

# CONNECT

A newsletter for Eskom Distribution Customers  
CentralEast Cluster



October 2021

## How to contact Eskom in KwaZulu Natal

### MyEskom Customer App



View your statements

Report faults

Trace your outstanding query

Submit meter readings

### Alfred the Chatbot

[alfred.eskom.co.za/chatroom/](https://alfred.eskom.co.za/chatroom/)



Report faults

Follow up on existing faults

### Website

<https://csonline.eskom.co.za/>



### Customer Service Hubs

See numbers listed below.

**CLOSED**

### Call



**08600 37566**

When using these channels, please ensure that you include a valid account number, stand number or meter number to ensure effective service delivery.

If your issue has not been resolved, make use of these alternative communication channels for our Customer Service Hubs, available on weekdays from 08h00 until 16h00, excluding public holidays.

<b>Nongoma Hub</b>	035 836 1703 035 836 1704	<b>Park Rynie Hub</b>	039 978 7418 031 279 6486
<b>Jozini Hub</b>	035 836 1737 035 836 1739	<b>Shelley Beach Hub</b>	039 315 4703 039 315 4634
<b>Manguzi Hub</b>	035 797 2592 035 797 2593	<b>Pietermaritzburg Hub</b>	033 395 7294 033 395 7297
<b>Mandini Hub</b>	032 456 8535 032 456 8533 032 456 8539	<b>Howick Hub</b>	033 239 1135 033 239 1137
<b>Stanger Hub</b>	032 437 4726 032 437 4716 032 437 4715	<b>Newcastle Area Office</b>	034 370 8445 034 329 8307 034 329 8308
<b>Empangeni Hub</b>	035 902 4500 035 902 4482	<b>Vryheid Hub</b>	034 989 8706 036 638 9084
<b>Ixopo Hub</b>	033 395 3543	<b>Ladysmith Hub</b>	036 638 9098 036 638 9026 036 638 9017 036 638 9076 036 638 9053

If your query has not been attended to within 48 hours, please follow the Level 1 to Level 3 escalation process, citing your reference number.

Level 1: Customer Relations Area Managers	
<b>Newcastle and Ladysmith Areas</b> Karel Frackers 083 324 9145 FrackeKB@eskom.co.za	<b>Pietermaritzburg and Margate Areas</b> Timothy Ngcobo 083 509 9849 NgcoboTN@eskom.co.za
<b>Empangeni Area</b> Linda Mkhombe 082 854 7210 MkhombLS@eskom.co.za	<b>All Areas</b> Helmut Oellermann 082 572 7931 OellerHR@eskom.co.za
Level 2: CentralEast Cluster Executive Team	
<b>CentralEast Cluster Executive Team</b> KZN_executives@eskom.co.za	<b>Senior Manager: Retail</b> Gugulethu Dumakude 084 513 1633
<b>General Manager</b> Agnes Mlambo 082 990 7768	<b>Senior Manager: Maintenance and Operations</b> Nozipho Mpanza 082 561 4279
Level 3: National Executive Customer Care	
<b>National Executive Customer Care Team</b> 0800 4970 / 4206 / 3620 / ExecAct@eskom.co.za	