

Level 1:

Contact Centre

If you have a complaint about any aspect of our service, please contact us on any of the **channels below**:
Call:086 00 37566 or **please provide us with a reference number/numbers**

Level 2:

Provincial Escalation email addresses

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 are as follow:

- Western Cape – EscalationsWC@eskom.co.za
- Eastern Cape – Escalate2ExecEC@eskom.co.za
- Gauteng – GEAT@eskom.co.za
- North West and Northern Cape – GMNWNC@eskom.co.za
- Mpumalanga – mpuexecactteam@eskom.co.za
- Limpopo – LPExecactionteam@eskom.co.za
- KwaZulu Natal – Kzn_Executives@eskom.co.za
- Free State – FS_executives@eskom.co.za

If you are not assisted in 5 working days, please contact
Provincial Retail Management

Province	Customer Relations management	Contact Details	Retail Senior Management	Contact Details
Eastern Cape	Mark Bedser	083 659 8950	Khazase Lobese	082 485 6090
Western Cape	David Ockhuis	083 326 1887	Trish Da Silva	083 650 7680
Free State	Eugene Myburgh	072 610 2797	Bibi Bedir	072 223 1272
KwaZulu Natal	Helmut Oellermann	082 572 7931	Dade Mbhele	082 885 0813
Gauteng	Nokuthula Mntungwa	073 956 4768	Nonkululeko Nene	082 328 1853
Limpopo	Tendani Moloto	083 656 1408	Rachel Sebola	072 614 6101
Mpumalanga	Jonathan Baloi	083 721 3842	Motshabi Mokgatlha	079 503 4576
Northern Cape	Zandisile Nangu	082 926 4058	Bongani Mandla	082 952 7335
North West	Ntidiseng Makgamatha	082 937 6302	Sipokazi Dlamini	083 278 3920

Level 3:

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