

How to contact Eskom in Gauteng

MyEskom Customer App



View your statements

Report faults

Trace your outstanding query

Submit meter readings

Alfred the Chatbot

alfred.eskom.co.za/chatroom/



Report faults

Follow up on existing

Website

<https://csonline.eskom.co.za/>



Customer Service Hubs

See numbers listed below.

CLOSED

Call / WhatsApp



USSD

*120*37566#



08600 37566

Customer Service Hub Managers

Carletonville Hub Loyiso Bada	011 812 6632 076 675 0834 Badagl@eskom.co.za	Palm Springs Hub Nkuli Ncube	011 411 6592 073 304 8609 Ncuben@eskom.co.za
Cullinan Hub Busisiwe Mthethwa	011 812 6654 078 596 8379 Mthethzb@eskom.co.za	Randfontein Hub Mamogale Molepo	011 871 2740 076 821 3528 molepoml@eskom.co.za
Daveyton Hub Zanele Modise	011 749 7686 082 650 0548 Modisezp@eskom.co.za	Sandton Hub Bridgette Skele David Rabututu	011 217 5957/083 358 3785 Skelenb@eskom.co.za 011 749 7681/079 810 5555 Rabotudr@eskom.co.za
Diepkloof Hub Mmasibui Kgasho	011 989 9634 073 950 5087 Kgashomm@eskom.co.za	Sebokeng Hub Nkuli Ncube	011 411 6592 073 304 8609 Ncuben@eskom.co.za
Duduza Hub Masetha Mdhuli	011 901 3021 082 368 0784 MdhulIMA@eskom.co.za	Themba Hub Jacob Motshwene	012 725 2052 082 851 7422 Motswj@eskom.co.za
Garankuwa Hub Somikazi Bani-Qabaka	013 693 2166 067 838 9700 BaniS@eskom.co.za	Tsakane Hub Masetha Mdhuli	011 901 3021 082 368 0784 MdhliIMA@eskom.co.za
Katlehong Hub Prudence Matlala	011 617 4011 082 596 4677 Matlap@eskom.co.za	Vereeniging Hub Tsakane Khosa	011 711 2124 063 079 4844 Khosate@eskom.co.za
Mabopane Hub Modise Thobane	012 725 2010 082 596 0379 ThobanMD@eskom.co.za	Vosloorus Hub Dimakatso Kgole	011 800 6292 067 018 7510 Kgoledm@eskom.co.za
Mapetla Hub Vusi Maphalala	011 411 6512 083 388 6163 MaphalVI@eskom.co.za	Zola Hub Senzosenkosi Khumalo	011 709 3401 073 425 8086 Khumalse@eskom.co.za

Level 4:

Gauteng Executive Action Team - GEAT@eskom.co.za
Escalations that are not attended to after 72 hours

When using these channels, please ensure that you include a valid account number, stand number or meter number to ensure effective service delivery.

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: Customer Relations Area Managers

Ekurhuleni Nokuthula Mntungwa 011 989 9629 / 073 956 4768 MntungEN@eskom.co.za	Soweto Senzosenkosi Khumalo 011 709 3401 / 073 425 8086 Khumalse@eskom.co.za
Randfontein Mamogale Molepo 011 871 2740 / +27 76 821 3528 molepoml@eskom.co.za	Tshwane Mmatseko Mokgatla 011 651 6382 / 083 335 8333 Mokgatmg@eskom.co.za
Sandton Velile Madlingozi 013 693 2165 / 082 878 6970 Madlinav@eskom.co.za	Vaal Yenthu Mashila 011 411 6532 / 074 897 3777 Mashilyc@eskom.co.za

Level 2: Gauteng Manager

Customer Service Middle Manager Nokuthula Mntungwa	011 989 9629 / 073 956 4768 MntungEN@eskom.co.za
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Level 3: Gauteng Manager

Customer Service Senior Manager Nonkululeko Nene	011 800 3837 / 082 328 1853 Neneno@eskom.co.za
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