

# How to contact Eskom IN THE NORTH WEST

If you're an Eskom customer,  
here's how to reach us...



## Alfred Eskom's Chatbot

- Helps you report when your power is off
- Provides you with a reference number
- Helps you check on your power fault
- Provides your balance (only monthly billed customers)

Use your cell phone and type

<https://alfred.eskom.co.za/chatroom/>  
in your browser to get to Alfred.



## MyEskom Customer app

- Submit your own meter readings
- Check your balance
- Log a power interruption
- Track your reports

You can download the app from  
Google and IOS playstore



## Interactive Voice Response system

- Input your meter reading
- Report an interruption of power supply
- Get the balance of your account
- Request a copy of your bill
- Update your personal details and
- Get progress feedback on previously reported fault

Contact centre number **0860 037 566**

### 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 NORTH WEST

If your query has not been attended to or you have difficulty using the above channels, please follow **Step 1 to Step 5** of the escalation process, citing your reference number during normal working hours from 07:30 to 16:00 (Monday to Friday). This includes supply related faults not attended to within 7.5 hours:

### Step 1



**Mogomotsi Maboe**  
Customer Relations Area Officer  
Tel: 014 565 1118  
Email: Rustenburghub@eskom.co.za

**Rustenburg  
Thlabane  
Mogwase**

**Rudy Burkenstock**  
Customer Relations Area Officer  
Tel: 018 387 6120  
Email: MMABATHOCSHUB@eskom.co.za

**Mmabatho**

**Mogomotsi Maboe**  
Acting Customer Relations Area Officer  
Tel: 014 565 1118  
Email: BritshubCustomer@eskom.co.za

**Brits**

IF YOUR QUERY IS NOT RESOLVED WITHIN 10 HOURS FOR SUPPLY RELATED QUERY OR 48 HOURS FOR ALL OTHER QUERIES AND AFTER CONSULTING THE HUB SUPERVISOR, PLEASE CONTACT THE CUSTOMER RELATIONS MANAGERS

**Darian Dita**  
Customer Relations Area Officer  
Tel: 053 830 5842  
Email: klerksdorhub@eskom.co.za

**Klerksdorp  
Wolmaranstad  
Potchefstroom**

**Keeleng Saane**  
Customer Relations Area Officer  
Tel: 018 464 6916  
Email: Lichtenburgcustomer@eskom.co.za

**Lichtenburg  
Lehurutse**

**Darian Dita**  
Acting Customer Relations Area Officer  
Cell: 053 830 5842  
Email: vryburgcustomerservices@eskom.co.za

**Vrburg  
Delareyville  
Taung  
Morokweng**

### Step 2

**Busisiwe Cindi**  
Customer Relations Area Manager  
Vryburg & Klerksdorp Areas

Cell: 084 734 1776  
Email: CindiB@eskom.co.za

**Ezekiel Baruti**  
Customer Relations Area Manager  
Rustenburg Mmabatho, Brits & Lichtenburg Area

Cell: 078 976 1398  
Email: BarutiME@eskom.co.za

### Step 3

IF YOUR QUERY IS NOT RESOLVED WITHIN 12 HOURS, FOR SUPPLY RELATED QUERY OR 3 DAYS FOR ALL OTHER QUERIES AND AFTER CONSULTING THE RETAIL MANAGER, PLEASE CONTACT THE FOLLOWING;

**CUSTOMER RELATIONS MANAGER**

**Ntidiseng Makgamatha**  
Cell: 082 937 6302  
Email: MakgamND@eskom.co.za

### Step 4

**SENIOR MANAGER  
CUSTOMER SERVICE OPERATIONS**

**Lona Manzana**  
Tel: 011 651 6321  
Email: ManzanL@eskom.co.za

### Step 5

We encourage customers to use above contact details to report queries before sending them to the **GENERAL MANAGER:**

**Kolodi Makola**  
Email: GMNWNC@eskom.co.za