



# CS Online Registration

Click on <https://csonline.eskom.co.za/GTConnect/Login/> to Register

Read the instructions and click on register

The screenshot shows the Eskom Customer Service Website. At the top, there is a navigation bar with links for Home, Help & Support, How to Contact Us, Registration, Need Help?, and Login. Below the navigation bar, a welcome message reads "Welcome to the Eskom Customer Service Website". A sub-header says "To Login choose either option 1 or 2 below, fill in your details and click enter".

Option 1, "Account Number", includes a form with "Eskom Account Number" and "Password" fields, with an example password "e.g. T3Y13428" and an "Enter" button. Option 2, "Pre-Paid Meter Number", includes a form with "Pre-Paid Meter Number" and "Password" fields, with the same example password and an "Enter" button.

Below the forms, there is a link: "If you would like to register or you have forgotten your password please click the buttons below". Underneath, there is a section for "Customer Satisfaction Surveys" with a note about monthly surveys. At the bottom, there are two buttons: "Register" and "Forgot Password", both highlighted with red boxes and arrows.

The screenshot shows the Eskom Customer Service Online registration page. At the top, there is a navigation bar with links for How to Contact Us, Registration, Need Help?, and Login. Below the navigation bar, a header reads "Eskom Customer Service Online" and "You are now accessing these services as an Unregistered User".

The main content area is titled "Registration" and shows "Step 1 of 3 steps". A welcome message says "Welcome to our online registration page." Below this, there is a section titled "Should you wish to become an online customer, and have access to your account details online 24 hours a day, please follow the registration process:" followed by a list of five instructions:

- 1) Have your **most recent** bill available as you will be asked for certain information for validation purposes.
- 2) Press the "Register" button below. You will be asked to provide certain personal details and account information.
- 3) To ensure that your information is protected against unauthorised registration and access, we will validate the details you provide against our database. In the event of a discrepancy, your registration will not be processed.
- 4) You will be asked to choose a password that will give you access to the secure portion of our website.
- 5) The process should take a few minutes, whereafter you will immediately be able to access your account online.

At the bottom, there is a link: "Before using customer service online, we recommend you read our [PRIVACY STATEMENT AND DISCLAIMER.](#)". At the bottom right, there is a "Register" button highlighted with a red box and arrows.

## Enter your account number and click 'next'

How to Contact Us | Registration | Need Help? | Login

**Eskom Customer Service Online**  
You are now accessing these services as an Unregistered User.

Registration

Step 2 of 3 steps

Please enter your Eskom account number or prepaid meter number.

Eskom Account Number  OR Prepaid Meter Number

Enter your account Number

## Fill in the form to complete the process: Monthly billed customers

How to Contact Us | Registration | Need Help? | Login

**Eskom Customer Service Online**  
You are now accessing these services as an Unregistered User.

Registration

Complete the mandatory fields and press submit.

Step 3 of 3 steps

Your Account Number:

National ID:

Email Address:

Password (e.g. TaY)3428:

Confirm Password (e.g. TaY)3428:

**TAKE NOTE!**  
The following information printed on your most recent Eskom bill. The field names match those on the bill. Please click on the link below to view an example of a bill where the relevant information has been highlighted.

[View a Bill Statement Example](#)

Last 4 digits of Premise ID Number:

Last 4 digits of TAX Invoice Number:

Billing Date:

Where did you hear about this site?

**TAKE NOTE!**  
We cannot process your request unless you are able to provide all of the mandatory (\*) information requested above.

1. Fill in each row
2. The company registration or customer ID number must match what is on Eskom system. If different the registration will fail.
3. If the ID no. does not match pls call the contact centre or email [csonline@eskom.co.za](mailto:csonline@eskom.co.za) to enquire about the correct number.
4. Click submit to complete the process

# Fill in the form to complete the process: Prepaid customers.

The screenshot shows the Eskom Customer Service Online registration page. The header features the Eskom logo and navigation links: Home, Help & Support, How to Contact Us, Registration, Need Help?, and Login. A search bar is located at the top left. The main content area is titled "Eskom Customer Service Online" and includes a message: "You are now accessing these services as an Unregistered User." Below this, the "Registration" section is displayed, indicating it is "Step of 3 steps". The form fields are as follows:

- Prepaid Meter Number: 07044777154
- National ID: [Empty text box]
- Email Address: [Empty text box]
- Password (e.g. TaY)3428: [Empty text box]
- Confirm Password (e.g. TaY)3428: [Empty text box]
- Where did you hear about this site?: Please Select. [Dropdown menu]

A "TAKE NOTE!" section states: "We cannot process your request unless you are able to provide all of the mandatory (\*) information requested above." At the bottom of the form, there are "BACK" and "SUBMIT" buttons.

Together we can make a difference