

How to contact Eskom

IN THE NORTHERN CAPE

Eskom's new chatbot,
Alfred!



Reporting no supply!!
<https://alfred.eskom.co.za/chatroom/>

**MyEskom Customer
App**



Available on
Google Play Store
&
iPhone App Store

Call



08600 37 566

Internet



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

Email



customerservices@eskom.co.za

Please ensure that your email has the relevant email subject heading as follows:

- For Applications related queries, please use **#Application** and the Province your request relates to.
- For Move In / Move Out related queries, please use **#MIMO** and the Province your request relates to.
- For Accounts related queries, please use **#Accounts** and the Province your request relates to.
- For Disconnections and Credit Extensions, please use **#DCE** and the Province your request relates to.

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 NORTHERN CAPE



Eskom | Powering your world

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

Lesley Madonsela
Customer Relations Officer
(053) 298 5705 / Cell: 062 169 7665

Colesberg Hub
Colesberg, De Aar & Petrusville

Douglas Hub
Douglas, Steynsville/
Hopetown, Prieska & Mathlamola/Griekwastad



Ronel Coetzee
Customer Relations Officer
(053) 456 5110 / Cell: 076 628 5338

Jan Kempdorp Hub
Jan Kempdorp & Pampierstad

Kimberley Hub
Kimberley, Barkley West, Boshoff and Tidimalo/ Delportshoop

Keitumetse Snyman
Customer Relations Officer
(053) 712 8374 / Cell: 066 558 3524

Kuruman Hub

Kuruman, Van Zylsrus, Dibeng, Kagung, Kathu, Maroping, Manyeding, Lime Acres, Batlharos, Mothibistad, Postmasburg, Sidibeng, Seodeng, Tsineng, Manyeding & Magobe

Schalk Van der Merwe
Customer Relations Officer
(054) 337 4952 / Cell: 076 757 8243

Upington Hub

Upington & Kakamas

Groblershoop Hub

Groblershoop & Calvinia

Springbok Hub

Springbok

Step 2

Yolanda Jacobs

Customer Relations Area Manager

Cell: 053 830 5769 / 060 730 7508

Email: JacobsY@eskom.co.za

Step 3

Zandisile Nangu

Customer Relations Manager

Cell: 082 926 4058

Email: NanguZH@eskom.co.za

If your complaint had not been resolved to your satisfaction, please make use of step 4 and 5 below:

Step 4

**SENIOR MANAGER
CUSTOMER SERVICE OPERATIONS**

Lona Manzana

Cell: 083 280 8237

Email: NWECCC@eskom.co.za

Step 5

GENERAL MANAGER

Marion Hughes

Email: GMNWNC@eskom.co.za