

What is MyEskom Customer App



- A simple mobile app based service.
- Allows you to access your account balance, bill information and capture your meter readings (with many more services currently in design for future releases).
- Complements existing channels - CS Online, Customer Contact Centres, Walk-in-Centres, SMS, Fax and IVR.

Installing the MyEskom Customer App



1. Open the app store on your mobile device (Google Play Store, Windows or Apple iStore),
2. Search for the 'MyEskom Customer App'
3. Install the MyEskom Customer App on your device.
4. Open the MyEskom Customer App
5. Installing the MyEskom App is now complete.

Registration on the MyEskom Customer App



1. Select to either register with an Eskom Account number or Prepaid meter number.
2. Enter RSA ID, Passport number or Business Registration Number.
3. Enter Email Address
4. Enter New Password
5. Re-enter Password
6. Submit
7. Registration complete.

MyEskom Customer App Login



1. Enter Email Address
2. Enter New Password
3. Submit
4. Login complete

The Login button directs the user to the "My Accounts" (Home) page.

MyEskom Customer Frequently Asked Questions



1. Why can't I view my bill? Only registered conventional Eskom customers will have access to their bill.

2. How do I find my account number? The account number can be found on any of your account statements, at the top right hand side with the wording: "Account Number."

3. How do I reset my password? You can change your password by clicking on the following "link".

4. I cannot register. Only registered Eskom customers with a valid account number and/or a valid prepaid meter account can register.

5. There's a problem with my bill If you wish to query your bill, please click on the following link.

Note: The "link" will direct the user to the "Submit a Bill Query" page where a new password can be reset.

6. How do I know the information I receive is accurate? Billing information is taken directly from the Eskom billing system which is the same as what's reflected on CS Online.

7. How do I know if I have the right phone? The only operating systems that are supported are iOS 7 and above, Android Ice Cream Sandwich and above and Windows Phone 8. The service will not work on landlines and devices with no cellphone capability.

8. Is MyEskom Customer available in other languages? No, it's only available in English – there are other channels if this is not suitable.

9. Can I access all of my accounts with a single login? Yes, if you have multiple accounts they will be shown on screen and you can select the one you want.

10. If I have already registered but lose my number, can I access my account? Yes, as long as you remember your PASSWORD. You'll need to update your primary cell number once you login so you can still get an SMS with a reference number.

11. Can Large Power Users select any of their accounts? Yes, but the system was not designed for LPU customers. CS online is more suitable for LPUs.

12. What happens if the meter box is locked or inaccessible? You won't be able to read the meter. Some meters are in locked boxes/meter rooms where only meter officials have access. Eskom puts the safety of its customers first – do not try to open/tamper with meter boxes in any way, this is illegal

13. What if the meter is faulty or broken? You can select from the following list of problems:

1) Bees in Box, 2) Snake in Box, 3) Meter Box Damaged, 4) Reading Not Visible. An SMS will be sent to you with a reference number for follow up purposes.

14. I submitted my meter reads but they don't reflect on my bill, why? Ensure only numerals are submitted (no letters) OR You may have submitted readings outside of the billing window (shown on the Meters screen)

15. If I submit one reading for 3 phase supply, won't the bill be wrong? You can submit at different times within your meter reading window. If you don't submit the other meters your reading won't be used for billing.

16. Can I add more than one cell phone number when I register? No, you can only choose one primary cell number (but you can change it at your convenience).

17. Can I update my details on MyEskom Customer? No, due to security and compliance reasons, FICA validation is needed to change your account details with Eskom.

18. What if I have difficulty registering? Your details may be inaccurate. To correct this call 08600 37566, our call centre will assist you.

19. Can prepaid customers use MyEskom Customer? Yes, they can register and login to MyEskom Customer but will have limited functionality.

20. I use CS Online, does this mean I can use MyEskom Customer? Yes, but you'll need to register on MyEskom Customer first.

21. Do I need to register all of my accounts individually? Only one account number needs to be register and that will be your default account number to login. The rest of your accounts will be viewable once registered.

22. Has MyEskom Customer been designed to accommodate the new cell phone numbers too? Yes, it caters for 10-11 digit numbers with the SA code (+27)

23. The system won't accept my ID/CK number? Make sure your ID is 13 digits. CK numbers must be captured using the forward slash. Or verify your details with the Customer Contact Centre 08600 37566.

24. If I am using MyEskom Customer, will my calls and SMSes still come through? Yes, but calls may interrupt your session in which case you must start again.