

# How to contact Eskom

IN THE WESTERN CAPE

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 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. Please provide your reference number.

**Step 1**



WhatsApp



**Lizette Schulze on**  
Cell: 068 209 6532

Boland

Overberg

Karoo

Garden Route

**Faniswa Sonjica**  
Cell: 072 223 1675

Kraaifontein

Wallacedene

Scottsdene

Bloekombos

Delft

Belhar

Khayelitsha

Helderberg

Grabouw

Somerset West

**Richard Mali**  
Cell: 082 373 3911

Phillippi

Crossroads

Wesbank

Bluedowns

Mfuleni

Eerste River

Blackheath

Du Noon

Table View

Parklands

Mandalay

Elsies River

Uitsig

Bishop Lavis

Witsand

West Coast

**Step 2**

**David Ockhuis**  
Customer Relations  
Manager WC

Cell: 078 269 1917

 [CustomerRelationsWC@eskom.co.za](mailto:CustomerRelationsWC@eskom.co.za)

If your complaint had not been resolved to your satisfaction, please make use of step 3 & 4 below:

**Step 3**

**ACTING SENIOR MANAGER  
CUSTOMER SERVICE OPERATIONS**

**Trish Da Silva**

Email: [Escalate2ExecWC@eskom.co.za](mailto:Escalate2ExecWC@eskom.co.za)

**Step 4**

**GENERAL MANAGER**

**Mbulelo Yedwa**

Email: [GMWCape@eskom.co.za](mailto:GMWCape@eskom.co.za)