Eskom

How to use MyEskom Customer App in the Western Cape

MyEskom Customer App

Will enable you to:
- Submit your own meter readings
- Check your balance
- Log and track your service request
- Log an electricity supply fault

You can download the free App from **iOS or Google Play Store or visit Eskom's website**.

*When using the App, please ensure that you have your Eskom prepaid meter number on hand or your Eskom account number if you are a postpaid customer. For efficient service delivery include your physical address and contact number.

If the Eskom Interactive channels fail, you can email your reference number and account /prepaid meter number to **WesternCape@eskom.co.za**

Important: Please ensure that your email has the relevant email subject heading as follows:
- For Application related queries, please use **#Application**
- For Move In /Move Out related queries, please use **#MIMO**
- For Account related queries, please use **#Account**
- For Disconnections and Credit Extension, please use **#DCE**

Alfred, the chatbot is your best platform to log electricity supply faults. MyEskom Customer App is an alternative platform to utilise.