

CONNECT

A newsletter for Eskom Distribution Customers
LimLanga Cluster



How to contact Eskom in Limpopo

APPLICATION



**MyEskom
Customer App**

Available on Google



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

Limpopo@eskom.co.za



CUSTOMER SERVICE HUBS

See below for Customer
Hubs in the Province



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.

Polokwane Hub	Caron Phakula 015 962 7845 phakulco@eskom.co.za	Lebowakgomo Hub	Mamma Mokoena 015 633 8809 MokoenaMa@eskom.co.za
Phalaborwa Hub	Ditebogo Ramohale 015 230 1444 ramohadm@eskom.co.za	Jane Furse Hub	Daisy Dibakoane 013 791 0449 dibakod@eskom.co.za
Giyani Hub	Francis Magowa 015 962 7808 MagowaMF@eskom.co.za	Modjadjiskloof Hub	Phumzile Diphare (Phumzile) 015 299 0392 dipharpp@eskom.co.za
Tzaneen Hub	Emily Zwane 015 306 7830 ZwaneME@eskom.co.za	Makhado & Dzanani Hubs	Takie Thenga (Acting) 015 962 7805 ThengaE@eskom.co.za
Groblersdal & Monsterlus Hubs	Constance Dolamo 013 262 7197 DolamoN@eskom.co.za	Bela Bela & Lephalale Hubs	Pheneas Moselane 014 762 0589 MoselaP@eskom.co.za
Thohoyandou Hub	Takie Thenga 015 962 7805 ThengaE@eskom.co.za	Burgersfort Hub	Jack Sekiti (Acting) 013 231 0994 sekitidm@eskom.co.za
Malamulele & Mutale Hubs	Thina Munyai 015 962 7812 mufamate@eskom.co.za	Mokopane Hub	Norman Mogale (Acting) 014 736 9426 mogaleno@eskom.co.za

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.

Level 1				
Area Customer Relations Managers				
Capricorn District	Sekhukhune District	Waterberg District	Mopani District	Vhembe District
Matshidiso Phaladi 013 262 7119 / 083 396 0907 PhaladTM@eskom.co.za	Mmabatho Baloyi 013 262 7073/ 078 060 9722 BaloyiSM@eskom.co.za	Mmabatho Baloyi 013 262 7073/ 078 060 9722 BaloyiSM@eskom.co.za	Brian Ndubane 011 800 3211/079 2579 136 Ndubane@eskom.co.za	Ntshavheni Nenguda 015 962 7880 / 064 697 7029 NengudNI@eskom.co.za
Level 2				
Middle Manager Customer Relations Tendani Moloto 015 299 0020 / 083 656 1408 MolotoT@eskom.co.za		Senior Manager: Customer Services (Acting) Rachel Sebola 015 299 0416 / 072 614 6101 LPExecActionTeam@eskom.co.za		
General Manager Collin Reddy +27 15 299 0416 LPExecActionTeam@eskom.co.za				
Level 3				
National Executive Customer Care Team 011 800 4970/4206/3620 ExecAct@eskom.co.za				

Issued by Limpopo Province

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