

Customer Service Online



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CS Online is a contact channel for Eskom customers

- The site can be accessed from the main Eskom homepage, www.eskom.co.za, select “Customer care”, then select the CS Online link
- Access the online website directly using the web address: <http://csonline.eskom.co.za>

How does CS Online work?

Customers are able to select the services required from a menu configured according to the service categories for each customer segment(i.e. Pre-paid and billed)

CS Online service includes the ability to:

- Access online statements, balances and catalogues
- Log requests that will be handled automatically
- Provide reference numbers when requests are logged
- Allow customers to provide feedback to Eskom

Customer Data



Know your electricity



Eskom | Powering your world

Customer Data

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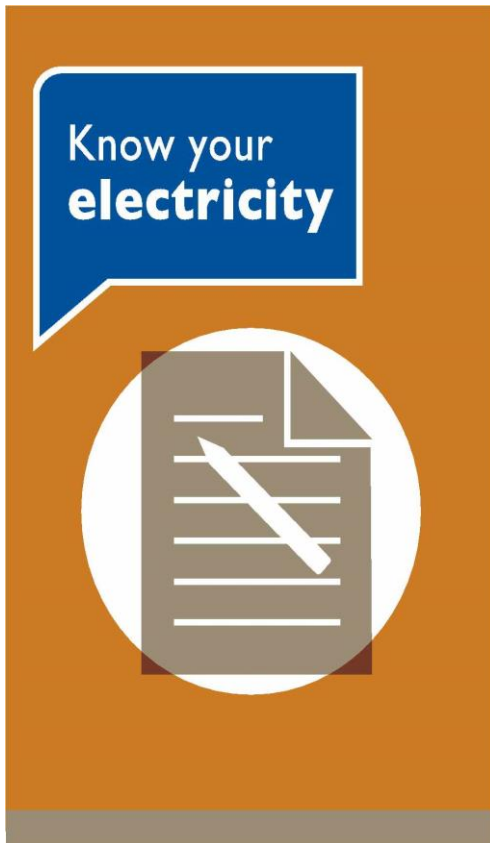
There are various methods of updating your information, please see details about how to update your contact information:

- Call us on 08600 37566 and have your details at hand.
- Visit www.eskom.co.za, click on Customer Care and click on CS Online.
- Visit one of our Customer Service Hubs countrywide.
- Use your mobile phone to access CS Mobile by dialling *120*6937566# for a range of services including viewing your most recent account and submitting your latest meter readings.

...Reasons why we need your updated information

- To share information on interruptions, outage notifications and power restoration times
- To keep you well informed about Eskom accounts, claims, estimations, vending access and meter accuracy.
- To inform you about times and dates of Community meetings.

Your Electricity Account made easy



*Your Electricity
Account made easy*

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- You can have your bill emailed to you. This ensures that you receive your bill timeously each month. To receive an email of your bill contact Eskom and ask them to use your email address, while doing this, take this opportunity to make sure that all your details are correct i.e. phone numbers, email address etc.
- **Examples of the three bills are included in this pamphlet.**
- All residential customers are charged according to the inclining block tariff. The main feature for this is that the more you use, the higher the average price.
- **The tariff structure is divided into two consumption blocks and each block has a different price per kWh.**
- Credits on Eskom account (Rebilled Adjustment)
- There are a few options for you to use regarding the reading of your meter.
- There are also various Payment options

How to Contact Eskom



How to
contact Eskom

As a valid customer, you have the following options available to contact us:

- **Call us: 08600 37566**
- **SMS us: 35328**
- **Email us: customerservices@eskom.co.za**
- **Fax us: (021) 915 2867(Western Cape only)**
- **Visit us via Internet: Visit www.eskom.co.za to access CS online for self-service options.**

...And you have access to the following service offerings:

- **Reporting of electricity supply problems**
- **Assistance with accounts, payments, meters and prepaid tokens.**
- **Assistance with applications and terminations of service.**
- **Assistance with disconnections and credit extensions**
- **Advice on how to use electricity efficiently**