

# 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](mailto: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.

<b>Bethal Hub</b>	Tebogo Mauku 013 693 6555 MaukuTP@eskom.co.za	<b>Eerstehoek Hub</b>	Gugu Nkosi 013 693 6310 NkosiGP@eskom.co.za
<b>Volkstrust Hub</b>	Aretha Mkhabela 013 693 3595 mkhabea@eskom.co.za	<b>Ekgangala Hub</b>	Kganthe Masemola 013 693 3209 MasemoKE@eskom.co.za
<b>Kwaggafontein Hub</b>	Nancy Mokwena 013 693 3456 MokwenSN@eskom.co.za	<b>Siyabuswa Hub</b>	Collen Nyathi 013 791 0587 NyathiC@eskom.co.za
<b>Kanyamazane Hub</b>	Saulos Magongo 013 791 0301 MagongMS@eskom.co.za	<b>Kamhlushwa Hub</b>	Zacharia Ngwamba 013 791 0585 NgwambZS@eskom.co.za
<b>Hazyview Hub</b>	Hellen Mohlala 013 755 9133 MohlalHS@eskom.co.za	<b>Acornhoek Hub</b>	Hellen Mohlala (Acting) 013 755 9133 mohlalhs@eskom.co.za

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	
<b>Ekgangala &amp; Gert Sibande Districts</b>	<b>Ehlanzeni District</b>
<b>Marieta Botha</b> 013 755 9933 / 062 401 5485 Bothame@eskom.co.za	<b>Lulama Zulu</b> 013 755 9201 / 062 136 1157 ZuluL@eskom.co.za
Level 2	
<b>Customer Relations Manager Jonathan Baloi</b> 013 693 2506 / 083 721 3842 BaloiJP@eskom.co.za	<b>Senior Manager: Customer Service Motshabi Mokgatla</b> 011 800 5616 / 079 503 4576 MokgatMB@eskom.co.za
<b>General Manager Collin Reddy</b> 015 299 0416 / 082 901 4050 Mpumalanga@eskom.co.za	
Level 3	
<b>Provincial Executive Customer Care</b> 013 755 9201 mpuexecactteam@eskom.co.za	

Issued by Mpumalanga Province

May 2024