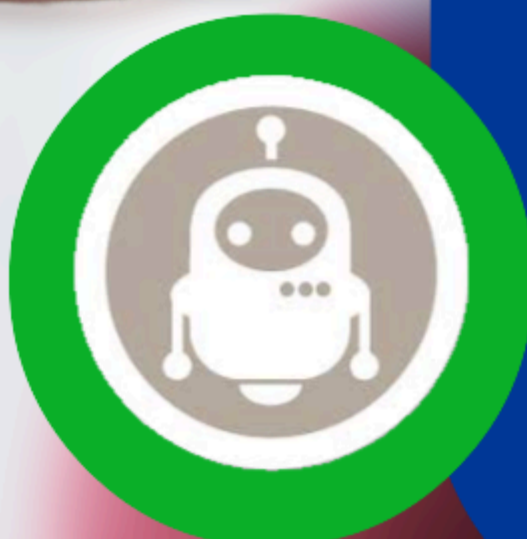


Alfred Eskom's Chatbot

- Helps you to report when power is off
- Provides you with a reference number
- Helps you to check on the status of your electricity supply faults

Use your cell phone and type <https://alfred.eskom.co.za/chatroom/> in your browser to get to Alfred or visit Eskom's website.

*Monthly billed customer – Alfred can also provide your balance.



Contact Centre

You can contact Eskom's contact centre to:

- Report an interruption and loss of power supply and
- Check on the status of your power faults

Contact Centre number: **0860 037 566**



When using the channels, 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.

Should any of the above interactive channels fail, you can email your reference number and account/meter number to EscalationsWC@eskom.co.za