



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 [iOS](#) or [Google Play Store](#) or visit [Eskom's website](#).

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