



# SENQU MUNICIPALITY

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

Our ref: Electricity Department  
Enquiries: L H Tobben

3<sup>rd</sup> of January 2025

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 3<sup>rd</sup> of January until 6<sup>th</sup> of February 2025**

Town	03 January 2025	04 January 2025	05 January 2025	06 January 2025	07 January 2025	08 January 2025	09 January 2025
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
	Sipho Melani	Sipho Melani	Sipho Melani	Sipho Melani	Sipho Melani	Sipho Melani	Sipho Melani
	Mzwandile Bidi	Mzwandile Bidi	Mzwandile Bidi	Mzwandile Bidi	Mzwandile Bidi	Mzwandile Bidi	Mzwandile Bidi
Sterkspruit	T. Koena	T. Koena	T. Koena	T. Koena	T. Koena	T. Koena	T. Koena
	Matsaba	Matsaba	Matsaba	Matsaba	Matsaba	Matsaba	Matsaba
	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							
<b>Standby Personnel Contacts details.</b> Siyanda Mafilika at 071 986 5347 for Barkly East and Lady Grey. Mzwandile Bidi at 0810138606 for Sterkspruit. Alternatively Dudu at 0820831065 Inventory Store: Bongiwwe Masawe contact number 0662510108 and Zinziswa Ndamase contact number 0787323269							

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Town	10 January 2025	11 January 2025	12 January 2025	13 January 2025	14 January 2025	15 January 2025	16 January 2025
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							
	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 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
	Fumanekile Holani	Fumanekile Holani	Fumanekile Holani	Fumanekile Holani	Fumanekile Holani	Fumanekile Holani	Fumanekile Holani
Inventory Store							
<b>Standby Personnel Contacts details.</b> Siyanda Mafilika at 071 986 5347 for Barkly East and Lady Grey. Mzandile Bidi at 0810138606 for Sterkspruit. Alternatively Dudu at 0820831065 Inventory Store: Bongwiwe Masawe contact number 0662510108 and Zinziswa Ndamase contact number 0787323269							

Town	17 January 2025	18 January 2025	19 January 2025	20 January 2025	21 January 2025	22 January 2025	23 January 2025
Lady Grey							
	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	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
	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							
<b>Standby Personnel Contacts details.</b> Siyanda Mafilika at 071 986 5347 for Barkly East and Lady Grey. Mzandile Bidi at 0810138606 for Sterkspruit. Alternatively Dudu at 0820831065 Inventory Store: Bongwiwe Masawe contact number 0662510108 and Zinziswa Ndamase contact number 0787323269							

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Town	24 January 2025	25 January 2025	26 January 2025	27 January 2025	28 January 2025	29 January 2025	30 January 2025
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	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
	Matsaba	Matsaba	Matsaba	Matsaba	Matsaba	Matsaba	Matsaba
Barkly East							
	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							
<b>Standby Personnel Contacts details.</b> Siyanda Mafilika at 071 986 5347 for Barkly East and Lady Grey. Mzwandile Bidi at 0810138606 for Sterkspruit. Alternatively Dudu at 0820831065 Inventory Store: Bongwiwe Masawe contact number 0662510108 and Zinziswa Ndamase contact number 0787323269							

Town	31 January 2025	01 February 2025	02 February 2025	03 February 2025	04 February 2025	05 February 2025	06 February 2025
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
	Sipho Melani	Sipho Melani	Sipho Melani	Sipho Melani	Sipho Melani	Sipho Melani	Sipho Melani
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
	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							
<b>Standby Personnel Contacts details.</b> Siyanda Mafilika at 071 986 5347 for Barkly East and Lady Grey. Mzwandile Bidi at 0810138606 for Sterkspruit. Alternatively Dudu at 0820831065 Inventory Store: Bongwiwe Masawe contact number 0662510108 and Zinziswa Ndamase contact number 0787323269							

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**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.**

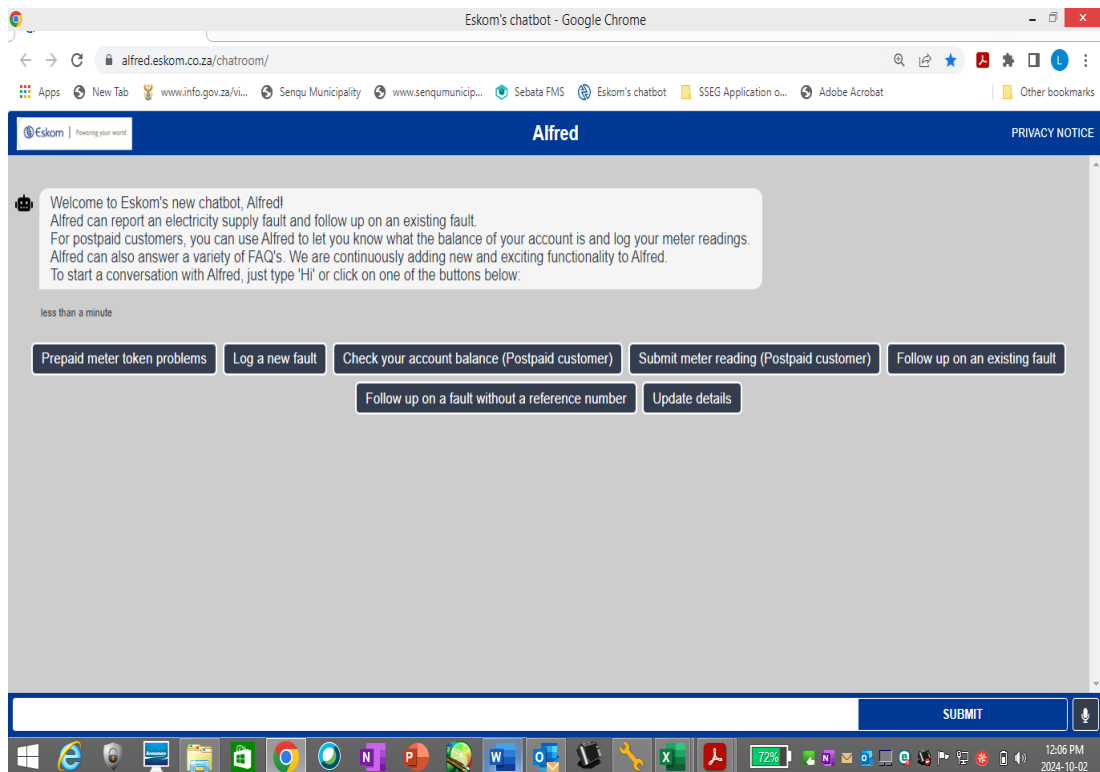
**Eskom Customers can use the website below to report all electricity power outages.**

### **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.**



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## Click on Log a new Fault.

The screenshot shows the Alfred chatbot interface. At the top, there's a header with the Eskom logo and the name 'Alfred'. Below the header, a welcome message reads: 'Welcome to Eskom's new chatbot, Alfred! Alfred can report an electricity supply fault and follow up on an existing fault. For postpaid customers, you can use Alfred to let you know what the balance of your account is and log your meter readings. Alfred can also answer a variety of FAQs. We are continuously adding new and exciting functionality to Alfred. To start a conversation with Alfred, just type 'Hi' or click on one of the buttons below.' Below this message, there are several 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 the buttons, there's a question: 'Before we start, there are some things I just want to check with you. What type of Eskom account do you have?' with two options: 'Prepaid customer' and 'I am a postpaid customer'. At the bottom right, there's a 'SUBMIT' button and a microphone icon. The system tray at the bottom shows the time as 12:08 PM on 2024-10-02.

## Click on Prepaid customer.

The screenshot shows the Alfred chatbot interface. At the top, there's a header with the Eskom logo and the name 'Alfred'. Below the header, there are several 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 the buttons, there's a question: 'Before we start, there are some things I just want to check with you. What type of Eskom account do you have?' with two options: 'Prepaid customer' and 'I am a postpaid customer'. The 'Prepaid customer' button is highlighted in blue. Below the buttons, there's a question: 'Please can you give me your Eskom prepaid meter number?' with a 'SUBMIT' button and a microphone icon. The system tray at the bottom shows the time as 12:09 PM on 2024-10-02.

## Fill in your meter number. Then click SUBMIT.

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**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](mailto:info@senqu.gov.za)

[www.senqu.gov.za](http://www.senqu.gov.za)

 @SenquLM

 **FRAUD HOTLINE**  
**0800701701**

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