

# How to contact Eskom

IN THE NORTH WEST



Eskom | Powering your world

Eskom's new chatbot,  
**Alfred!**

**Reporting an outage!!**

<https://alfred.eskom.co.za/chatroom/>

**MyEskom Customer  
App**



Available on  
Google Play Store  
&  
iPhone App Store

**Call**

**08600 37 566**



**Email**

[customerservices@eskom.co.za](mailto:customerservices@eskom.co.za)  
For account queries and applications only



**Internet**

To access the  
Eskom Customer Service  
Website click on  
<https://csonline.eskom.co.za/>



**Dear valued Customer**

Please ensure that when you make use of one of the above mentioned channels, you include a valid account number, erf/stand number, meter number and a contact number for effective service delivery.



**YES**

Has your customer query/  
fault been resolved?



**NO**

If your query/fault has NOT been attended to within 48 hours, after utilising the above channels, you may escalate your complaints to Customer Relations Management.

# How to escalate a complaint

## IN THE NORTH WEST



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If your query/fault has not been attended to within 48 hours, please direct your complaint to the responsible Customer Relations Manager during weekdays. Please provide your reference number.

### Step 1



#### Ezekiel Baruti

Customer Relations Area Manager  
Cell: 078 976 1398  
Email: BarutiME@eskom.co.za

Rustenburg

Mogwase

Mmabatho

Brits

Lichtenburg

Lehurutse

#### Busisiwe Cindi

Customer Relations Area Manager  
Cell: 084 734 1776  
Email: CindiB@eskom.co.za

Vryburg

Klerksdorp

Delareyville

Wolmaransstad

Potchefstroom

### Step 2

#### Ntidiseng Makgamatha

Middle Manager Retail

Cell: 0829376302

Email: MakgamND@eskom.co.za

If your complaint had not been resolved within 3 days, please make use of step 2 and 3 below:

### Step 3

#### SENIOR MANAGER CUSTOMER SERVICE OPERATIONS

#### Lona Manzana

Cell: 083 280 8237

Email: NWECCC@eskom.co.za.

### Step 4

#### GENERAL MANAGER

Marion Hughes

Email: GMNWNC@eskom.co.za