

CONNECT

A newsletter for Eskom Distribution Customers
CentralEast Cluster



November 2021

How to contact Eskom in the Free State

MyEskom Customer App



View your statements

Report faults

Trace your outstanding query

Submit meter readings

Alfred the Chatbot

alfred.eskom.co.za/chatroom/



Report faults

Follow up on existing faults

Get a reference number once interaction is logged

Post paid customers can get account balances and be alerted if their accounts are in arrears when logging an interaction.

Customer Service Hubs

Our Hubs are closed for face-to-face interaction.

Please use alternative channels.

Website

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



Call



08600 37566

E-Mail

CustomerService@eskom.co.za

To ensure that the e-mail is directed to the right department, the subject line should include a unique identifier, e.g.:

- #meter reading FSOU
- #new application FSOU
- #refund FSOU



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 query has not been attended to within 48 hours or you have difficulty using the above channels, please follow the Level 1 to Level 4 escalation process, citing your reference number.

Level 1		
Customer Service Officer: Bethlehem, Bothaville and Welkom Hubs Melanie van Jaarsveld 058 307 4181 / 072 658 9803 vjaarsM@eskom.co.za	Customer Service Officer: Seloshesha and Senekal Hubs Elias Goliath 051 404 2626 / 084 705 3735 GoliatNE@eskom.co.za	Customer Service Officer: Bloemfontein, Thabong and Meloding Hubs Puleng Phaka 051 404 2060 / 061 762 9266 PhakaPV@eskom.co.za
Level 2		
Customer Relations Area Manager Elsebe Ledimo 051 404 2370 / 082 450 9719 LedimoE@eskom.co.za	Customer Relations Manager Eugene Myburgh 051 404 2551 / 072 610 2797 MyburgEC@eskom.co.za	
Level 3		
CentralEast Cluster Executive Team FS_executives@eskom.co.za	Senior Manager: Customer Service Bibi Bedir 051 404 2684 / 072 223 1272	
General Manager Agnes Mlambo 031 710 5345 / 082 990 7768	Senior Manager: Maintenance and Operations Lucas Mazibuko 051 404 5160 / 076 802 1953	
Level 4		
National Executive Customer Care Team 0800 4970 / 4206 / 3620 / ExecAct@eskom.co.za		

Issued by CentralEast Industry Support and Stakeholder Management,
November 2021