


How to contact Eskom

IN THE WESTERN CAPE

SMS



SMS 35328

CALL



08600 37 566

EMAIL

customerservices@eskom.co.za



APPLICATION

MyEskomCustomerApp



Available on PlayStore and Android devices only

WALK - IN - CENTRES

TEMPORARILY CLOSED

Due To COVID-19

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 - WesternCapecrm@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