

CONNECT

A newsletter for Eskom Distribution Customers
CentralEast Cluster



January 2024

How to contact Eskom in KwaZulu-Natal

MyEskom Customer App



View your statements

Report faults

Key Revision Number (KRN)

Trace your outstanding query

Submit meter readings

Alfred the Chatbot

alfred.eskom.co.za/chatroom/



Report faults

Follow up on existing faults

Website

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



Customer Service Hubs

See numbers listed below.

CLOSED

Call



08600 37566

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 issue has not been resolved, make use of these alternative communication channels for our Customer Service Hubs, available on weekdays from 08h00 until 16h00, excluding public holidays.

Nongoma Hub	035 902 4491 035 902 4496	Park Rynie Hub	039 978 7418 031 279 6486
Jozini Hub	035 902 4467	Shelley Beach Hub	039 315 4703 039 315 4634
Manguzi Hub	035 797 2592 035 797 2593	Pietermaritzburg Hub	033 395 7294 033 395 7297
Mandini Hub	032 456 8533 032 456 8539	Howick Hub	033 239 1135 033 239 1137
Stanger Hub	032 456 8538 032 456 8536	Newcastle Office	034 370 8445 034 329 8307 / 8
Empangeni Hub	035 902 4500 035 902 4482 035 902 4421 035 902 4428	Vryheid Hub	034 989 8706 036 638 9084
Ixopo Hub	033 395 3543	Ladysmith Hub	036 638 9098 036 638 9026 036 638 9017 036 638 9076 036 638 9053

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

Newcastle and Ladysmith Areas Karel Frackers 083 324 9145 FrackeKB@eskom.co.za	Pietermaritzburg and Margate Areas Nosiphiwo Ndwandwe 065 630 2450 MadlalNF@eskom.co.za
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Empangeni Area Linda Mkhombe 082 854 7210 MkhombLS@eskom.co.za	All Areas Helmut Oellermann 082 572 7931 OellerHR@eskom.co.za
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Level 2: Central East Cluster Executive Team

Central East Cluster Executive Team KZN_executives@eskom.co.za	Senior Manager: Retail Gugulethu Dumakude 084 513 1633
General Manager Agnes Mlambo 082 990 7768	Senior Manager: Maintenance and Operations Nozipho Mpanza 082 561 4279

Level 3: National Executive Customer Care

National Executive Customer Care Team
0800 4970 / 4206 / 3620 / ExecAct@eskom.co.za