



SENQU MUNICIPALITY

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

Our ref: Electricity Department
Enquiries: L H Tobben

5th of March 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 7th of March until 3rd of April 2025**

Town	07 March 2025	08 March 2025	09 March 2025	10 March 2025	11 March 2025	12 March 2025	13 March 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	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							
	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	Bongiwe Masawe	Bongiwe Masawe	Bongiwe Masawe	Bongiwe Masawe	Bongiwe Masawe	Bongiwe Masawe	Bongiwe Masawe
	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: Bongiwe Masawe contact number 0662510108 and Zinziswa Ndamase contact number 0787323269						

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Town	14 March 2025	15 March 2025	16 March 2025	17 March 2025	18 March 2025	19 March 2025	20 March 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
	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	Zinziswa Ndamase	Zinziswa Ndamase	Zinziswa Ndamase	Zinziswa Ndamase	Zinziswa Ndamase	Zinziswa Ndamase	Zinziswa Ndamase
	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: Bongive Masawe contact number 0662510108 and Zinziswa Ndamase contact number 0787323269						

Town	21 March 2025	22 March 2025	23 March 2025	24 March 2025	25 March 2025	26 March 2025	27 March 2025
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	Bongive Masawe	Bongive Masawe	Bongive Masawe	Bongive Masawe	Bongive Masawe	Bongive Masawe	Bongive Masawe
	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: Bongive Masawe contact number 0662510108 and Zinziswa Ndamase contact number 0787323269						

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Town	28 March 2025	29 March 2025	30 March 2025	31 March 2025	01 April 2025	02 April 2025	03 April 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	Zinziswa Ndamase	Zinziswa Ndamase	Zinziswa Ndamase	Zinziswa Ndamase	Zinziswa Ndamase	Zinziswa Ndamase	Zinziswa Ndamase
	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: Bongwiwe Masawe contact number 0662510108 and Zinziswa Ndamase contact number 0787323269						

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.

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

Wats-up report for Eskom Customers.

Eskom wats-up to report power outages and unsafe conditions. Please activate this number 0860037566 on your wats-up and report directly to Eskom.

The advertisement features a woman with curly hair pointing towards the text. The background is split into blue and white sections. At the top left, a robot icon is labeled 'Alfred'. The Eskom logo is in the top right. A list of services is shown with corresponding icons: a chat bubble for 'Chat with Eskom anytime, anywhere', an exclamation mark for 'Report outages and unsafe conditions by sending photos', a download arrow for 'Download of bills', and a question mark for 'Get help with token enquiries and more'. The bottom section is blue and contains contact information and a hashtag.

Alfred is now available on **WhatsApp**

Eskom

- Chat with Eskom anytime, anywhere
- Report outages and unsafe conditions by sending photos
- Download of bills
- Get help with token enquiries and more

WhatsApp: **08600 37566**
www.eskom.co.za

24/7 service!

#ChatWithAlfred
#Eskom #CustomerService

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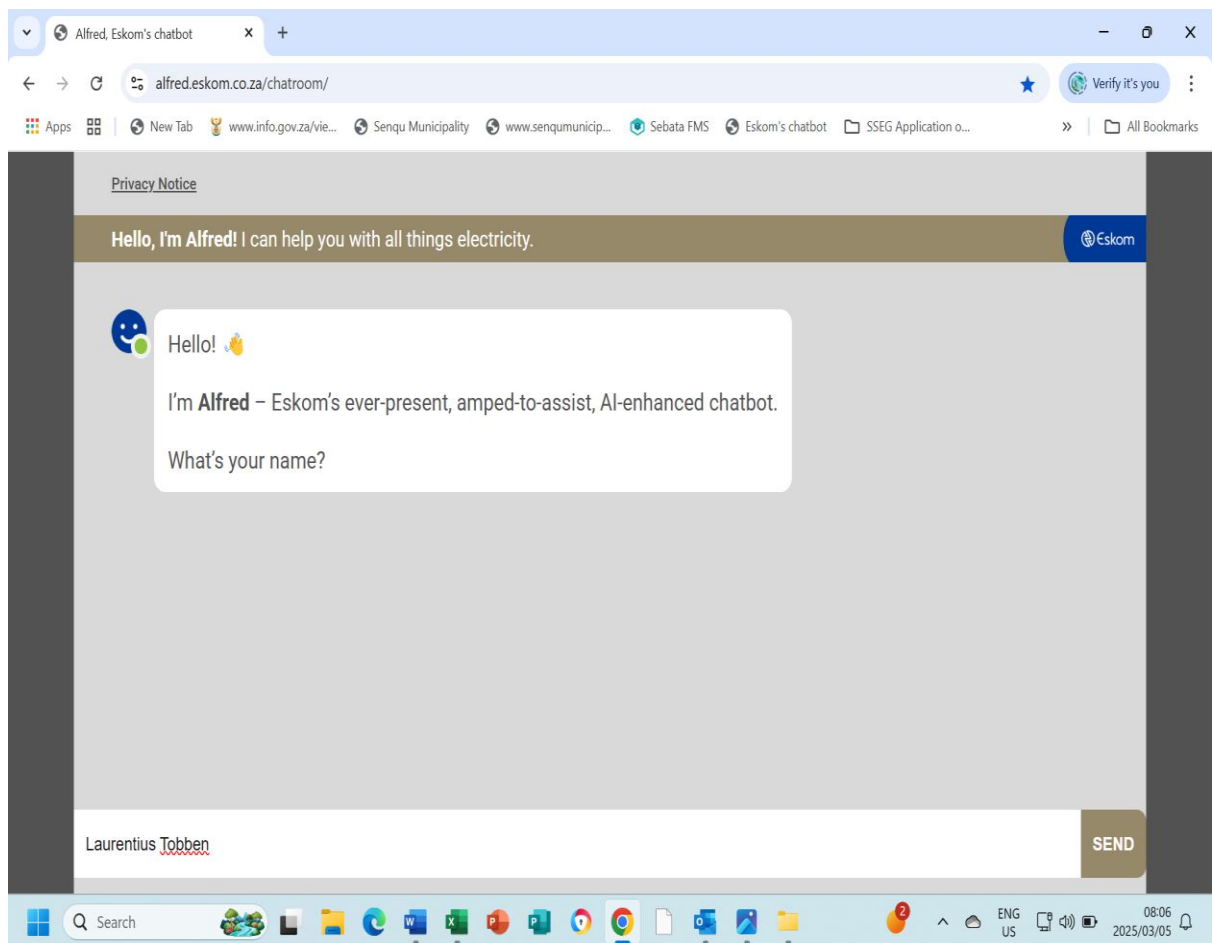
Alfred Our Chatbot

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

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

1. Name and Surname
2. Meter number
3. Select outage
4. Report
5. Show issues
6. Select 1. No supply
7. No supply
8. Does your neighbours have power
9. Phone number

1. Enter Name and Surname. Then click send.

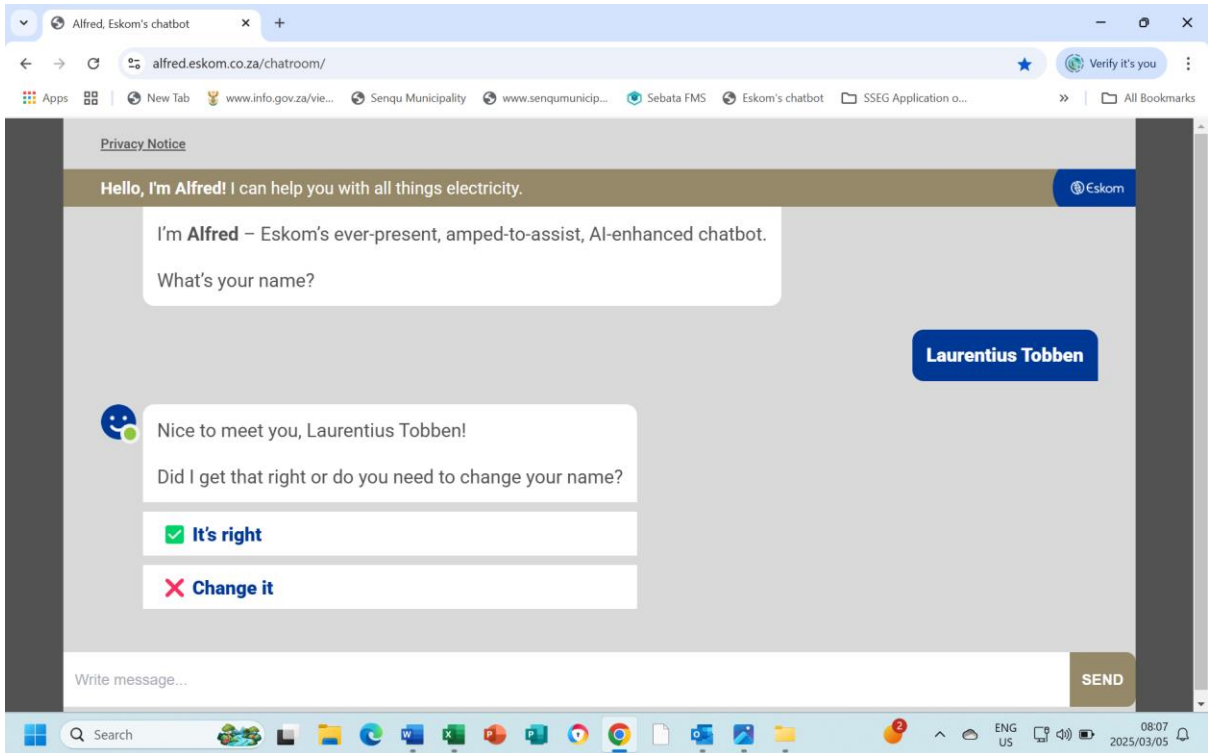


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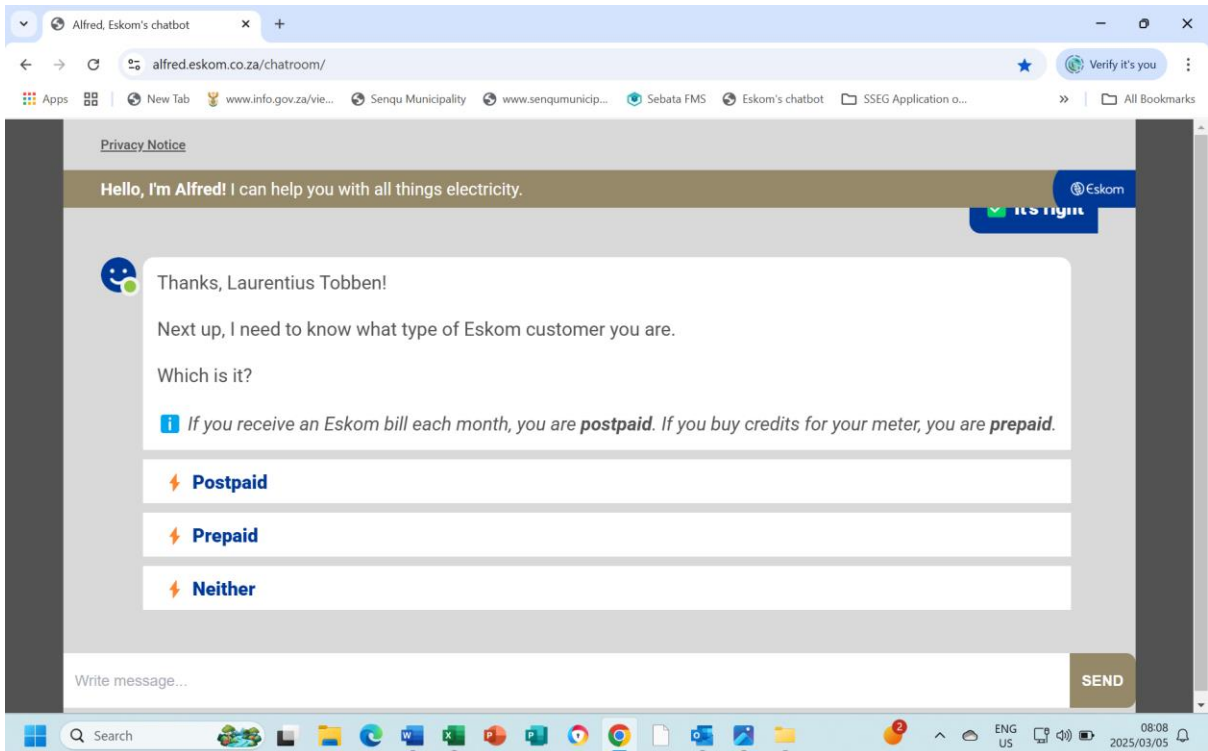
 @SenquLM

 **FRAUD HOTLINE**
0800701701



Then click on **It's rights**.

2. Meter number.



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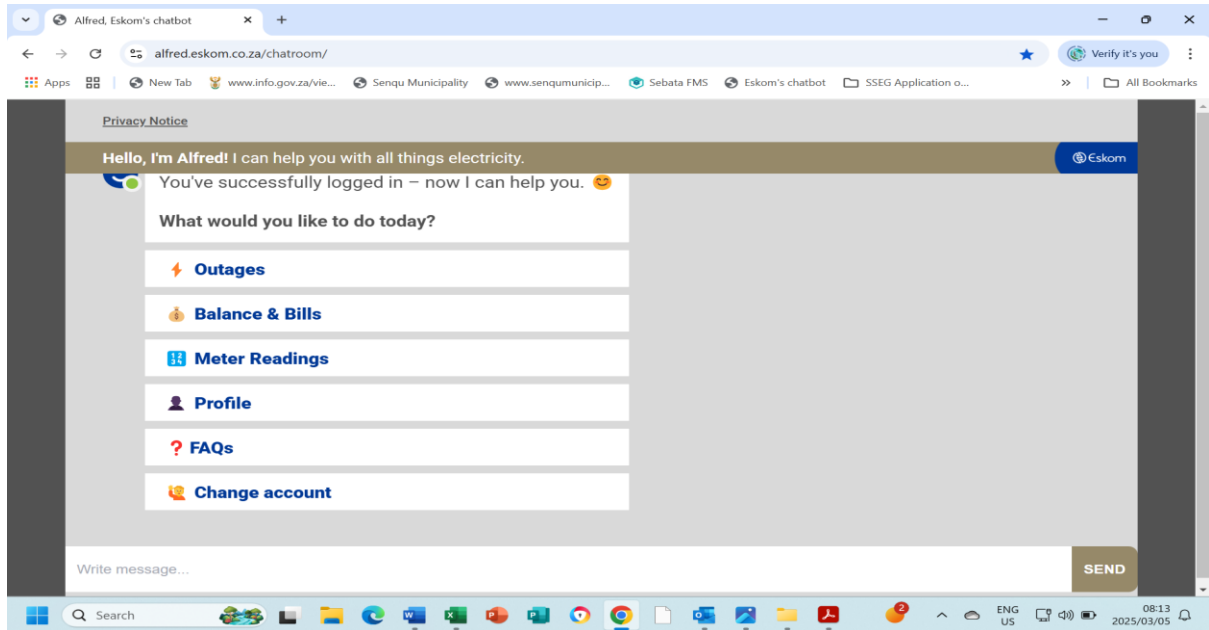
www.senqu.gov.za

 @SenquLM

 **FRAUD HOTLINE**
0800701701

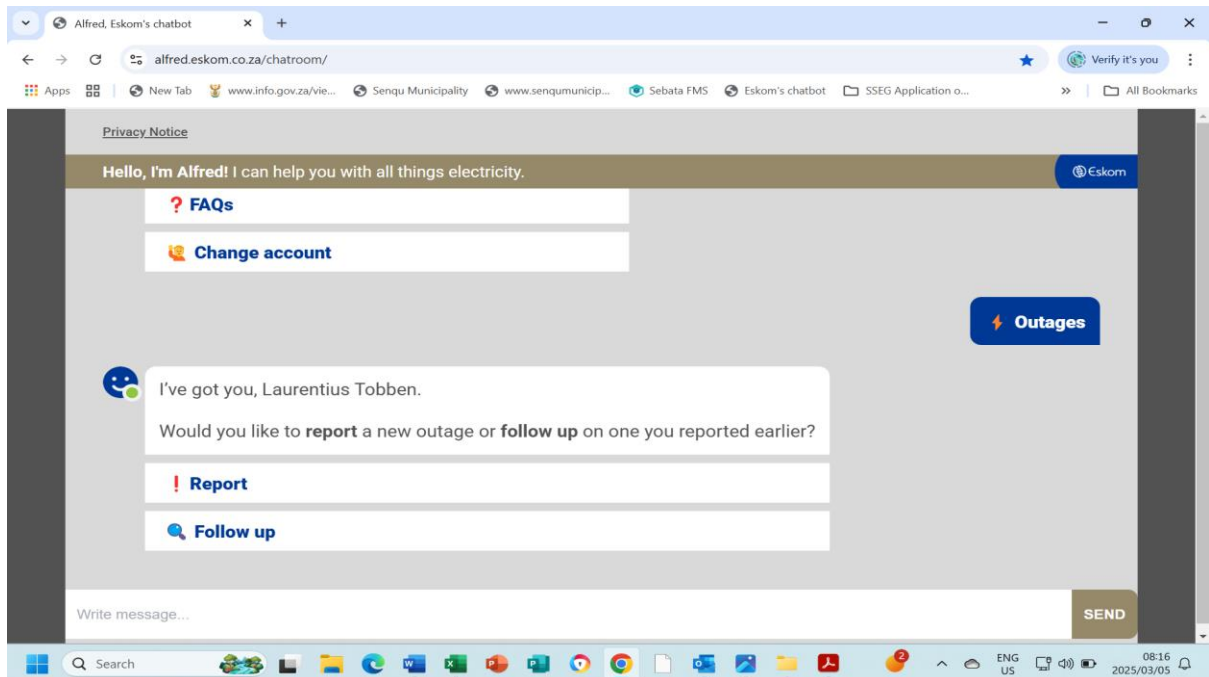
Click on Prepaid. Then fill in the meter number and click send.

3. Select outage



Click on Outage.

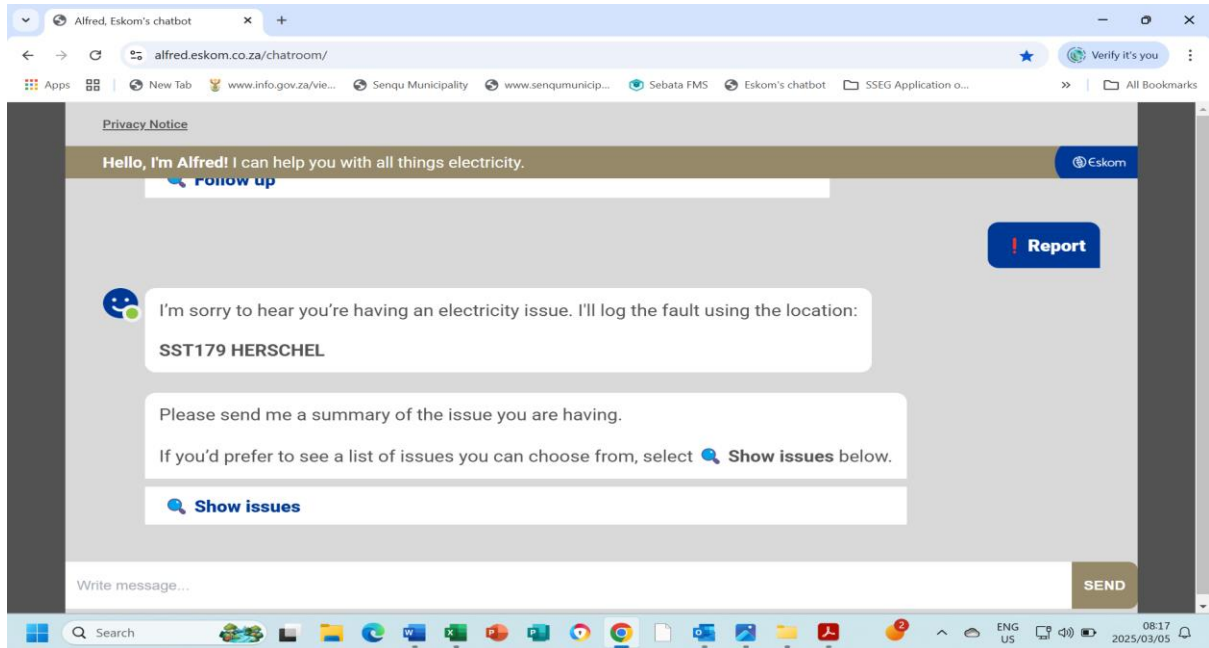
4. Report



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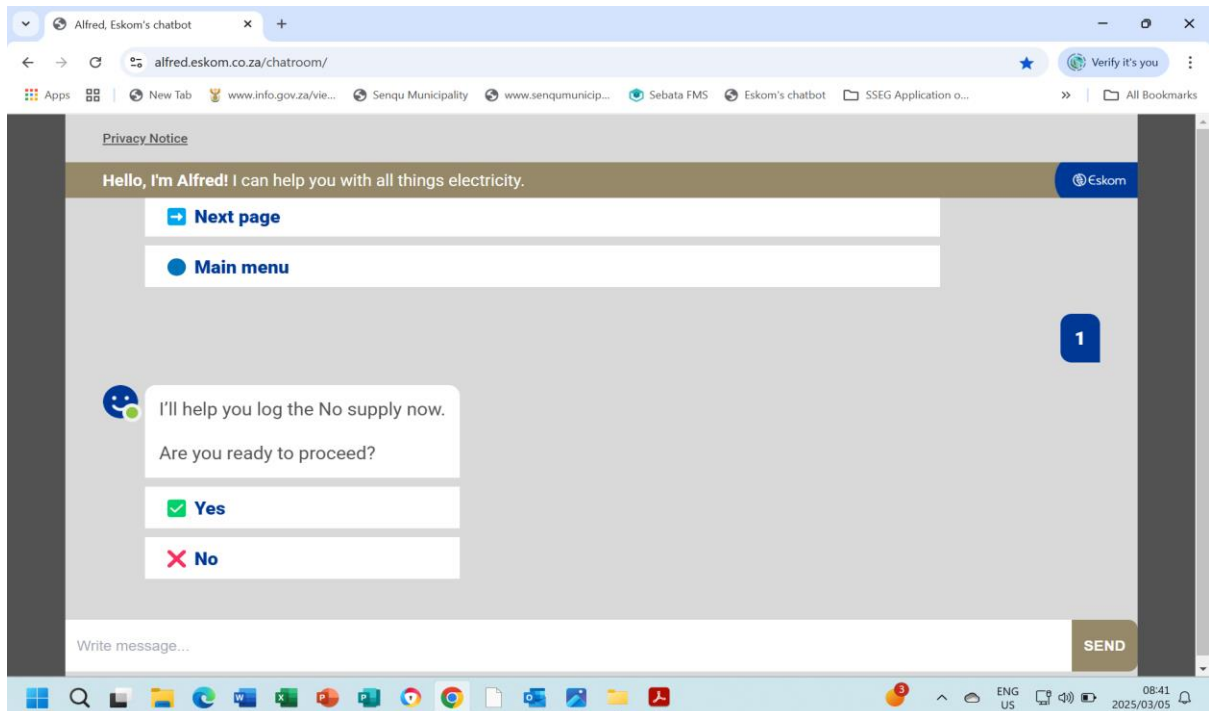
Click on Report

5. Show issues



Click on Show issues.

6. Select 1. No supply

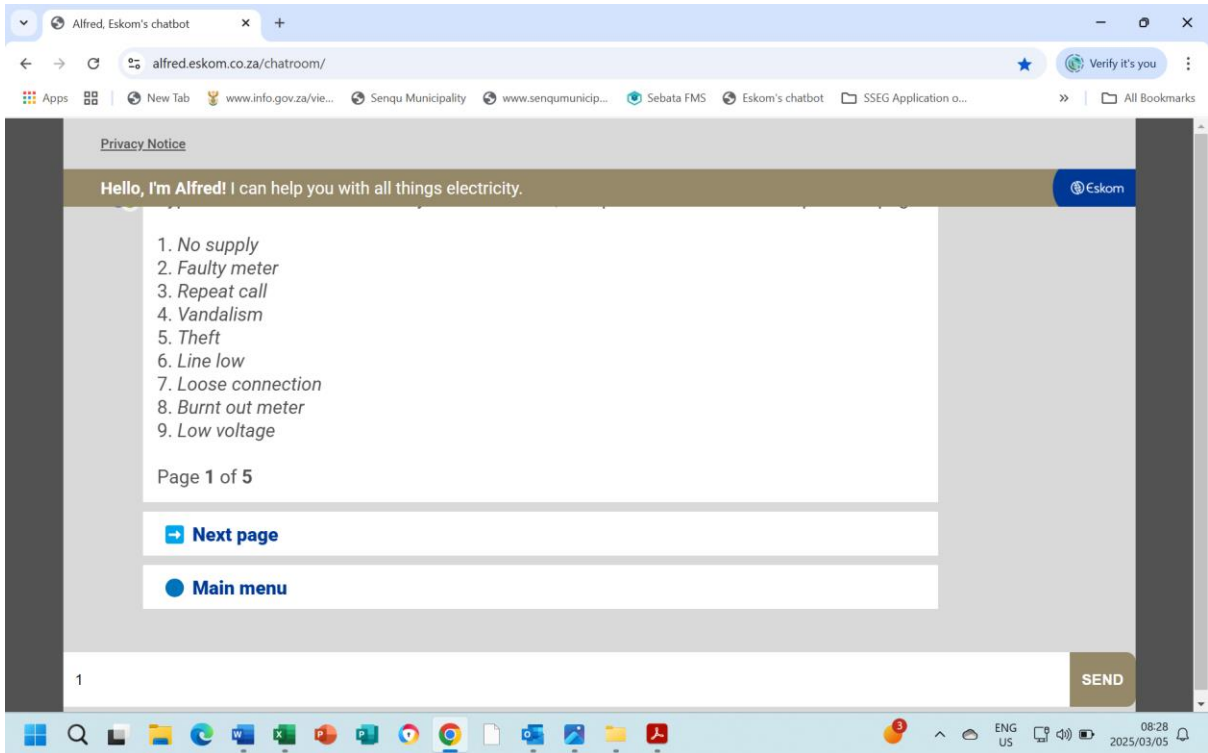


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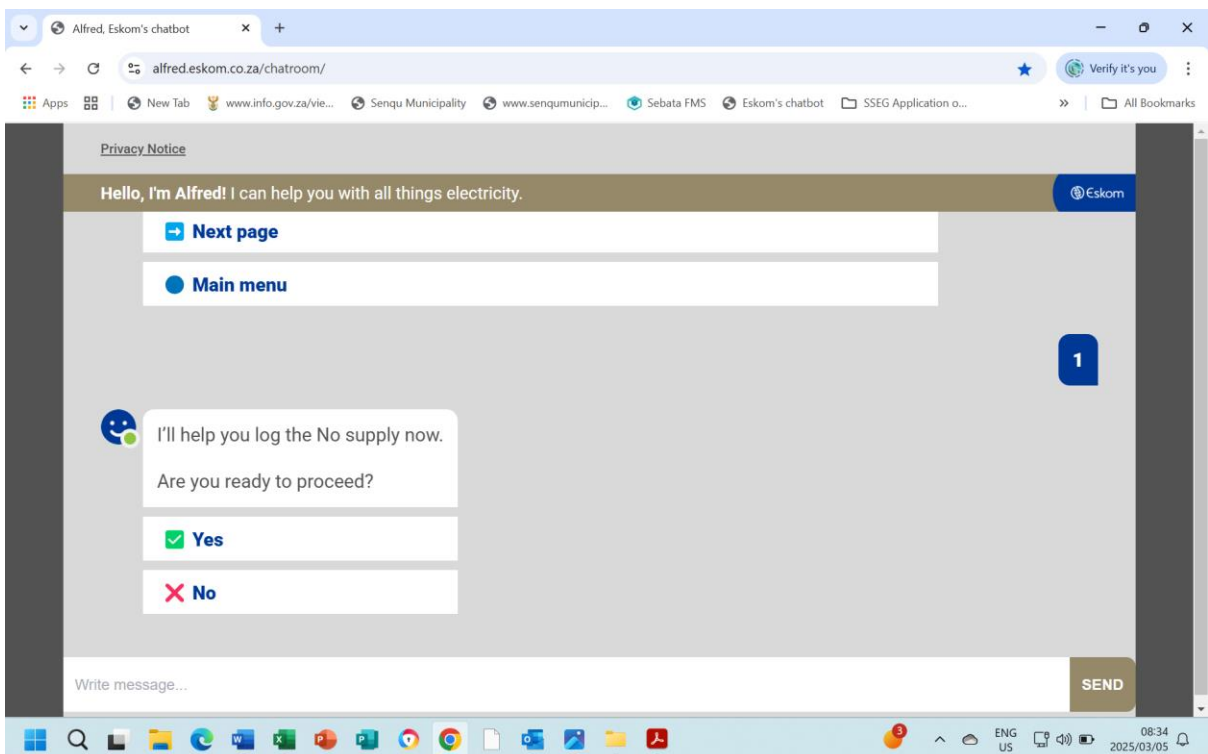
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Entre 1 in the Colom and click send.



Click on Yes

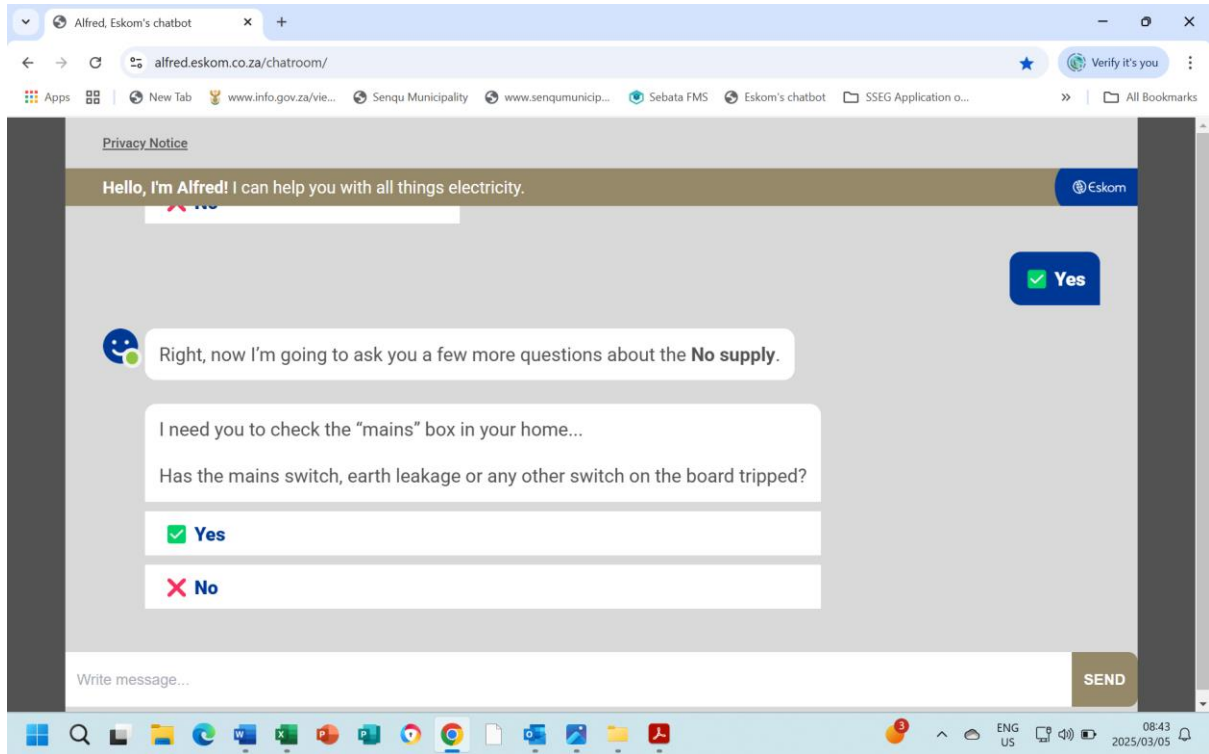
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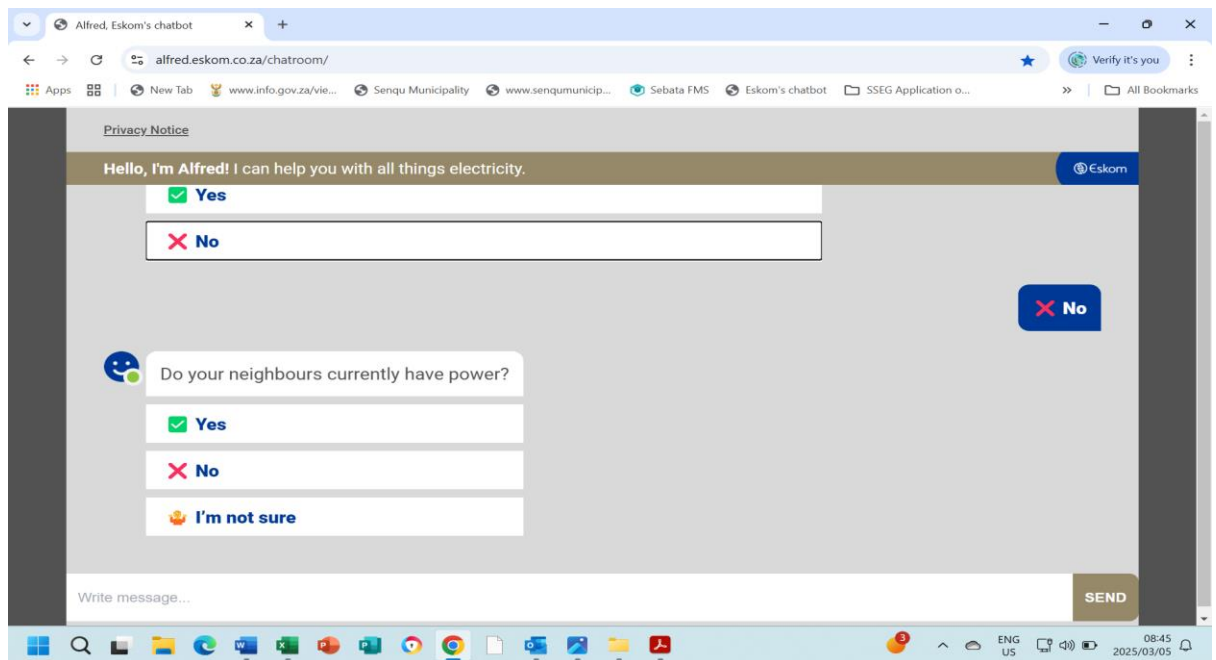
 **FRAUD HOTLINE**
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7. No supply.



Click on No

8. Does neighbours have power.



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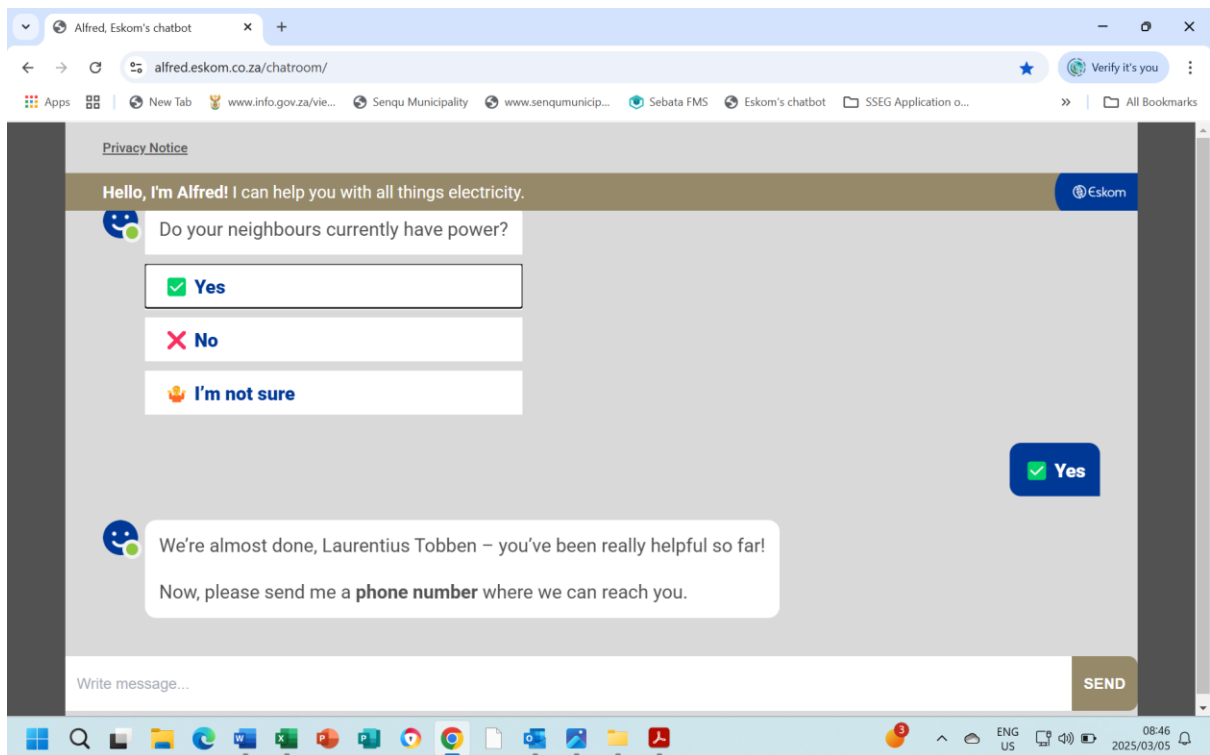
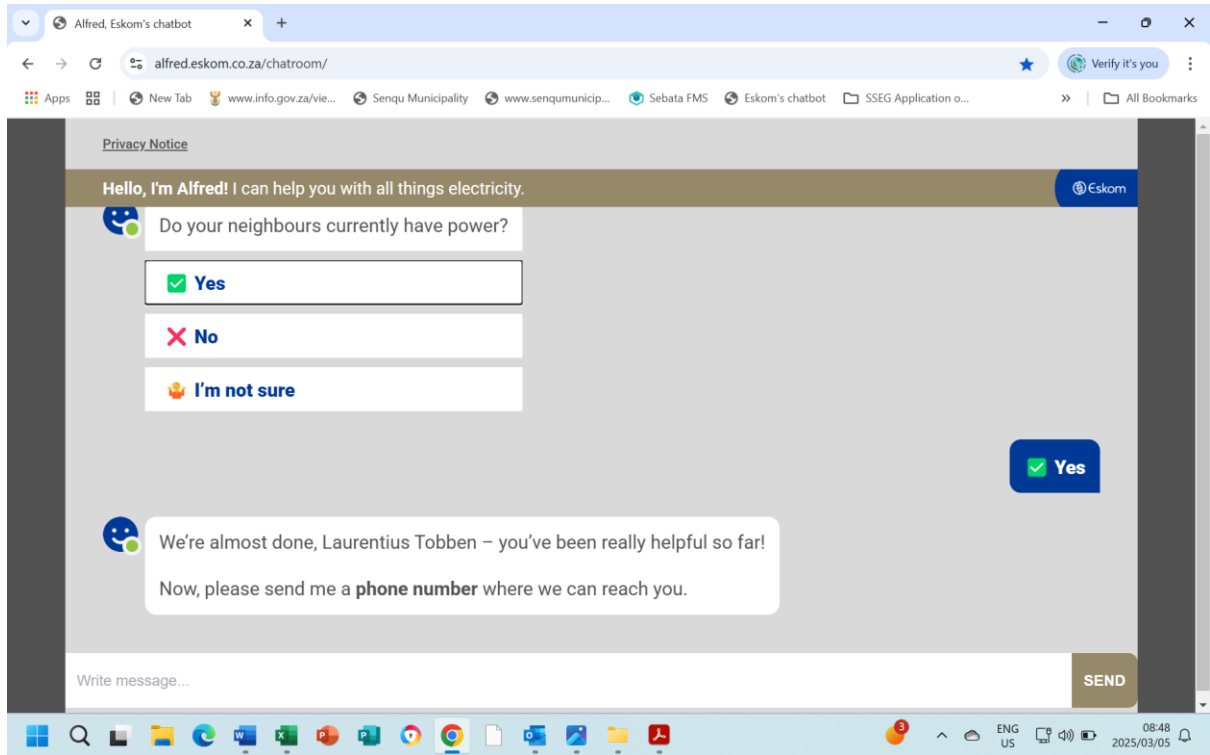
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Click Yes

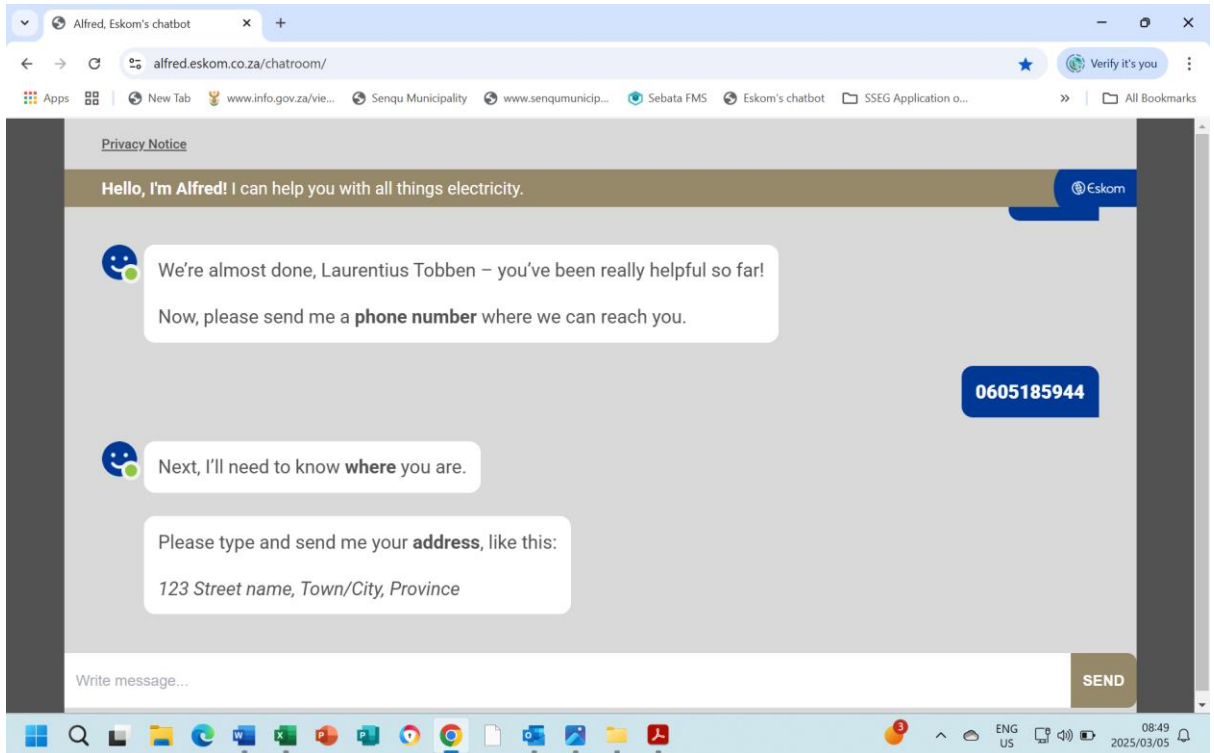
9. Phone number



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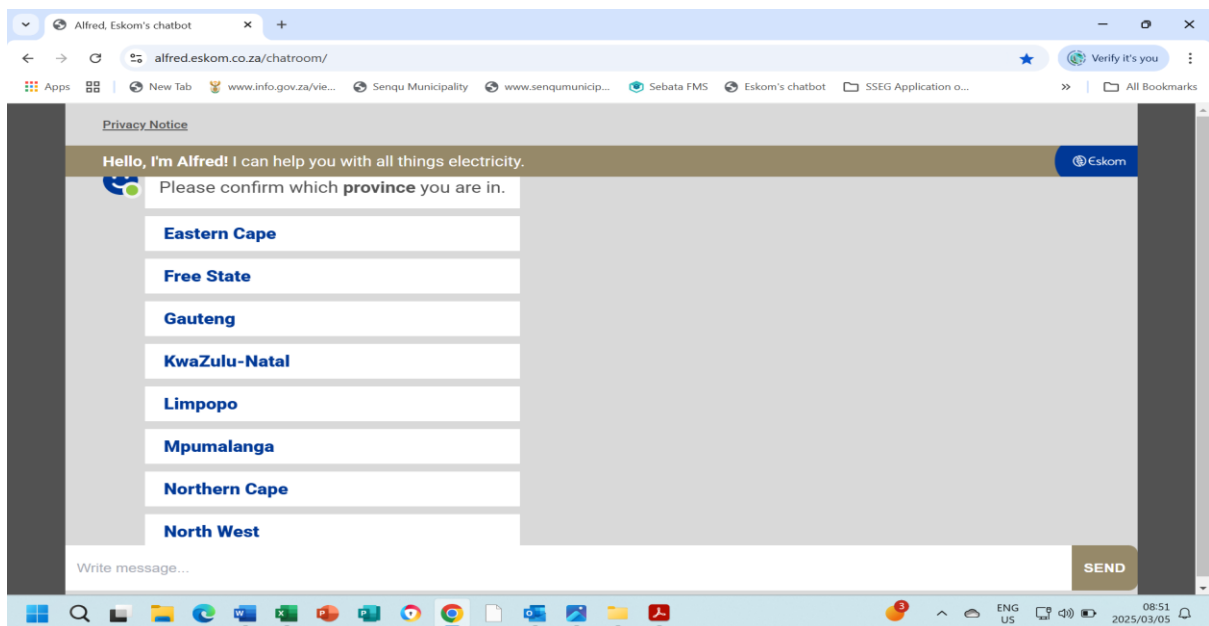
Entre Phone number and click send

10. Entre address



Entre address and click send.

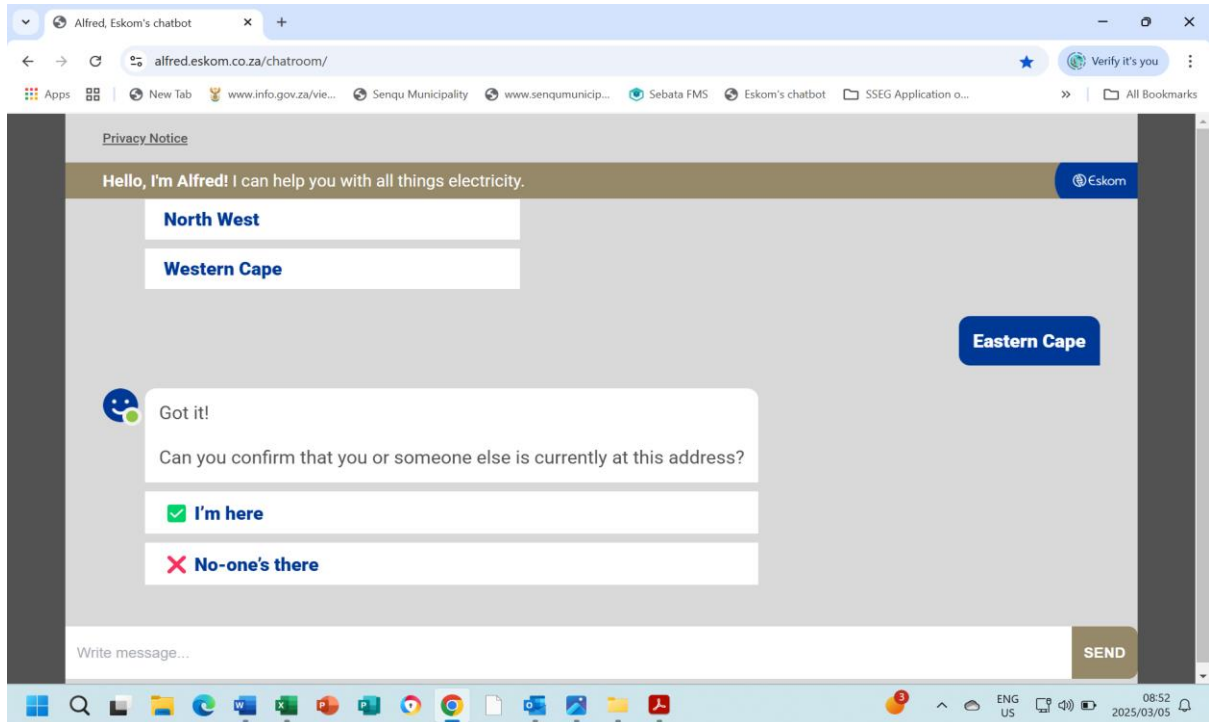
11. Select province.



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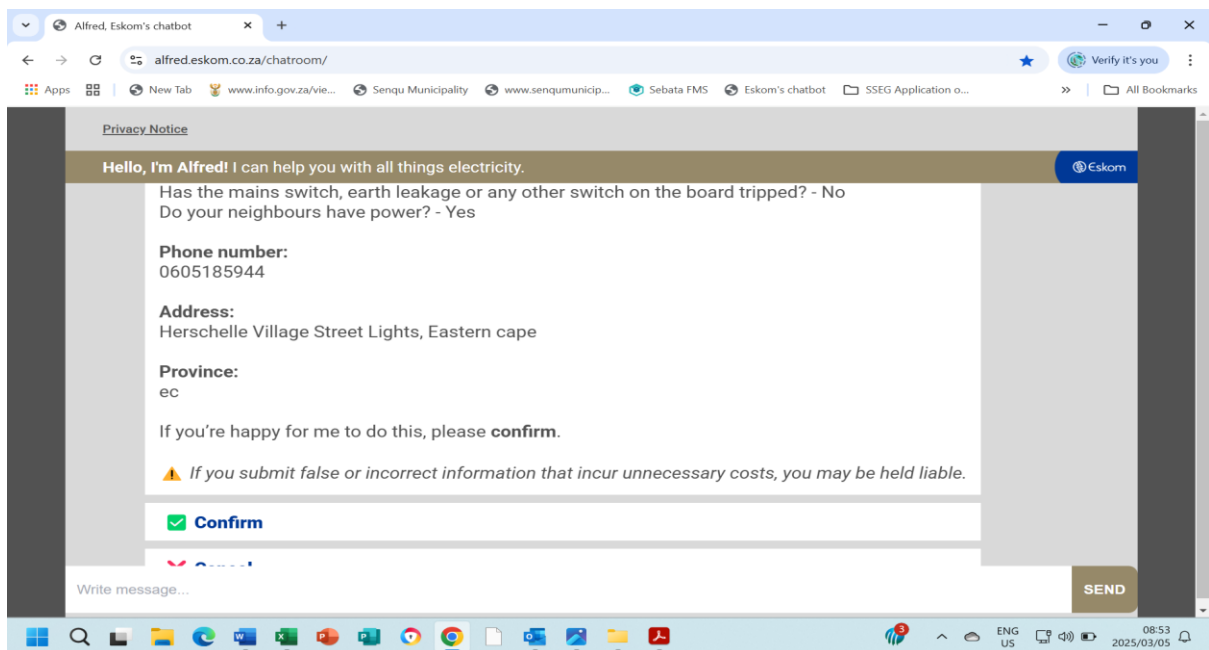
Click on Eastern Cape.

12. Confirm that someone is at the address.



Click on I'm here

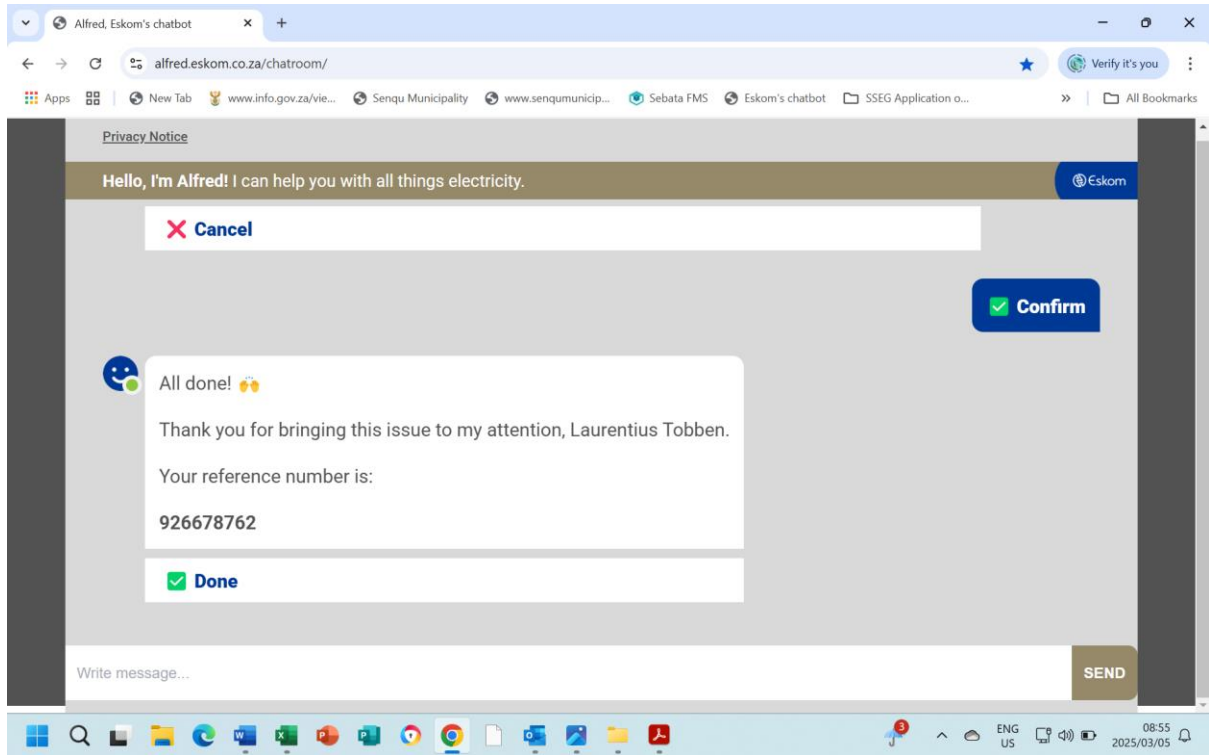
13. I'll be logging the following outage for you



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Click on confirm.

14.Recieving your reference number that your fault is logged.



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

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