

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

Zethu Sonjica
Cell: 066 200 6206

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

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

Step 3

**SENIOR MANAGER
CUSTOMER SERVICE OPERATIONS**

Khazase Lobese
Cell: 079 229 6448
Email: Escalate2ExecWC@eskom.co.za

Step 4

GENERAL MANAGER

Mbulelo Yedwa
Email: GMECape@eskom.co.za