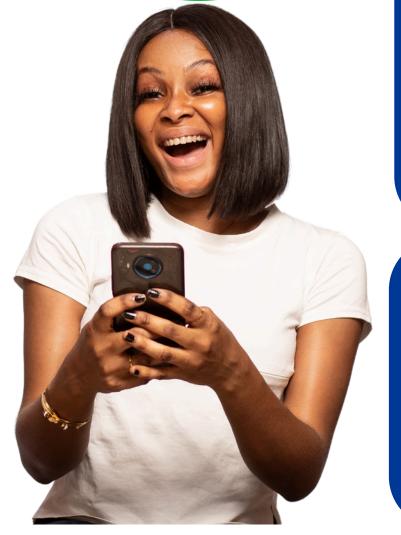


How to contact Eskom for Account Queries and Applications in the Western Cape

USSD
NO DATA
NO PROBLEM
Dial
*120*37566#
to access several
services



MyEskom Customer App

Will enable you to:

- Submit your own meter readings
- Check your account balance
- Log your application requests
- Log and track your service requests
- Report Electricity Theft

You can download the free App from <u>iOS</u> or <u>Google Play Store</u> or visit <u>Eskom's website</u>.

For Eskom Account Queries and Applications you can email us at:

WesternCape@eskom.co.za

Important: Please ensure that your email contains one of the below subject headings:

#Application - for Application related queries

#MIMO - for Move In/Move Out related queries

#Account - for Account related queries

#DCE - for Disconnections and Credit

Extension requests

Feedback will be provided during office hours

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