How to report and track Eskom electricity supply faults in the Western Cape

USSD
NO DATA
NO PROBLEM
Dial
***120*37566#**
to log a fault

Alfred Eskom's Chatbot

You can interact with Alfred to:
- Report an electricity supply fault
- Provide you with a reference number
- Follow up on an existing electricity supply fault

Use your cellphone and type

https://alfred.eskom.co.za/chatroom/

in your browser to access Alfred or visit Eskom's website.

*Monthly billed customer –
Alfred can also provide your account balance and log your meter readings.*

Contact Centre

You can call Eskom's Contact Centre to :
- Report an electricity supply fault
- Provide you with a reference number
- Follow up on an existing electricity supply fault

Contact Centre number : **08600 37566**

Complaint Handling

The complaint handling process has been streamlined to a single step. Use our Self Service Channels first. Provide the reference and account/meter number when emailing complaints to:

EscalationsWC@eskom.co.za

Feedback will be provided during office hours

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