

CONNECT

A newsletter for Eskom Distribution Customers
LimLanga Cluster



How to contact Eskom in Mpumalanga

APPLICATION



MyEskom Customer App

Available on
Google Play Store
and
Apple App Store



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

Mpumalanga@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.

Bethal Hub	Tebogo Mauku 013 693 6555 MaukuTP@eskom.co.za	Eerstehoek Hub	Gugu Nkosi 013 693 6310 NkosiGP@eskom.co.za
Volkstrust Hub	Mofele Phokanoka (acting) 013 693 3763 PhokanM@eskom.co.za	Ekangala Hub	Kganthe Masemola 013 693 3209 MasemoKE@eskom.co.za
Kwaggafontein Hub	Nancy Mokwena 013 693 3456 MokwenSN@eskom.co.za	Siyabuswa Hub	Collen Nyathi 013 791 0587 NyathiC@eskom.co.za
Kanyamazane Hub	Saulos Magongo 013 791 0301 MagongMS@eskom.co.za	Kamhlushwa Hub	Zacharia Ngwamba 013 791 0585 NgwambZS@eskom.co.za
Hazyview Hub	Hellen Mohlala 013 755 9133 MohlalHS@eskom.co.za	Acornhoek Hub	Wilson Khoza 013 755 0332 KhozaWI@eskom.co.za

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October 2023

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	
Ekangala & Gert Sibande Districts	Ehlanzeni District
Marieta Botha 013 755 9933 / 062 401 5485 Bothame@eskom.co.za	Lulama Zulu 013 755 9201 / 083 367 5293 ZuluL@eskom.co.za
Level 2	
Customer Relations Manager Jonathan Baloi 013 693 2506 / 083 721 3842 BaloiJP@eskom.co.za	Senior Manager: Customer Service Motshabi Mokgatlha 011 800 5616 / 079 503 4576 MokgatMB@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	