

# 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)



### USSD

\*120\*37566#

Airtime needed to use  
the facility

### 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 and weekends.

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

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.

<b>Level 1</b>
Area Customer Relations Manager
<b>Lulama Zulu</b> 013 755 9201 <a href="mailto:ZuluL@eskom.co.za">ZuluL@eskom.co.za</a>
<b>Level 2</b>
<b>Customer Relations Manager</b> <b>Jonathan Baloi</b> 013 693 2506 <a href="mailto:BaloiJP@eskom.co.za">BaloiJP@eskom.co.za</a>
<b>Level 3</b>
<b>Senior Manager: Customer Service</b> <b>Motshabi Mokgattha</b> 011 800 5616 <a href="mailto:MokgatMB@eskom.co.za">MokgatMB@eskom.co.za</a>

Issued by Mpumalanga Province

October 2024