



How to report and escalate your complaints to Eskom in Gauteng

Eskom in Gauteng aims to provide its customers with a value based service. Should you have any matter you wish to report and further escalate, please do so using the channels shared below.



Use the following channels to contact Eskom to log a fault:

- **SMS** your query and account number/meter number to **35328**
- **Email** your query to **customerservices@eskom.co.za**
- Download the self-help **"MyEskom Customer"** App
- Bill-related enquiries can be checked online at **csonline.eskom.co.za**
- Call Eskom's Contact Centre on **08600 37566 (24hrs)**



Resolving your complaints

Complex matters raised with us are routed to responsible departments for thorough investigation.

The customer is then informed of the resolution or outcome within 15 days from the day the call was logged.



Escalation process

It takes up to 7.5 hours for supply to be restored to paying customers after a fault has been reported.

Should supply be not restored during this period, please escalate using the reference number issued to you.

Ekurhuleni Zone

Daveyton, Duduza, Etwatwa, Katlehong, Tsakane, Vosloorus and Wattville

E-mail:

EkurhuleniEnquiries@eskom.co.za

Randfontein Sector

Cosmo City, Lanseria, Mogale City, West Rand and Zandspruit

E-mail:

RandfonteinEnquiries@eskom.co.za

Sandton Sector

Diepsloot, Ebony Park, Ivory Park, Kaalfontein, Midrand and Sandton

E-mail:

SandtonEnquiries@eskom.co.za

Soweto Sector

Soweto areas

Email:

SowetoEnquiry@eskom.co.za

Tshwane Zone

Bronkorspruit, Cullinan, Klipgat, Ga-Rankuwa, Hammanskraal, Mabopane and Temba

E-mail:

TshwaneEnquiry@eskom.co.za

Vereeniging Sector

Evaton, Meyerton, Orange Farms, Palm Springs, Sebokeng, Sharpeville

E-mail:

VereenigingEnquiries@eskom.co.za

Executive Manager Channels

For escalating queries that have not been attended to within 72 hours, customers may use the following channels: **Emails: GouExecEscalations@eskom.co.za** **WhatsApp: 0718977344**