within 48 hours, please direct your complaint to the responsible Customer Relations Manager during weekdays.

Provide your reference number.

#### STEP 1

### STEP 2







Boland
Overberg
Karoo
Garden Route

**Lizette Schulze 068 209 6532** 

Kraaifontein,
Wallacedene,
Scottsdene,
Bloekombos, Delft,
Belhar,
Khayelitsha,
Helderberg,
Grabouw,
Somerset West

**Zethu Sonjica 066 200 6206** 

Phillippi, Crossroads,
Wesbank, Bluedowns,
Mfuleni, Eerste River,
Blackheath,
Du Noon, Table View,
Parklands, Mandalay,
Elsies River, Uitsig,
Bishop Lavis,
Matroosfontein,
Ruyterwacht, Witsand,
West Coast

Richard Mali 082 373 3911 Customer Relations Manager Western Cape Province

**David Ockhuis** 078 269 1917



#### CustomerRelationsWC@eskom.co.za







If your complaint has not been resolved to your satisfaction, please make use of step 3 and 4 below.

STEP 3

# SENIOR MANAGER CUSTOMER SERVICE OPERATIONS

Rene Darby
Cellphone: 079 229 6448
Email: Escalate2ExecWC@eskom.co.za

STEP 4

#### **GENERAL MANAGER**

Alwie Lester Cellphone: 071 116 1799 Email: GMWCape@eskom.co.za

