




How to contact Eskom in Gauteng

MyEskom Customer App





Get it on
Google play





Available on the
App Store





View your statements

Report faults

Trace your outstanding query

Submit meter readings

Alfred the Chatbot

alfred.eskom.co.za/chatroom/




Follow up on existing

Website

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




Customer Service Hubs

See numbers listed below.

CLOSED

Call



08600 37566

Customer Service Hub Managers			
Carletonville Hub Loyiso Bada	011 812 6632 076 675 0834 Badagl@eskom.co.za	Palm Springs Hub Nkuli Ncube	011 411 6592 073 304 8609 Ncuben@eskom.co.za
Cullinan Hub Busisiwe Mthethwa	011 812 6654 078 596 8379 Mthethzb@eskom.co.za	Randfontein Hub Mashudu Sikhala	011 411 6580 073 632 8334 SikhalMI@eskom.co.za
Daveyton Hub Veronica Maynard	011 709 3321 079 255 3412 Maynarvc@eskom.co.za	Rivonia Hub Bridgette Skele	011 217 5957 083 358 3785 Skelenb@eskom.co.za
Diepkloof Hub Mmasibui Kgasho	011 989 9634 073 950 5087 Kgashomm@eskom.co.za	Sebokeng Hub Nkuli Ncube	011 411 6592 073 304 8609 Ncuben@eskom.co.za
Duduza Hub Masetha Mdhului	011 901 3021 082 368 0784 MdhulIMA@eskom.co.za	Themba Hub Jacob Motshwene	012 725 2052 082 851 7422 Motswj@eskom.co.za
Garankuwa Hub Somikazi Bani-Qabaka	013 693 2166 067 838 9700 BaniS@eskom.co.za	Tsakane Hub Masetha Mdhului	011 901 3021 082 368 0784 MdhliIMA@eskom.co.za
Katlehong Hub Prudence Matlala	011 617 4011 082 596 4677 Matlap@eskom.co.za	Vereeniging Hub Tsakane Khosa	011 711 2124 063 079 4844 Khosate@eskom.co.za
Mabopane Hub Modise Thobane	012 725 2010 082 596 0379 ThobanMD@eskom.co.za	Vosloorus Hub Debbie Pooe	011 871 2749 082 329 3215 PooeDN@eskom.co.za
Mapetla Hub Vusi Maphalala	011 411 6512 083 388 6163 MaphalVI@eskom.co.za	Zola Hub Senzosenkosi Khumalo	011 709 3401 073 425 8086 Khumalse@eskom.co.za

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, please follow the Level 1 to Level 3 escalation process, citing your reference number.

Level 1: Customer Relations Area Managers	
Ekurhuleni Brian Ndubane 011 989 9615 / 065 855 6321 Ndubane@eskom.co.za	Soweto Henry Mtshali 011 989 9629 / 076 876 3419 MtshaliH@eskom.co.za
Randfontein Nokuthula Mntungwa 011 989 9629 / 073 956 4768 MntungEN@eskom.co.za	Tshwane Mmatseko Mokgatla 011 651 6382 / 083 335 8333 Mokgatmg@eskom.co.za
Sandton Velile Madlingozi 013 693 2165 / 082 878 6970 Madlinav@eskom.co.za	Vaal Yenthu Mashila 011 411 6532 / 074 897 3777 Mashilyc@eskom.co.za

Level 2: Gauteng Manager	
Customer Service Senior Manager Mpumelelo Mnyani	011 800 3165 / 083 601 7196 Mnyanim@eskom.co.za

Level 4: Gauteng Executive Action Team Gauteng Executive Action Team - GEAT@eskom.co.za
 Escalations that are not attended to after 72 hours