



A Newsletter for Eskom Distribution Customers

Introducing Alfred, Eskom's Chatbot, serving our customers 24/7



Alfred the Chatbot is at your service

Who is Alfred the Chatbot?

In an effort to improve customer service, Eskom has developed numerous digital channels to help you communicate with Eskom, any time of the day, from your cell phone or PC. Alfred the Chatbot was developed as an easy way to engage with Eskom.

Digital communication comes to save the day!

What can Alfred do?

Alfred can be used to report a power outage and he provides feedback on previously-reported faults. Alfred gives you a reference number, which makes it easier to check the progress of your fault. You can look forward to Alfred offering a wider range of services in the near future, so keep an eye on this space!



Where to find Alfred



The Eskom website houses Alfred. Click on the Alfred icon on the top menu of www.eskom.co.za or go directly to <https://alfred.eskom.co.za/chatroom/>.

Alternatives to Alfred

Eskom's other digital channels are also quick and easy to use. The MyEskom Customer app, available from Google or IOS stores and the CSONline website are there to offer you choice and convenience.



**Manage your account
from your mobile device**



<http://www.eskom.co.za/Pages/AppSelfService.aspx>

