



SENQU MUNICIPALITY

"A Leading Rural Municipality with a Viable and Modern Economy"

Our ref: Electricity Department
Enquiries: L H Tobben

28th of November 2024

Technical Services Department
Senqu Municipality
LADY GREY
9755

To: Senqu Local Municipality Customers

RE: Standby Staff for Electricity Problems in Senqu Municipal Supply Area only from the 29th of November until 3rd of January 2025

	29 November 2024 Friday	30 November 2024 Saturday	01 December 2024 Sunday	02 December 2024 Monday	03 December 2024 Teusday	04 December 2024 Wednesday	05 December 2024 Thursday
Lady Grey	Andile Mapili	Andile Mapili	Andile Mapili	Andile Mapili	Andile Mapili	Andile Mapili	Andile Mapili
	P. Zengele	P. Zengele	P. Zengele	P. Zengele	P. Zengele	P. Zengele	P. Zengele
	Sipho Melani	Sipho Melani	Sipho Melani	Sipho Melani	Sipho Melani	Sipho Melani	Sipho Melani
Sterkspruit							
	Sibongile Funani	Sibongile Funani	Sibongile Funani	Sibongile Funani	Sibongile Funani	Sibongile Funani	Sibongile Funani
	Luyanda Mbatyazwa	Luyanda Mbatyazwa	Luyanda Mbatyazwa	Luyanda Mbatyazwa	Luyanda Mbatyazwa	Luyanda Mbatyazwa	Luyanda Mbatyazwa
Barkly East	Siyanda Maflika	Siyanda Maflika	Siyanda Maflika	Siyanda Maflika	Siyanda Maflika	Siyanda Maflika	Siyanda Maflika
	Siphiwo Gladile	Siphiwo Gladile	Siphiwo Gladile	Siphiwo Gladile	Siphiwo Gladile	Siphiwo Gladile	Siphiwo Gladile
	Fumanekile Holani	Fumanekile Holani	Fumanekile Holani	Fumanekile Holani	Fumanekile Holani	Fumanekile Holani	Fumanekile Holani
Inventory Store							
	Zinzi	Zinzi	Zinzi	Bongi	Bongi	Bongi	Bongi
Standby Personnel Contacts details. Siyanda Maflika at 071 986 5347 for Barkly East and Lady Grey. Mzandile Bidi at 0810138606 for Sterkspruit. Alternatively Dudu at 0820831065 Inventory Store: Bongive Masawe contact number 0662510108 and Zinziswa Ndamase contact number 0787323269							

19 Murray Street | Lady Grey | 9755 | 051 603 1300 | info@senqu.gov.za

	06 December 2024 Friday	07 December 2024 Saturday	08 December 2024 Sunday	09 December 2024 Monday	10 December 2024 Teusday	11 December 2024 Wednesday	12 December 2024 Thursday
Lady Grey							
	N. Ndoda	N. Ndoda	N. Ndoda	N. Ndoda	N. Ndoda	N. Ndoda	N. Ndoda
	Sipho Melani	Sipho Melani	Sipho Melani	Sipho Melani	Sipho Melani	Sipho Melani	Sipho Melani
Sterkspruit	Mzwandile Bidi	Mzwandile Bidi	Mzwandile Bidi	Mzwandile Bidi	Mzwandile Bidi	Mzwandile Bidi	Mzwandile Bidi
	T. Koena	T. Koena	T. Koena	T. Koena	T. Koena	T. Koena	T. Koena
	Lwandile Dweba	Lwandile Dweba	Lwandile Dweba	Lwandile Dweba	Lwandile Dweba	Lwandile Dweba	Lwandile Dweba
Barkly East	Siyanda Mafilika	Siyanda Mafilika	Siyanda Mafilika	Siyanda Mafilika	Siyanda Mafilika	Siyanda Mafilika	Siyanda Mafilika
	Nwabisa Silala	Nwabisa Silala	Nwabisa Silala	Nwabisa Silala	Nwabisa Silala	Nwabisa Silala	Nwabisa Silala
	Sandile Masawe	Sandile Masawe	Sandile Masawe	Sandile Masawe	Sandile Masawe	Sandile Masawe	Sandile Masawe
Inventory Store							
	Bongi	Bongi	Bongi	Bongi	Bongi	Bongi	Bongi
Standby Personnel Contacts details. Siyanda Mafilika at 071 986 5347 for Barkly East and Lady Grey. Mzwandile Bidi at 0810138606 for Sterkspruit. Alternatively Dudu at 0820831065 Inventory Store: Bongive Masawe contact number 0662510108 and Zinziswa Ndamase contact number 0787323269							

	13 December 2024 Friday	14 December 2024 Saturday	15 December 2024 Sunday	16 December 2024 Monday	17 December 2024 Teusday	18 December 2024 Wednesday	19 December 2024 Thursday
Lady Grey	Andile Mapili	Andile Mapili	Andile Mapili	Andile Mapili	Andile Mapili	Andile Mapili	Andile Mapili
	N. Ndoda	N. Ndoda	N. Ndoda	N. Ndoda	N. Ndoda	N. Ndoda	N. Ndoda
	Clifford Fourie	Clifford Fourie	Clifford Fourie	Clifford Fourie	Clifford Fourie	Clifford Fourie	Clifford Fourie
Sterkspruit	Mzwandile Bidi	Mzwandile Bidi	Mzwandile Bidi	Mzwandile Bidi	Mzwandile Bidi	Mzwandile Bidi	Mzwandile Bidi
	Sibongile Funani	Sibongile Funani	Sibongile Funani	Sibongile Funani	Sibongile Funani	Sibongile Funani	Sibongile Funani
	Luyanda Mbatyazwa	Luyanda Mbatyazwa	Luyanda Mbatyazwa	Luyanda Mbatyazwa	Luyanda Mbatyazwa	Luyanda Mbatyazwa	Luyanda Mbatyazwa
Barkly East							
	Nwabisa Silala	Nwabisa Silala	Nwabisa Silala	Nwabisa Silala	Nwabisa Silala	Nwabisa Silala	Nwabisa Silala
	Fumanekile Holani	Fumanekile Holani	Fumanekile Holani	Fumanekile Holani	Fumanekile Holani	Fumanekile Holani	Fumanekile Holani
Inventory Store							
	Bongi	Bongi	Bongi	Zinzi	Zinzi	Zinzi	Zinzi
Standby Personnel Contacts details. Siyanda Mafilika at 071 986 5347 for Barkly East and Lady Grey. Mzwandile Bidi at 0810138606 for Sterkspruit. Alternatively Dudu at 0820831065 Inventory Store: Bongive Masawe contact number 0662510108 and Zinziswa Ndamase contact number 0787323269							

19 Murray Street | Lady Grey | 9755 | 051 603 1300 | info@senqu.gov.za

	20 December 2024 Friday	22 December 2024 Saturday	23 December 2024 Sunday	24 December 2024 Monday	25 December 2024 Teusday	26 December 2024 Wednesday	27 December 2024 Thursday
Lady Grey	Andile Mapili	Andile Mapili	Andile Mapili	Andile Mapili	Andile Mapili	Andile Mapili	Andile Mapili
	P. Zengele	P. Zengele	P. Zengele	P. Zengele	P. Zengele	P. Zengele	P. Zengele
	Clifford Fourie	Clifford Fourie	Clifford Fourie	Clifford Fourie	Clifford Fourie	Clifford Fourie	Clifford Fourie
Sterkspruit	T. Koena	T. Koena	T. Koena	T. Koena	T. Koena	T. Koena	T. Koena
	Luyanda Mbatyazwa	Luyanda Mbatyazwa	Luyanda Mbatyazwa	Luyanda Mbatyazwa	Luyanda Mbatyazwa	Luyanda Mbatyazwa	Luyanda Mbatyazwa
Barkly East	Siyanda Mafilika	Siyanda Mafilika	Siyanda Mafilika	Siyanda Mafilika	Siyanda Mafilika	Siyanda Mafilika	Siyanda Mafilika
	Siphiwo Gladile	Siphiwo Gladile	Siphiwo Gladile	Siphiwo Gladile	Siphiwo Gladile	Siphiwo Gladile	Siphiwo Gladile
	Sandile Masawe	Sandile Masawe	Sandile Masawe	Sandile Masawe	Sandile Masawe	Sandile Masawe	Sandile Masawe
Inventory Store	Zinzi	Zinzi	Zinzi	Unathi	Unathi	Unathi	Unathi
	Standby Personnel Contacts details. Siyanda Mafilika at 071 986 5347 for Barkly East and Lady Grey. Mzandile Bidi at 0810138606 for Sterkspruit. Alternatively Dudu at 0820831065 Inventory Store: Bongiwwe Masawe contact number 0662510108 and Zinziswa Ndamase contact number 0787323269						

	28 December 2024 Friday	29 December 2024 Saturday	30 December 2024 Sunday	31 December 2024 Monday	01 January 2024 Teusday	02 January 2024 Wednesday	03 January 2024 Thursday
Lady Grey	P. Zengele	P. Zengele	P. Zengele	P. Zengele	P. Zengele	P. Zengele	P. Zengele
	Sipho Melani	Sipho Melani	Sipho Melani	Sipho Melani	Sipho Melani	Sipho Melani	Sipho Melani
Sterkspruit	Mzwandile Bidi	Mzwandile Bidi	Mzwandile Bidi	Mzwandile Bidi	Mzwandile Bidi	Mzwandile Bidi	Mzwandile Bidi
	Sibongile Funani	Sibongile Funani	Sibongile Funani	Sibongile Funani	Sibongile Funani	Sibongile Funani	Sibongile Funani
	Lwandile Dweba	Lwandile Dweba	Lwandile Dweba	Lwandile Dweba	Lwandile Dweba	Lwandile Dweba	Lwandile Dweba
Barkly East	Siyanda Mafilika	Siyanda Mafilika	Siyanda Mafilika	Siyanda Mafilika	Siyanda Mafilika	Siyanda Mafilika	Siyanda Mafilika
	Siphiwo Gladile	Siphiwo Gladile	Siphiwo Gladile	Siphiwo Gladile	Siphiwo Gladile	Siphiwo Gladile	Siphiwo Gladile
	Fumanekile Holani	Fumanekile Holani	Fumanekile Holani	Fumanekile Holani	Fumanekile Holani	Fumanekile Holani	Fumanekile Holani
Inventory Store	Unathi	Unathi	Unathi	Unathi	Unathi	Bongi	Bongi
	Standby Personnel Contacts details. Siyanda Mafilika at 071 986 5347 for Barkly East and Lady Grey. Mzandile Bidi at 0810138606 for Sterkspruit. Alternatively Dudu at 0820831065 Inventory Store: Bongiwwe Masawe contact number 0662510108 and Zinziswa Ndamase contact number 0787323269						

19 Murray Street | Lady Grey | 9755 | 051 603 1300 | info@senqu.gov.za

Please note that when a Customer experience a power failure only the Electrician on Standby must be called. At the bottom of the list the Electricians is indicated with their contact numbers. Please see which Electrician is responsible for your Town and call the correct person to respond to your power failure.

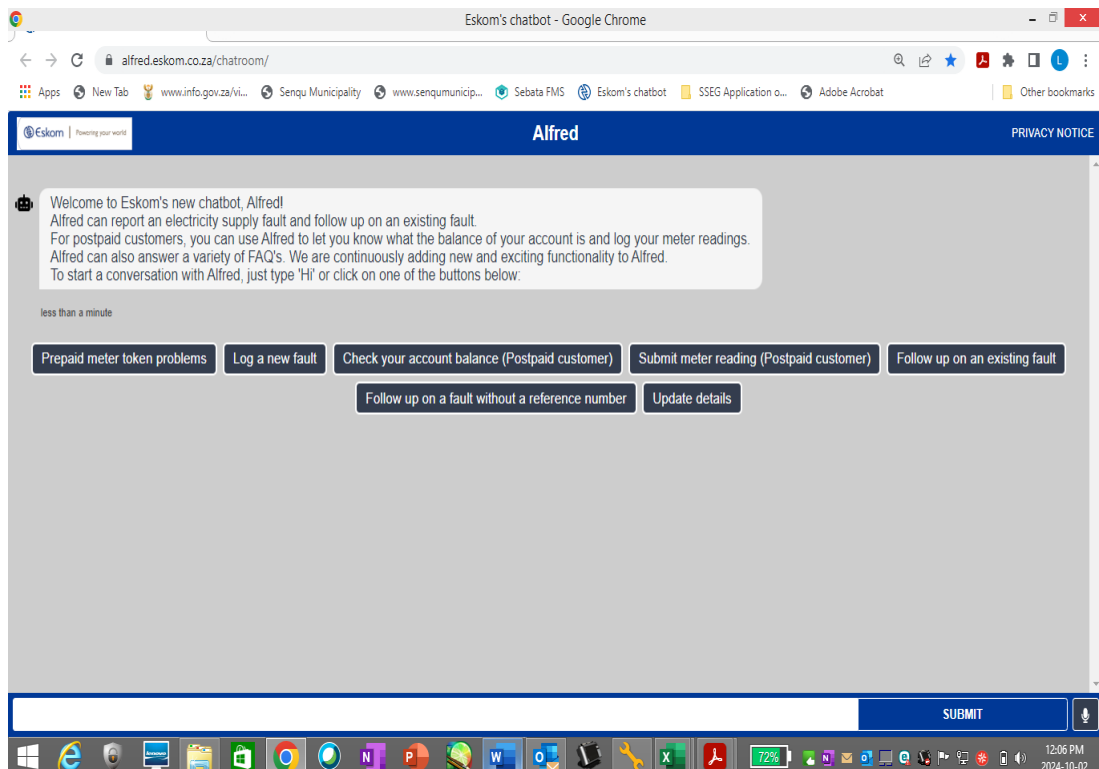
Eskom Customers can use the website below to report all electricity power outages.

Alfred Our Chatbot

Website: <https://alfred.eskom.co.za/chatroom/>

Ensure that the following information is available when opening this website.

- 1. Meter number**
- 2. Two Contact numbers**
- 3. Address. Please fill in all details when you fill in your address so that it will be easy for Eskom Staff to allocate your address.**
- 4. Your cell phone must have data available to lock in on Eskom website.**



19 Murray Street | Lady Grey | 9755 | 051 603 1300 | info@senqu.gov.za

Click on Log a new Fault.

The screenshot shows a web browser window with the URL alfred.eskom.co.za/chatroom/. The chatbot interface is titled "Alfred" and includes a "PRIVACY NOTICE" link. A welcome message from Alfred is displayed, followed by a row of buttons: "Prepaid meter token problems", "Log a new fault", "Check your account balance (Postpaid customer)", "Submit meter reading (Postpaid customer)", "Follow up on an existing fault", "Follow up on a fault without a reference number", and "Update details". The "Log a new fault" button is highlighted in blue. Below this, Alfred asks, "Before we start, there are some things I just want to check with you. What type of Eskom account do you have?" with buttons for "Prepaid customer" and "I am a postpaid customer". A "SUBMIT" button is visible at the bottom right of the chat area. The system tray at the bottom shows the time as 12:08 PM on 2024-10-02.

Click on Prepaid customer.

This screenshot shows the same chatbot interface as above, but with the "Prepaid customer" button selected. Alfred's response is, "Please can you give me your Eskom prepaid meter number?". The "SUBMIT" button is again visible at the bottom right. The system tray at the bottom shows the time as 12:09 PM on 2024-10-02.

19 Murray Street | Lady Grey | 9755 | 051 603 1300 | info@senqu.gov.za

www.senqu.gov.za

 @SenquLM

 **FRAUD HOTLINE**
0800701701

Fill in your meter number. Then click SUBMIT.

Then follow the request and answer accordingly. Click SUBMIT after each answer you filled in the space provided.

Then you will receive a reference number which you need to keep if you want to make a follow-up on your power failure report.

Yours sincerely:

Electrical Manager

19 Murray Street | Lady Grey | 9755 | 051 603 1300 | info@senqu.gov.za

www.senqu.gov.za

 @SenquLM

 **FRAUD HOTLINE**
0800701701

19 Murray Street | Lady Grey | 9755 | 051 603 1300 | info@senqu.gov.za

www.senqu.gov.za

 @SenquLM

 **FRAUD HOTLINE**
0800701701