

# How to contact Eskom

IN THE NORTHERN CAPE



Eskom's new chatbot,  
**Alfred!**

**Reporting no supply!!**  
<https://alfred.eskom.co.za/chatroom/>

**MyEskom Customer  
App**



Available on  
Google Play Store  
&  
iPhone App Store

Call



**08600 37 566**

Internet



To access the  
Eskom Customer Service Website  
click on  
<https://csonline.eskom.co.za/>

Email



**customerservices@eskom.co.za**

Please ensure that your email has the relevant email subject heading as follows:

- For Applications related queries, please use **#Application** and the Province your request relates to.
- For Move In / Move Out related queries, please use **#MIMO** and the Province your request relates to.
- For Accounts related queries, please use **#Accounts** and the Province your request relates to.
- For Disconnections and Credit Extensions, please use **#DCE** and the Province your request relates to.

**Dear valued Customer**

Please ensure that when you make use of one of the above mentioned channels, you include a valid account number, erf/stand number, meter number and a contact number for effective service delivery.



**YES**

Has your customer query/  
fault been resolved?



**NO**

If your query/fault has NOT been attended to within 48 hours, after utilising the above channels, you may escalate your complaints to Customer Relations Management.

# How to escalate a complaint

## IN THE NORTHERN CAPE



Eskom | Powering your world

### Step 1



**Ronel Coetzee**  
Customer Relations Officer  
(053) 456 5110 Cell: 076628 5338

#### Colesberg Hub

Colesberg, De Aar & Petrusville

#### Douglas Hub

Douglas, Steynsville/  
Hopetown, Prieska & Mathlamola/Griekwastad

**Ronel Coetzee**  
Customer Relations Officer  
(053) 456 5110 Cell: 076 628 5338

#### Jan Kempdorp Hub

Jan Kempdorp & Pampierstad

#### Kimberley Hub

Kimberley, Barkley West,  
Boshoff and  
Tidimalo/ Delportshoop

**Keitumetse Snyman**  
Customer Relations Officer  
(053) 712 8374 Cell: 066 558 3524

#### Kuruman Hub

Kuruman, Van Zylsrus,  
Dibeng, Kagung, Kathu,  
Maroping, Manyeding, Lime  
Acres, Batlharos,  
Mothibistad, Postmasburg,  
Sidibeng, Seodeng, Tsineng,  
Manyeding & Magobe

**Chisani Madadzhe**  
Customer Relations Officer  
Cell: +27 72 626 4453

#### Upington Hub

Upington & Kakamas

#### Groblershoop Hub

Groblershoop & Calvinia

#### Springbok Hub

Springbok

### Step 2

#### Zandisile Nangu

Customer Relations Area Manager

Cell: 082 92 64058

Email: NanguZH@eskom.co.za

### Step 3

#### Zandisile Nangu

Customer Relations Manager  
(Acting)

Cell: 082 926 4058

Email: NanguZH@eskom.co.za

If your complaint had not been resolved to your satisfaction, please make use of step 4 and 5 below:

### Step 4

#### SENIOR MANAGER CUSTOMER SERVICE OPERATIONS

**Lona Manzana**

Cell: 083 280 8237

Email: NWECCC@eskom.co.za

### Step 5

#### GENERAL MANAGER

**Kolodi Makola**

Email: GMNWNC@eskom.co.za

**If your query/fault has not been attended to within 7.5 hours, please direct your complaint to the responsible Customer Relations Manager during weekdays. Please provide your reference number.**