






How to contact Eskom



IN THE MPUMALANGA PROVINCE

SMS  35328	CALL  08600 37 566	EMAIL customerservices@eskom.co.za 
APPLICATION MyEskom Customer App  Available on PlayStore and Android devices only	WALK - IN - CENTRES TEMPORARILY CLOSED Due To COVID-19	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 or meter number for effective service delivery.

Has your customer query/fault been resolved?

YES   **NO**

Alternative Contact Details Mpumalanga Province

Eskom Distribution in Mpumalanga has made alternative communication channels available due to the temporary closure of our Customer Hubs
These are available on weekdays between 08:00 – 16:00, excluding public holidays.

Nkangala District

Nkangala Hub: 013 693 3209 / or Hub supervisor at 074 994 8736 / MasemoKE@eskom.co.za
Kwaggafontein Hub: 013 693 3456 / or Hub supervisor at 074 128 1115 / MokwenSN@eskom.co.za
Siyabuswa Hub: 013 693 6103 / or Hub supervisor at MokomaB@eskom.co.za

Ehlanzeni District

Hazyview Hub: 013 755 9133 / or Hub supervisor at 082 563 1868 / MohlaHS@eskom.co.za
Kanyamazane Hub: 013 791 0301 / or Hub supervisor at 083 391 6978 / MagongMS@eskom.co.za
Acornhoek Hub: 013 791 0332 / or Hub supervisor at 076 713 3758 / KhozaWI@eskom.co.za
Kamhlushwa (Mzinti) Hub: 013 791 0585 / or Hub supervisor at 082 805 7051 / NgwambZS@eskom.co.za

Gert Sibande District

Eerstehoek Hub: 013 693 6310 / or Hub supervisor at 076 022 6019 / NkosiGP@eskom.co.za
Volksrust Hub: 013 693 6312 / or Hub supervisor at 072 661 1817 / MaukuTPM@eskom.co.za
Bethal Hub: 013 693 6559 / or Hub supervisor at 072 661 1817 / MaukuTPM@eskom.co.za

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

How to escalate a complaint in the Mpumalanga Province

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

STEP 1

STEP 2

   	<p>Customer Relations Area Manager Nkangala District</p> <p>Kganthe Masemola (acting) Tel: 013 693 3209 Cell: 074 994 8736 Email: MasemoKE@eskom.co.za</p>	<p>Customer Relations Area Manager Ehlanzeni District</p> <p>Ms Lulama Zulu Tel: 013 755 9201 Cell: 076 754 2540 Email: ZuluL@eskom.co.za</p>	<p>Customer Relations Area Manager Gert Sibande District</p> <p>Ms Tebogo Mauku (acting) Tel: 013 693 6555 Cell: 072 661 1817 Email: MaukuTPM@eskom.co.za</p>	<p>Customer Relations Manager Mpumalanga Province</p> <p>Chris Lekhuleni Tel: 013 755 9200 Cell: 079 613 8165 Email: LekhulC@eskom.co.za</p>
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If your complaint has not been resolved to your satisfaction,
please make use of steps 3 and 4 below

STEP 3

Motshabi Mokgatlha
Senior Manager Customer Service Operations
Cell number: 079 503 4576
Email: MokgatMB@eskom.co.za

Pravind Orrie
Senior Manager Asset Creation
Cell number: 082 372 9862
Email: OrriePC@eskom.co.za

Musa Mabila
Senior Manager Maintenance and Operations
Cell number: 084 430 4181
Email: MabilaM@eskom.co.za

STEP 4

Collin Reddy
General Manager Mpumalanga & Limpopo Provinces
Cell number: 082 901 4050
Email: mpuexecactteam@eskom.co.za