

CONNECT

A newsletter for Eskom Distribution Customers
LimLanga Cluster



How to contact Eskom in Limpopo

APPLICATION



**MyEskom
Customer App**

Available on Google



View your statements



Report faults



Trace your outstanding query



Submit meter readings



ALFRED THE CHATBOT

<https://alfred.eskom.co.za/chatroom/>



- * Report faults
- * Follow up on existing faults
- * Alfred wants your meter readings: click on the "METER READ" button
- * Check account balances

WEBSITE

[https://
csonline.eskom.co.za/](https://csonline.eskom.co.za/)



EMAIL

Limpopo@eskom.co.za



CUSTOMER SERVICE HUBS

See below for Customer
Hubs in the Province



CALL

08600 37566



We've got a new self-service Interactive Voice Response system which now allows you to: Input your meter reading, report an interruption of power supply, get the balance of your account, request a copy of your bill, update your details and get progress feedback on previously reported fault. All without having to wait for an agent to become available.

When using these channels, please ensure that you include a valid account number, stand number, meter number and or a pole number to ensure effective service delivery.

If your issue has not been resolved, make use of these alternative communication channels for our Customer Service Hubs, available on weekdays from 08:00 until 16:00, excluding public holidays.

Polokwane Hub	Caron Phakula 015 962 7845 phakulco@eskom.co.za	Mokopane & Lebowaikgomo Hubs	Mamma Mokoena 015 633 8809 MokoenMa@eskom.co.za
Phalaborwa & Giyani Hubs	Francis Magowa 015 962 7808 MagowaMF@eskom.co.za	Jane Furse & Burgersfort Hubs	David Mashigo 013 231 0988 MashigD@eskom.co.za
Modjadjiskloof & Tzaneen Hubs	Emily Zwane 015 306 7830 ZwaneME@eskom.co.za	Makhado, Malamulele & Mutale Hubs	Joseph Mundalamo (acting) 015 962 7812 mundalhj@eskom.co.za
Groblersdal & Monsterlus Hubs	Constance Dolamo 013 262 7197 DolamoN@eskom.co.za	Bela Bela & Lephalale Hubs	Pheneas Moselane 014 762 0589 MoselaP@eskom.co.za
Thohoyandou & Dzanani Hubs	Takie Thenga 015 962 7805 ThengaE@eskom.co.za		

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If your query has not been attended to within 48 hours, please follow the Level 1 to Level 3 escalation process, citing your reference number.

Level 1			
Area Customer Relations Managers			
Capricorn District	Sekhukhune District	Waterberg District	Mopani & Vhembe Districts
Matshidiso Phaladi 013 262 7119 / 083 396 0907 PhaladTM@eskom.co.za	Moloko Nkgapele (acting) 015 306 7814 / 082 089 3400 NkgapeMS@eskom.co.za	Rophy Rampedi (acting) 015 299 0361 / 079 896 1382 RampedMR@eskom.co.za	Ntshavheni Nenguda 015 962 7880 / 083 631 7097 NengudNI@eskom.co.za
Level 2			
Customer Relations Manager Tendani Moloto 015 299 0020 / 083 656 1408 MolotoT@eskom.co.za		Senior Manager: Customer Service Nozipho Masakona 015 299 0052 / 083 300 1828 LPExecActionTeam@eskom.co.za	
General Manager Collin Reddy 011 800 4147 / 082 901 4050 mpuexecactteam@eskom.co.za			
Level 3			
National Executive Customer Care Team 011 800 4970/4206/3620 ExecAct@eskom.co.za			