



# Complaint handling process



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We define a complaint as any expression of dissatisfaction by a customer in relation to the product or service rendered to the customer.

At Eskom, we always try to give our customers the best service, , however if your expectations were not met,, the process below details how the complaint will be handled.

We aim to resolve your complaints in a fair, timely, and reasonable manner.

## Lodging a complaint

### Stage I

If you have a complaint about any aspect of our service, please contact us on any of the channels below:

Call: 086 00 ESKOM or 086 00 37566

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

MyEskom Customer App (**you can download our app on Play Store**)



### Information required

For us to be able to register your complaint, please ensure that when calling Eskom, the nature of your complaint is clearly stated, you have a valid account number, premise identification, meter number and/or pole number and reference number/s where applicable.

## Resolving your complaint

Once the complaint is reported, we record it and try to resolve it immediately whenever possible. Where your complaint was resolved to your satisfaction, the matter will be closed and we will provide you with a reference number.

If we have been unable to resolve a complaint immediately, it will be routed to the responsible department which will undertake the following:

- Gather all the information needed for a thorough investigation of the facts relating to the complaint.
- Where applicable, you will be involved in the process to resolve the complaint.
- Resolve the complaint.
- Inform you of the outcome and the reasons leading to the resolution.
- Record the outcome of the complaint and close the case, if resolved to your satisfaction.

It should take us up to **15 working days** to resolve your complaint at **stage I**.

## Stage 2

If your complaint is not resolved to your satisfaction, it will be escalated to the Provincial Executive Management. Your complaint will be further investigated and feedback provided on the outcome of your complaint.

The Provincial Executive Management email addresses are as follows:

Western Cape – [GMWCAPE@eskom.co.za](mailto:GMWCAPE@eskom.co.za)

Eastern Cape – [GMECape@eskom.co.za](mailto:GMECape@eskom.co.za)

Gauteng – [gouexescalations@eskom.co.za](mailto:gouexescalations@eskom.co.za)

North West and Northern Cape – [GMNWNC@eskom.co.za](mailto:GMNWNC@eskom.co.za)

Mpumalanga – [mpuexecactteam@eskom.co.za](mailto:mpuexecactteam@eskom.co.za)

Limpopo – [LPExecactionteam@eskom.co.za](mailto:LPExecactionteam@eskom.co.za)

KwaZulu Natal – [Kzn\\_Executives@eskom.co.za](mailto:Kzn_Executives@eskom.co.za)

Free State – [FS\\_executives@eskom.co.za](mailto:FS_executives@eskom.co.za)

It should take us up to **5 working days** to resolve your complaint at **stage 2**

## Stage 3

### Escalated complaint – National Executive Customer Care Centre (ECCC)

If the provincial Operating Unit's escalation process has failed to resolve your complaint to your satisfaction, you can request the person dealing with your complaint to escalate it to the National Executive Customer Care Centre and a reference number will be issued. You can also contact National Executive Customer Care Centre using the details below.

**Contact the National Executive Customer Care Centre using any of the following:**

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

Telephone : +27 (11) 800 4970/4206/3620

Fax : +27 (11) 800 3813

Fax to email : +27 (86) 566 0055

## Information required

Please provide us with the letter you received with the outcome from the provincial Operating Unit and the reference number. This will assist us in gathering the information relating to your complaint.

### **Upon receipt of your complaint, the ECCC will:**

- Acknowledge and manage the complaint and give it focused attention until the resolution phase.
- Complete the investigation and provide you with feedback in the form of a formal letter.

The ECCC aims to resolve your complaint within **five working days**.

## **Stage 4**

Once you have exhausted all the above steps and your complaint is still not resolved, please contact

Group Executive: Monde Bala

Telephone: 082 826 6856

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

In instances where you are still not satisfied with the stage 4, it can be concluded that a dispute can be declared, we can agree that the dispute be referred to the National Energy Regulator of South Africa (NERSA).

## **Involvement of an external party**

NERSA is mandated by the Electricity Regulation Act to handle all electricity-related disputes as guided by its own Dispute Resolution Procedure.

### **NERSA's contact details**

Telephone : +27 (12) 401 4600  
Fax : +27 (12) 401 4700  
Email : [complaints@nersa.org.za](mailto:complaints@nersa.org.za)