

# How to contact Eskom

IN THE NORTH WEST

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 NORTH WEST

If your query has not been attended to or you have difficulty using the above channels, please follow **Step 1 to Step 5** of the escalation process, citing your reference number during normal working hours from 07:30 to 16:00 (Monday to Friday). This includes supply related faults not attended to within 7.5 hours:

### Step 1



**Mogomotsi Maboe**  
Customer Relations Area Officer  
Tel: 014 565 1118  
Email: Rustenburghub@eskom.co.za

**Rustenburg  
Thlabane  
Mogwase**

**Rudy Burkenstock**  
Customer Relations Area Officer  
Tel: 018 387 6120  
Email: MMABATHOCSHUB@eskom.co.za

**Mmabatho**

**Wendy Mahlalela**  
Customer Relations Area Officer  
Tel: 012 725 2006  
Email: BritshubCustomer@eskom.co.za

**Brits**

IF YOUR QUERY IS NOT RESOLVED WITHIN 10 HOURS FOR SUPPLY RELATED QUERY OR 48 HOURS FOR ALL OTHER QUERIES AND AFTER CONSULTING THE HUB SUPERVISOR, PLEASE CONTACT THE CUSTOMER RELATIONS MANAGERS

**Darian Dita**  
Customer Relations Area Officer  
Tel: 053 830 5842  
Email: klerksdorhub@eskom.co.za

**Klerksdorp  
Wolmaranstad  
Potchefstroom**

**Keeleng Saane**  
Customer Relations Area Officer  
Tel: 018 464 6916  
Email: Lichtenburgcustomer@eskom.co.za

**Lichtenburg  
Lehurutse**

**Khido Moshesha**  
Customer Relations Area Officer  
Cell: 053 928 8286  
Email: vryburgcustomerservices@eskom.co.za

**Vrburg  
Delareyville  
Taung  
Morokweng**

### Step 2

**Busisiwe Cindi**  
Customer Relations Area Manager  
Vryburg & Klerksdorp Areas

Cell: 084 734 1766  
Email: CindiB@eskom.co.za

**Ezekiel Baruti**  
Customer Relations Area Manager  
Rustenburg Mmabatho, Brits & Lichtenburg Area

Cell: 078 976 1398  
Email: BarutiME@eskom.co.za

### Step 3

**CUSTOMER RELATIONS MANAGER**

**Ntidiseng Makgamatha**  
Cell: 082 937 6302  
Email: MakgamND@eskom.co.za

### Step 4

**SENIOR MANAGER  
CUSTOMER SERVICE OPERATIONS**

**Lona Manzana**  
Cell: 083 280 8237  
Email: ManzanL@eskom.co.za

### Step 5

We encourage customers to use above contact details to report queries before sending them to the **GENERAL MANAGER:**

**Marion Hughes**

Email: GMNWNC@eskom.co.za