



Complaint Handling Process



Complaint Handling Process

We define a complaint as any expression of dissatisfaction by a customer in relation to the product or service rendered to the customer.

At Eskom, we strive to provide our customers with the best service possible. However, if we fell short of meeting your expectations, the process outlined below explains how your complaint will be addressed.

We aim to resolve your complaints in a fair, timely, and reasonable manner.

Lodging a complaint

Stage I

If you have a complaint, feel free to reach out to us through any of the channels listed below.:

- Call: 086 00 ESKOM or 086 00 37566.
- For Key Accounts, contact the Customer Executive responsible for your account.
- Watch out for provincial Customer Connect on how to contact Eskom on the Eskom website.



Information required

For us to register your complaint, please ensure that when calling Eskom, the nature of your complaint is clearly stated, you have a valid account number, premise identification, meter number and/or pole number and reference number/s where applicable.

Resolving your complaint

Once a complaint is reported, we record it and strive to resolve it promptly. Where a complaint is resolved to your satisfaction, the matter is closed, and we will provide you with a reference number.

If at this stage we are unable to resolve the complaint immediately, it will be routed to the responsible department, which will undertake the following:

- Gather all the information needed for a thorough investigation of the facts relating to the complaint.
- Where applicable, you will be involved in the process to resolve the complaint.
- Resolve the complaint.
- Inform you of the outcome and the reasons leading to the resolution.
- Record the outcome of the complaint and close the case, if resolved to your satisfaction.

Depending on the type of complaint, it will take no more than **10 working days** to resolve your complaint at **Stage I**.

Stage 2

If your complaint is not resolved to your satisfaction, it will be escalated to the Provincial Executive Management. Your complaint will be further investigated, and feedback provided on the outcome of your complaint.

The Provincial Executive Management email addresses and contact details are as follows:

Western Cape – EscalationsWC@eskom.co.za

Eastern Cape – GMECape@eskom.co.za

Mbulelo Yedwa : General Manager Cape Coastal (Eastern Cape and Western Cape)

Telephone: 083 419 4673

Email: YedwaM@eskom.co.za

North-West & Northern Cape – GMNWNC@eskom.co.za

Kolodi Makola : General Manager Gemma (North West and Northern Cape)

Telephone: 083 768 9938

Email: MakolaK@eskom.co.za

Mpumalanga – mpuexecactteam@eskom.co.za

Limpopo – LPExecactionteam@eskom.co.za

Des Govender: General Manager Limlanga (Limpopo and Mpumalanga)

Telephone: 082 378 3518

Email: GovendTh@eskom.co.za

KwaZulu Natal – Kzn_Executives@eskom.co.za

Free State – FS_executives@eskom.co.za

Kevin Pillay : General Manager Central East(KwaZulu and Free State)

Telephone: 084 555 3846

Email: PillayKe@eskom.co.za

Gauteng – GEAT@eskom.co.za

Bandile Jack : General Manager Gauteng

Telephone: 082 416 9133

Email: JackB@eskom.co.za

Information required

The summary of the complaint, stage 1 resolution outcome and the case reference number.

It will take no more than **5 working days** to resolve your complaint **at Stage 2**

Stage 3

If your complaint at this stage is not resolved to your satisfaction, you can request the person dealing with your complaint to escalate it to the National Executive Customer Care Centre (ECCC), and a reference number will be issued. You can also contact National Executive Customer Care Centre (ECCC) using the details below.

Contact the National Executive Customer Care Centre using any of the following:

Email : ExecAct@eskom.co.za
Telephone : +27 (11) 800 4970/4206/3620
Fax : +27 (11) 800 3813
Fax to email : +27 (86) 566 0055

Information Required

Please provide us with the letter you received with the outcome from the Stage 2 and the reference number. This will assist us in gathering the information relating to your complaint.

Upon receipt of your complaint, the ECCC will:

- Acknowledge and manage the complaint and give it focused attention until the resolution phase.
- Complete the investigation and provide you with feedback in the form of a formal letter.

The ECCC aims to resolve your complaint within **5 working days**.

Stage 4 - Involvement of an external party

In instances where you are still not satisfied with the stage 4, it can be concluded that a dispute can be declared, we can agree that the dispute be referred to the National Energy Regulator of South Africa (NERSA).

NERSA is mandated by the Electricity Regulation Act to handle all electricity-related disputes as guided by its own Dispute Resolution Procedure.

NERSA's contact details

Telephone : +27 (12) 401 4600
Fax : +27 (12) 401 4700
Email : complaints@nersa.org.za