

CONNECT

A newsletter for Eskom Distribution Customers, Northern Cape Operating Unit



January 2021

ESKOM NORTHERN CAPE Complaint Handling Process

At Eskom, we always strive to give our customers excellent service, but we may not always meet your expectations. We aim to resolve your complaints in a fair, timely and reasonable manner. If you have a complaint about any aspect of our business, please contact us by calling the **Eskom Contact Centre** on **08600 37566** (24 hours), **SMS** your query and account number/meter number to **35328** or send an **e-mail** to customerservices@eskom.co.za. You can also download the **MyEskom App** from Android stores or use our **Customer Services Online** portal (www.eskom.co.za).

Due to COVID-19 pandemic, our Customer Service Hubs are still closed. However, you may contact us during normal working hours (07:30 to 16:00, Monday to Friday) through the phone numbers and e-mail addresses below:

Customer Service Hub	Areas	Name	Contact Number	E-mail Address
Colesberg Hub	Colesberg, De Aar & Petrusville	Ronel Coetzee	053 456 5110 076 628 5338	ColesbergCRM@eskom.co.za
Douglas Hub	Douglas, Steynsville/ Hopetown, Prieska & Mathlamola/Griekwastad	Ronel Coetzee	053 456 5110 060 708 8178	DouglasCRM@eskom.co.za
Jan Kempdorp Hub	Jan Kempdorp & Pampierstad	Ronel Coetzee	053 456 5110 060 890 4095	JanKempdorpCRM@eskom.co.za
Kimberley Hub	Kimberley, Barkley West, Boshoff and Tidimalo/ Delportshoop	Ronel Coetzee	053 456 5110 066 555 4530	KimberleyCRM@eskom.co.za
Kuruman Hub	Kuruman, Van Zylsrus, Dibeng, Kagung, Kathu, Maroping, Manyeding, Lime Acres, Batlharos, Mothibistad, Postmas- burg, Sidibeng, Seodeng, Tsineng, Manyeding & Magobe	Keitumetse Snyman	053 712 8374 066 558 3524	KurumanCRM@eskom.co.za
Upington Hub	Upington & Kakamas	Schalk Van der Merwe	054 337 4952 076 757 8243	UpingtonCRM@eskom.co.za
Groblershoop Hub	Groblershoop & Calvinia	Schalk Van der Merwe	054 337 4952 076 757 8243	UpingtonCRM@eskom.co.za
Springbok Hub	Springbok	Schalk Van der Merwe	054 337 4952 076 757 8243	UpingtonCRM@eskom.co.za

Step 1: If your query is not resolved to your satisfaction using the above channels, please contact the **Customer Relations Area Manager, Yolanda Jacobs**, on 053 830 5769 / 060 730 7508 / JacobsY@eskom.co.za and quote the reference number of your first contact made with Eskom.

Step 2: If your query remains unresolved, please contact the **Acting Customer Relations Manager, Zandisile Nangu**, on 082 926 4058 / NanguZH@eskom.co.za.

Step 3: If your query is not resolved after using Step 1 and 2, please contact the **Senior Manager: Customer Service Operations, Rene Darby**, on 079 229 6448 / DarbyRE@eskom.co.za.

Step 4: Customers must use the above contact details to escalate a query before sending it to the **General Manager: Marion Hughes**, at GMNWNC@eskom.co.za.