

How to contact Eskom

IN THE WESTERN CAPE

If you're an Eskom customer,
here's how to reach us...



Alfred Eskom's Chatbot

- Helps you report when your power is off
- Provides you with a reference number
- Helps you check on your power fault
- Provides your balance (only monthly billed customers)

Use your cell phone and type

<https://alfred.eskom.co.za/chatroom/>
in your browser to get to Alfred.



MyEskom Customer app

- Submit your own meter readings
- Check your balance
- Log a power interruption
- Track your reports

You can download the app from
Google and IOS playstore



Interactive Voice Response system

- Input your meter reading
- Report an interruption of power supply
- Get the balance of your account
- Request a copy of your bill
- Update your personal details and
- Get progress feedback on previously reported fault

Contact centre number **0860 037 566**

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



Lizette Schulze
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

Xhanti Jacobs
Cell: 061 409 2095

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

Step 3

**SENIOR MANAGER
RETAIL OPERATIONS**

Trish Da Silva

Email: Escalate2ExecWC@eskom.co.za



Step 4

GENERAL MANAGER

Mbulelo Yedwa

Email: GMWCape@eskom.co.za