

How to contact Eskom IN THE EASTERN CAPE

If you're an Eskom customer,
here's how to reach us...



Alfred Eskom's Chatbot

- Helps you report when your power is off
- Provides you with a reference number
- Helps you check on your power fault
- Provides your balance (only monthly billed customers)

Use your cell phone and type

<https://alfred.eskom.co.za/chatroom/>
in your browser to get to Alfred.



MyEskom Customer app

- Submit your own meter readings
- Check your balance
- Log a power interruption
- Track your reports

You can download the app from
Google and IOS playstore



Interactive Voice Response system

- Input your meter reading
- Report an interruption of power supply
- Get the balance of your account
- Request a copy of your bill
- Update your personal details and
- Get progress feedback on previously reported fault

Contact centre number **0860 037 566**

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 EASTERN CAPE

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



Sachin Kandhai
Customer Relations Area Manager
ALIWAL
(047) 502 6428 Cell: 063 274 3583

Bizana Hub

Ntabankulu, Mt Ayliff,
Mt Frere, Matatiele,
Flagstaff, Lusikisiki

Aliwal Hub

Burgersdorp, Sterkspruit,
Jamestown, Barkley East,
Elliot, Tsolo, Molteno, Ugjie,
Dodrecht

Nolwazi Mdoda
Customer Relations Area Manager
EAST LONDON
(043) 703 5312 Cell: 083 750 8028

East London Hub

South Coast: Cove Rock,
Winterstrand, Kidds Beach,
Kaysers Beach, Sea Vale,
Christmas Rock

North Coast: Kei Mouth,
Soto, Morgans Bay,
Maganxeni, Mzwini, Makazi,
Belekumntana, Nyara, Haga-
Haga

King Williams Town Hub
King North, King South,
Peddie and Alice

Butterworth Hub
Ngamakwe, Idutywa,
Willowvale, Kenfane,
Butterworth

Vuyani Mafani
Customer Relations Area Manager
MTHATHA
(047) 502 6708 Cell: 083 386 9698

Mthatha Hub

Mthatha, Cala, Ngcobo,
Mqanduli, Elliotdale (including
Coffee Bay), Libode, Ngqeleni
Port St Johns

Queenstown Hub

Cathcart, Cofimvaba,
Lady Frere, Sterkstroom,
Whittlesea, Part of Tsomo

Nolwazi Mdoda
Customer Relations Area Manager
PORT ELIZABETH
(043) 703 5312 Cell: 083 750 8028

Grahamstown Hub

Graaff Reinet, Jansenville,
Steytlerville, Steynsburg,
Cradock, Willowmore,
Paterson, Patensie,
Kirkwood, Addo, Colchester,
Grahamstown, Bedford,
Adelaide, Kenton on Sea,
Port Alfred, Bathurst, Lorie,
Joubertina, Uniondale,
Fort Beaufort, Salem,
Alicedale, Seven Fountains,
Humansdorp, Cannon Rocks,
Katberg, Seymour, Balfour

Step 2

Kanyisa Mtyalela
Customer Relations
Manager

(041) 502 4067
Cell: 083 681 9161



CustomerRelationsEC@eskom.co.za

If your complaint had not been resolved to your satisfaction, please make use of step 3 & 4 below:

Step 3

**ACTING SENIOR MANAGER
CUSTOMER SERVICE OPERATIONS**

Khazase Lobese

Email: Escalate2ExecEC@eskom.co.za

Step 4

GENERAL MANAGER

Mbulelo Yedwa

Email: GMECape@eskom.co.za