



SENQU MUNICIPALITY

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

Our ref: Electricity Department
Enquiries: L H Tobben

31st 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 4th of April until the 1st of May 2025

Town	04 April 2025	05 April 2025	06 April 2025	07 April 2025	08 April 2025	09 April 2025	10 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
	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							
	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	Bongiwe Masawe	Bongiwe Masawe	Bongiwe Masawe	Bongiwe Masawe	Bongiwe Masawe	Bongiwe Masawe	Bongiwe Masawe
	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						

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Town	11 April 2025	12 April 2025	13 April 2025	14 April 2025	15 April 2025	16 April 2025	17 April 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	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. Mzwandile Bidi at 0810138606 for Sterkspruit. Alternatively Dudu at 0820831065 Inventory Store: Bongive Masawe contact number 0662510108 and Zinziswa Ndamase contact number 0787323269						

Town	18 April 2025	19 April 2025	20 April 2025	21 April 2025	22 April 2025	23 April 2025	24 April 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							
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	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. Mzwandile 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	25 April 2025	26 April 2025	27 April 2025	28 April 2025	29 April 2025	30 April 2025	01 May 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	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						

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 at a smartphone displaying the Alfred chatbot interface. The background is a blue and white graphic with the Eskom logo in the top right. The text 'Alfred is now available on WhatsApp' is at the top left. A list of features is shown with icons: 'Chat with Eskom anytime, anywhere' (speech bubble with dots), 'Report outages and unsafe conditions by sending photos' (speech bubble with exclamation mark), 'Download of bills' (speech bubble with download arrow), and 'Get help with token enquiries and more' (speech bubble with question mark). At the bottom right, contact information is provided: 'WhatsApp: 08600 37566', 'www.eskom.co.za', '24/7 service!', '#ChatWithAlfred', and '#Eskom #CustomerService'.

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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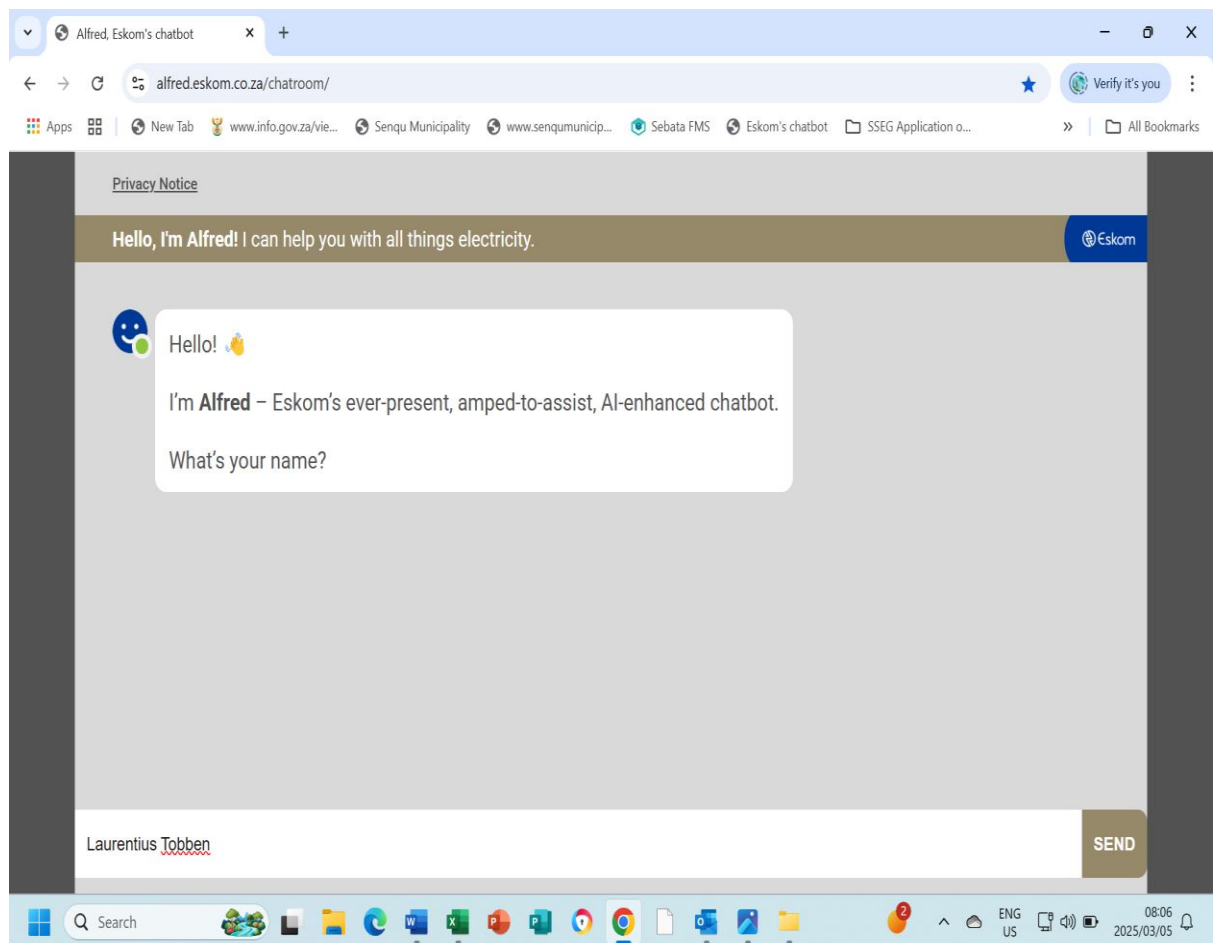
Alfred Our Chatbot

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.

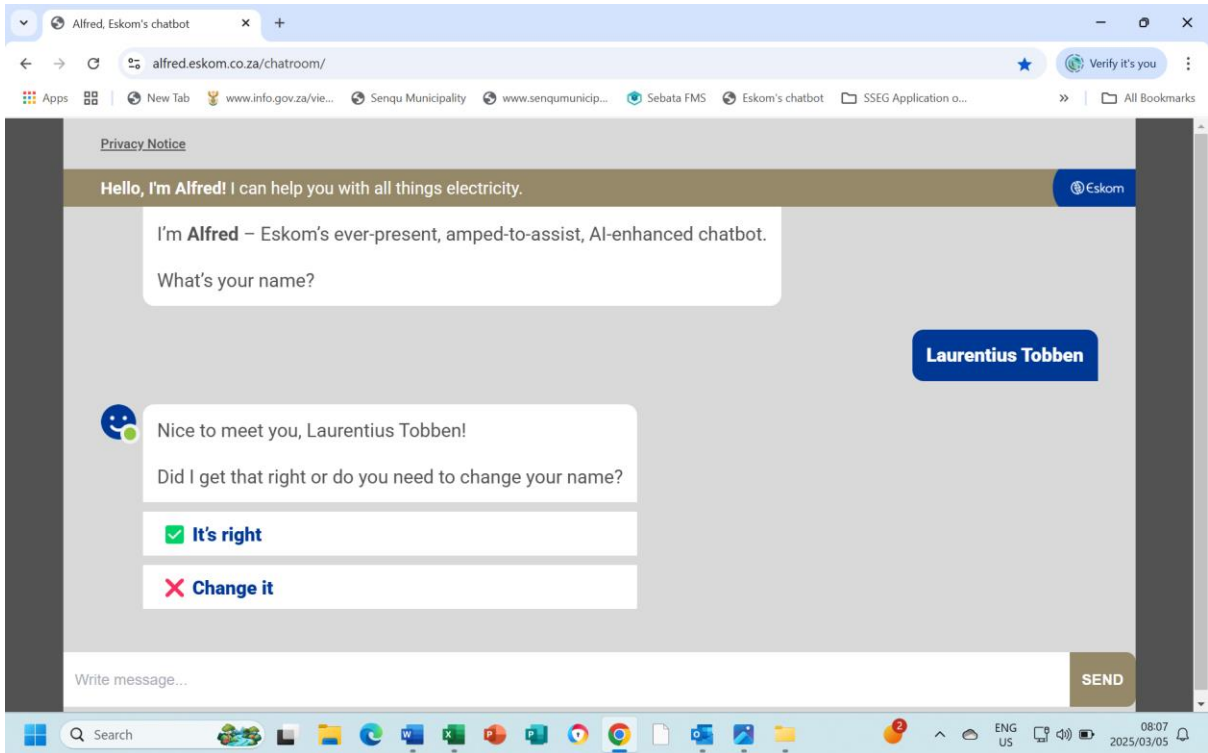


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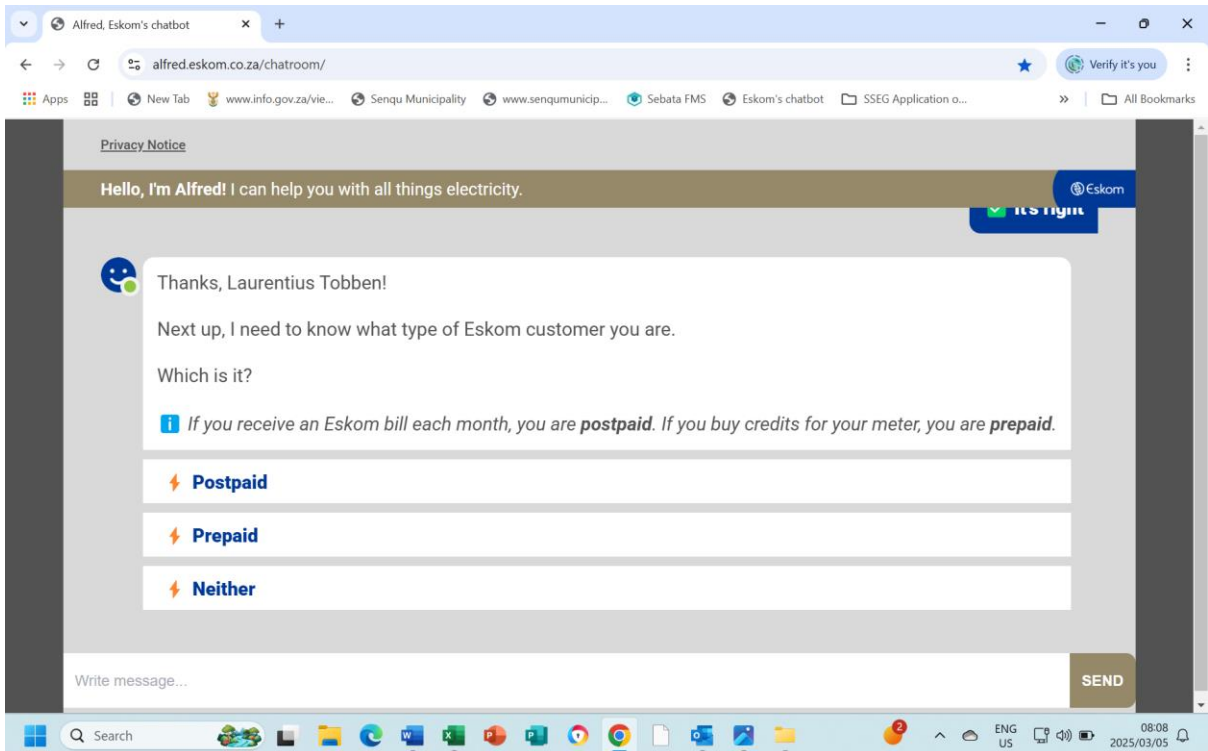
[@SenquLM](https://www.facebook.com/SenquLM)

FRAUD HOTLINE
0800701701



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

2. Meter number.



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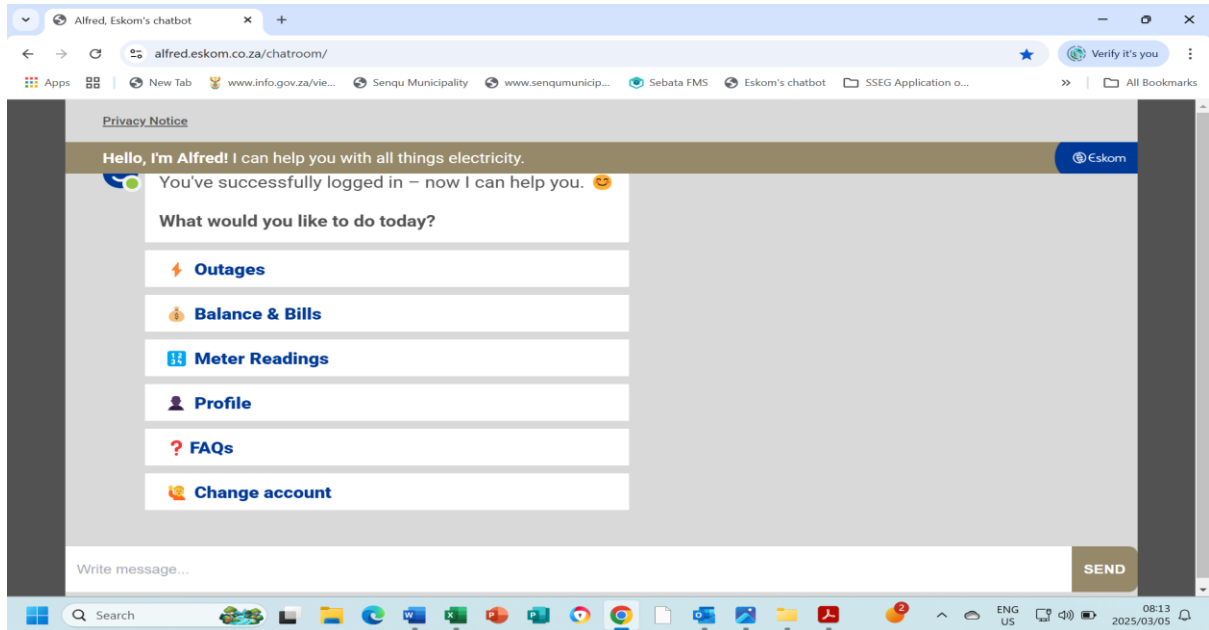
www.senqu.gov.za

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0800701701

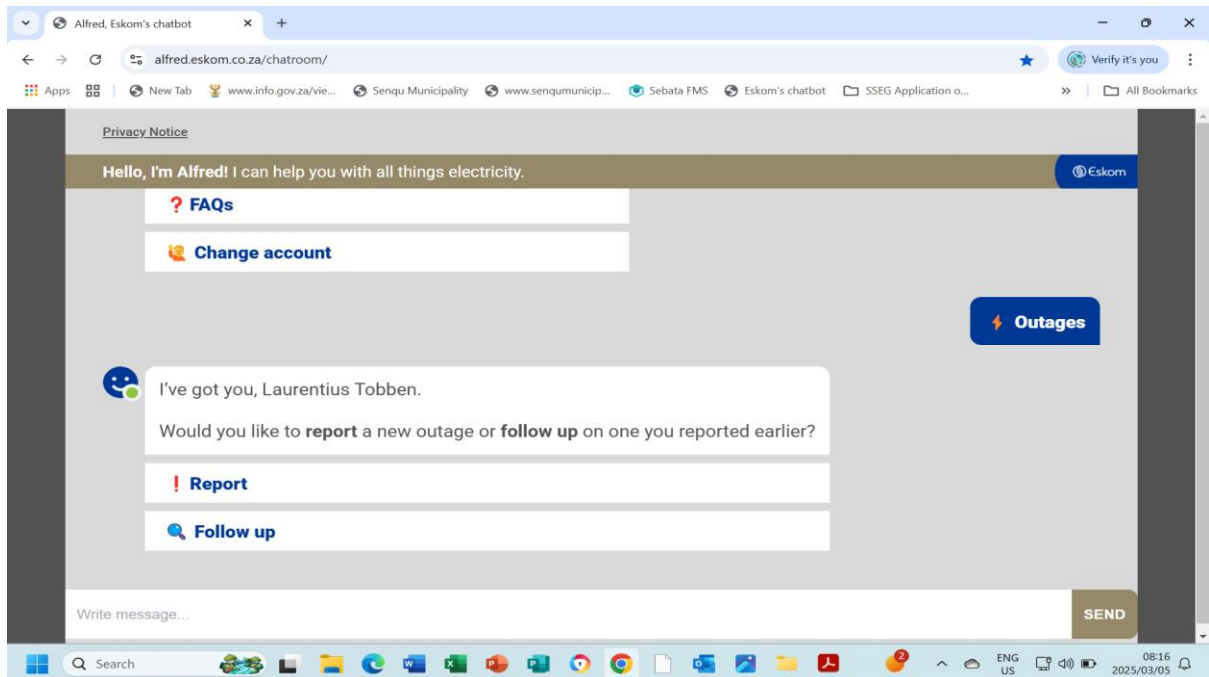
Click on Prepaid. Then fill in the meter number and click send.

3. Select outage



Click on Outage.

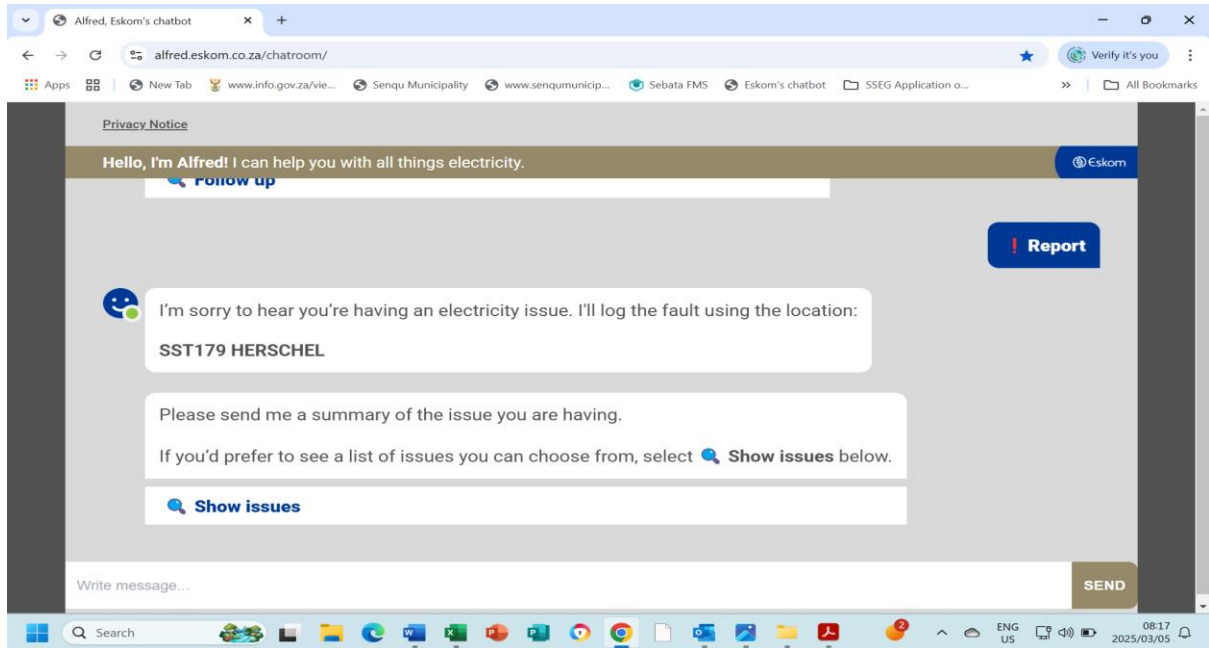
4. Report



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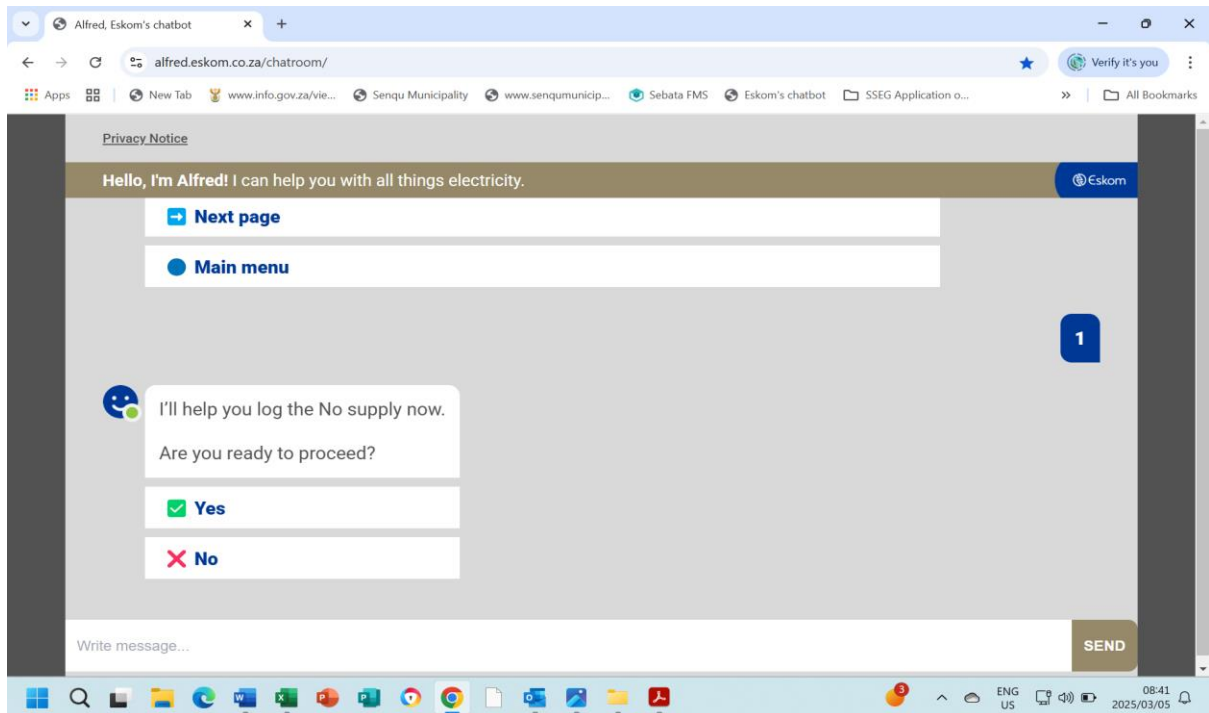
Click on Report

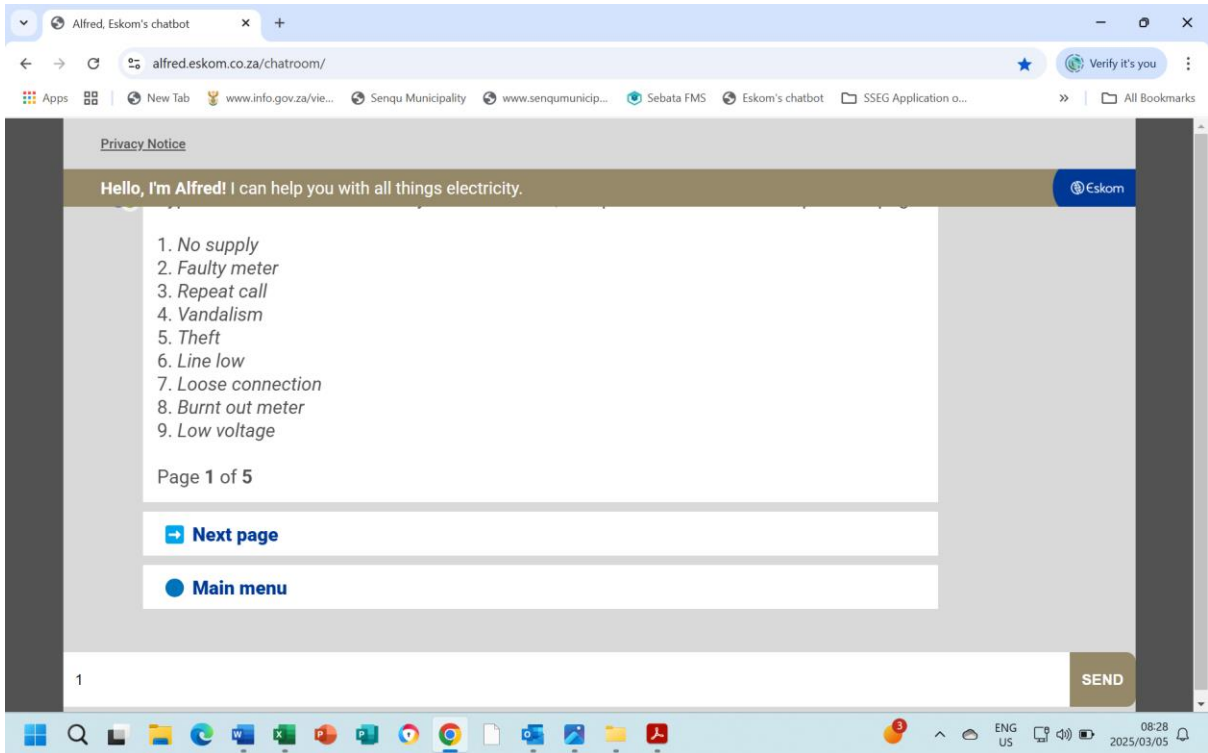
5. Show issues



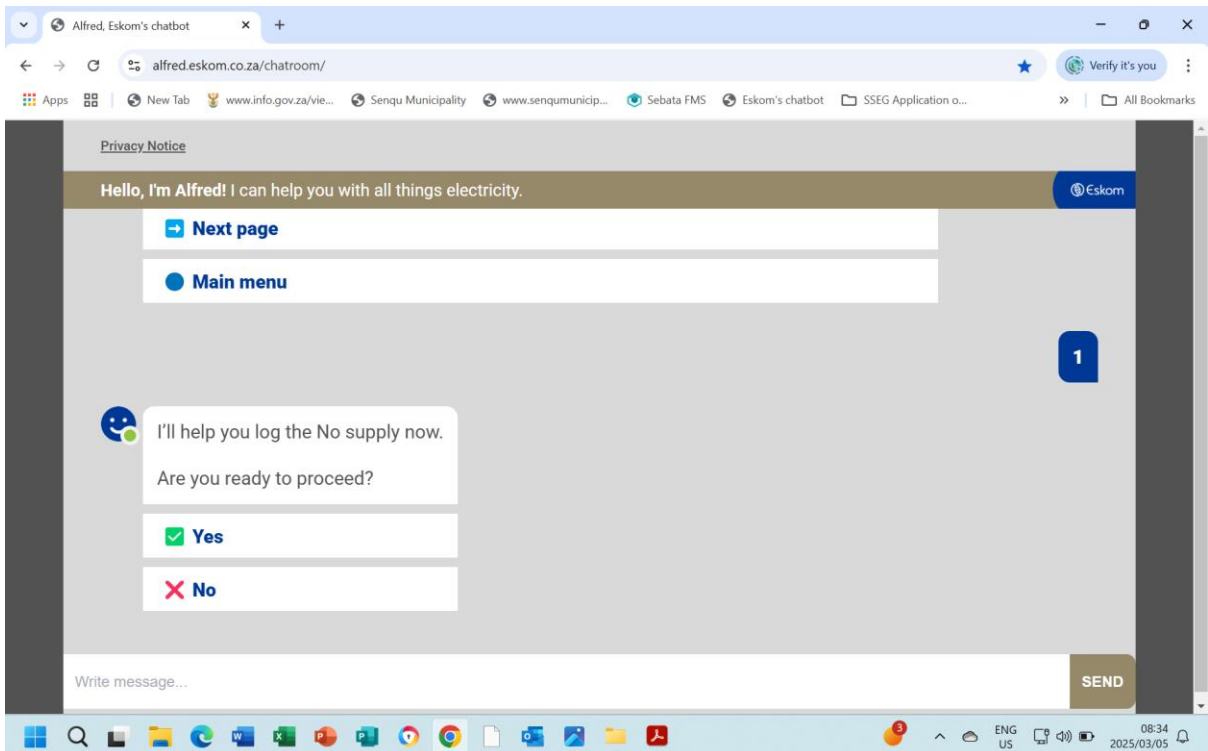
Click on Show issues.

6. Select 1. No supply





Entre 1 in the Colom and click send.



Click on Yes

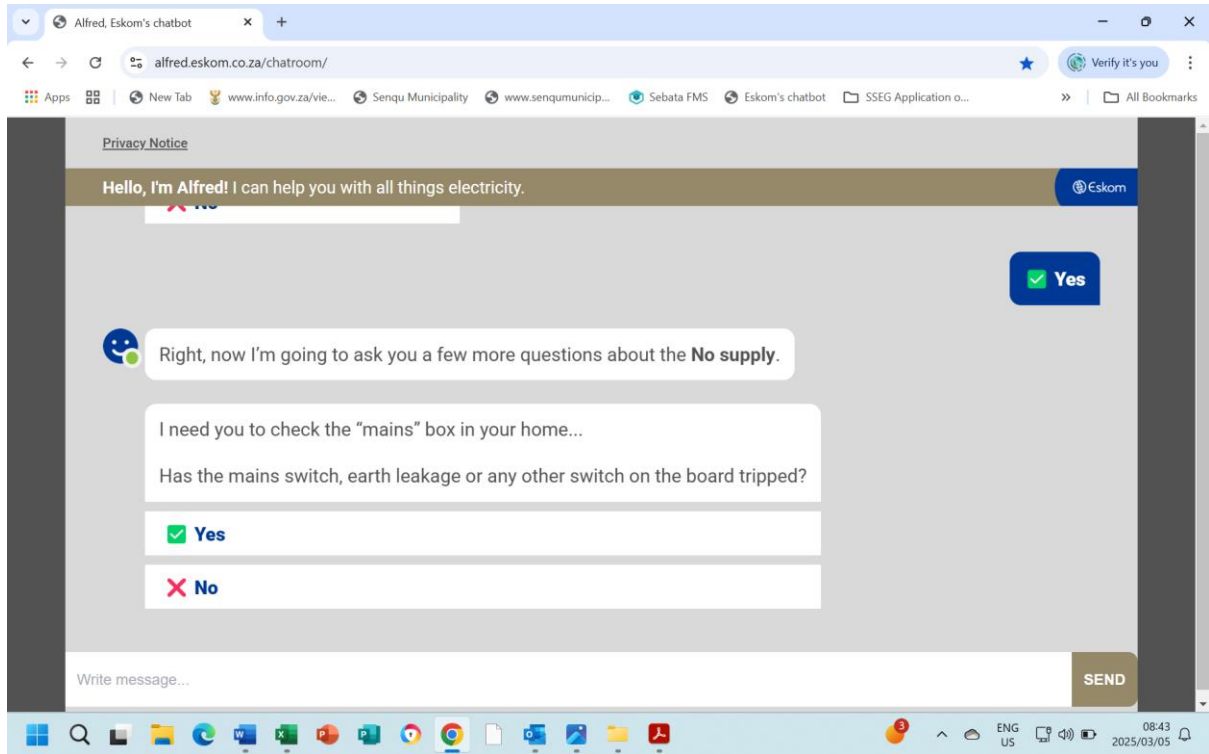
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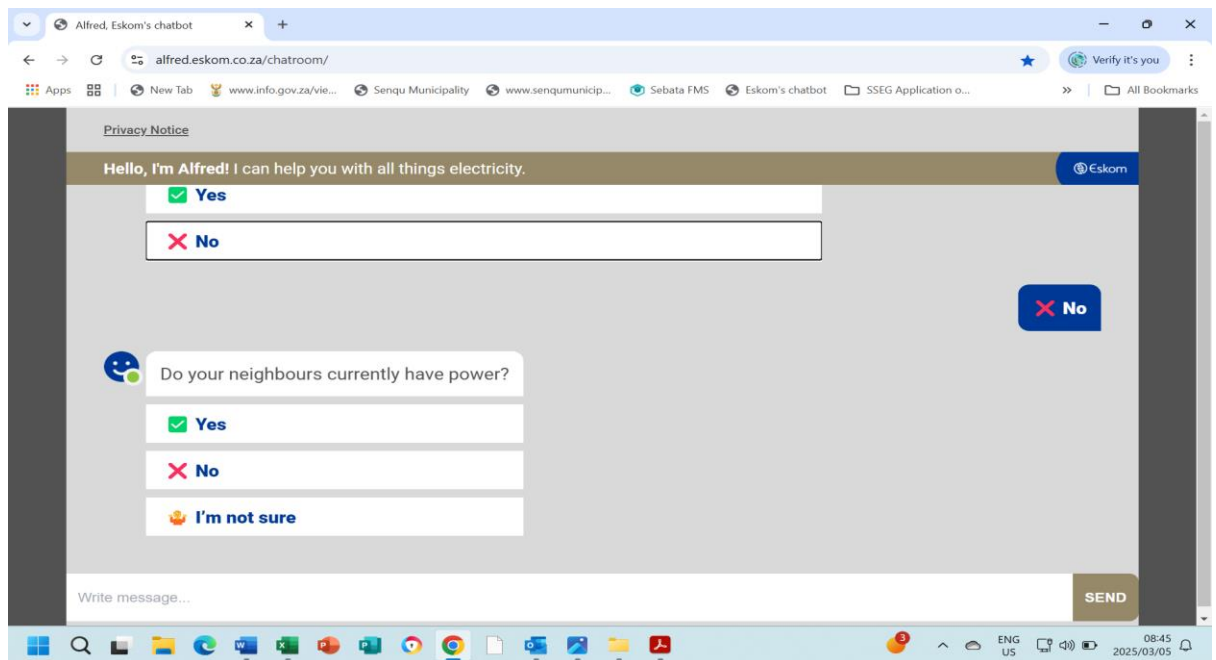
 FRAUD HOTLINE
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7. No supply.



Click on No

8. Does neighbours have power.



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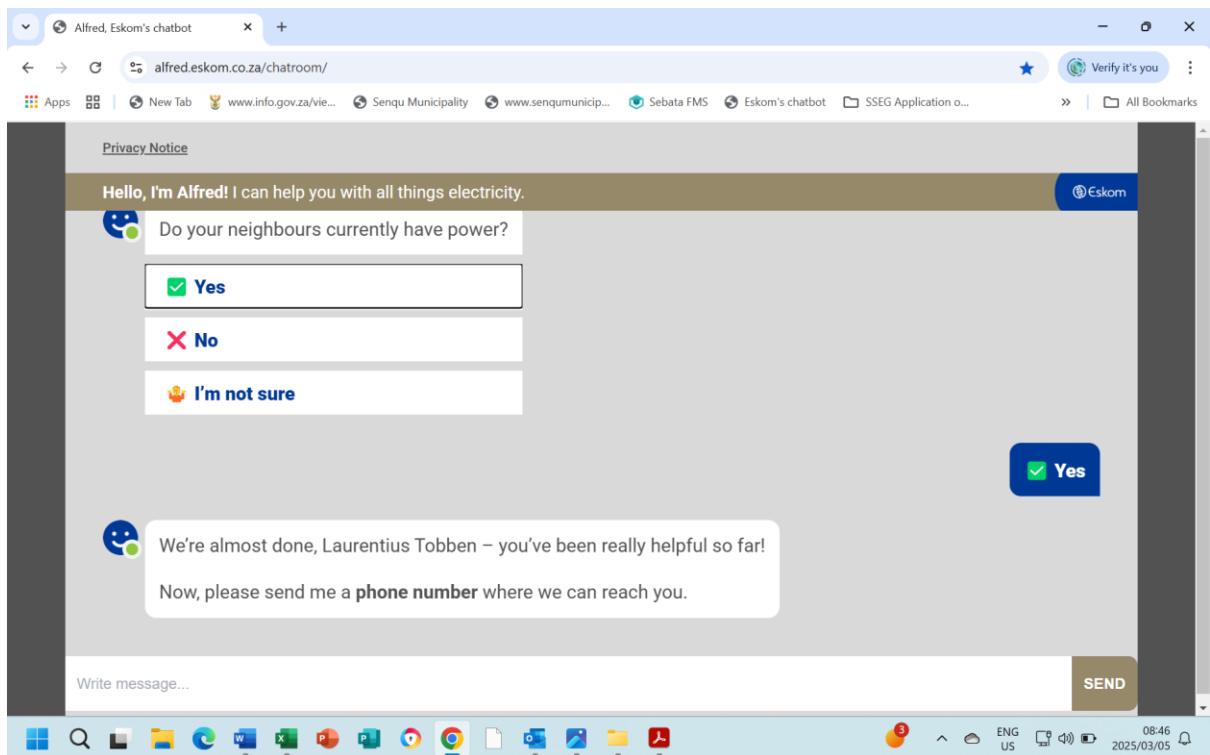
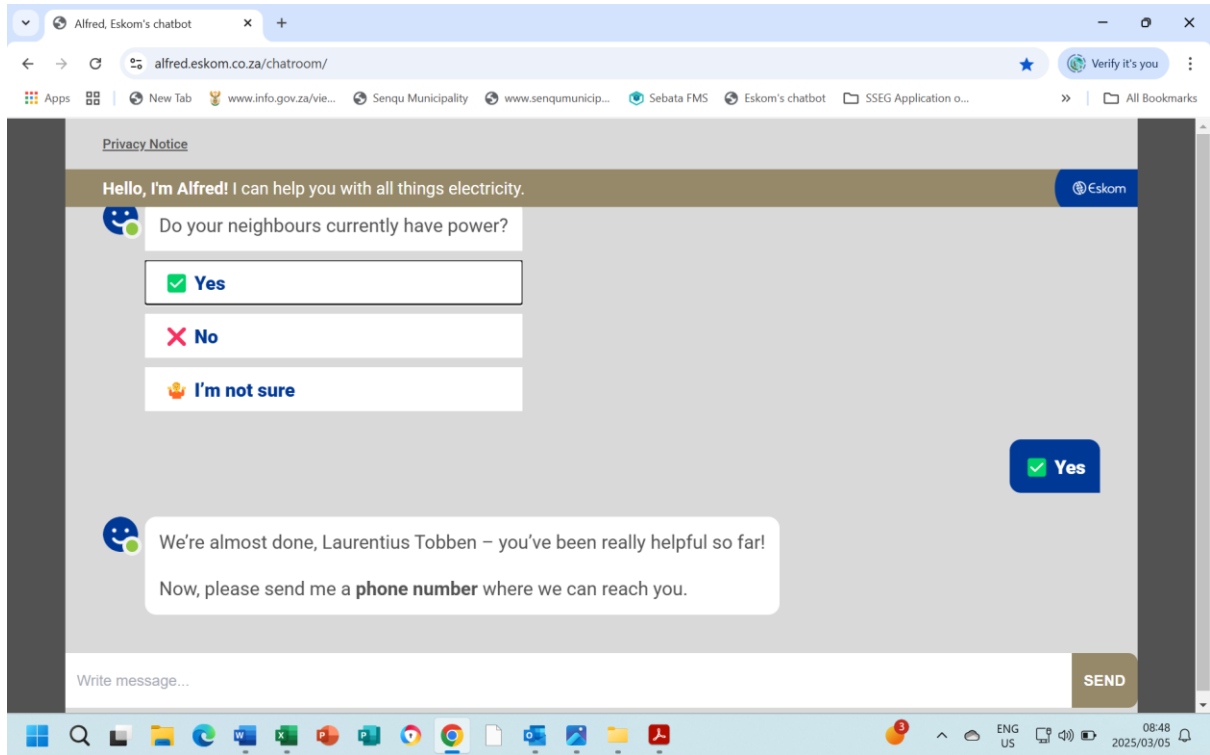
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Click Yes

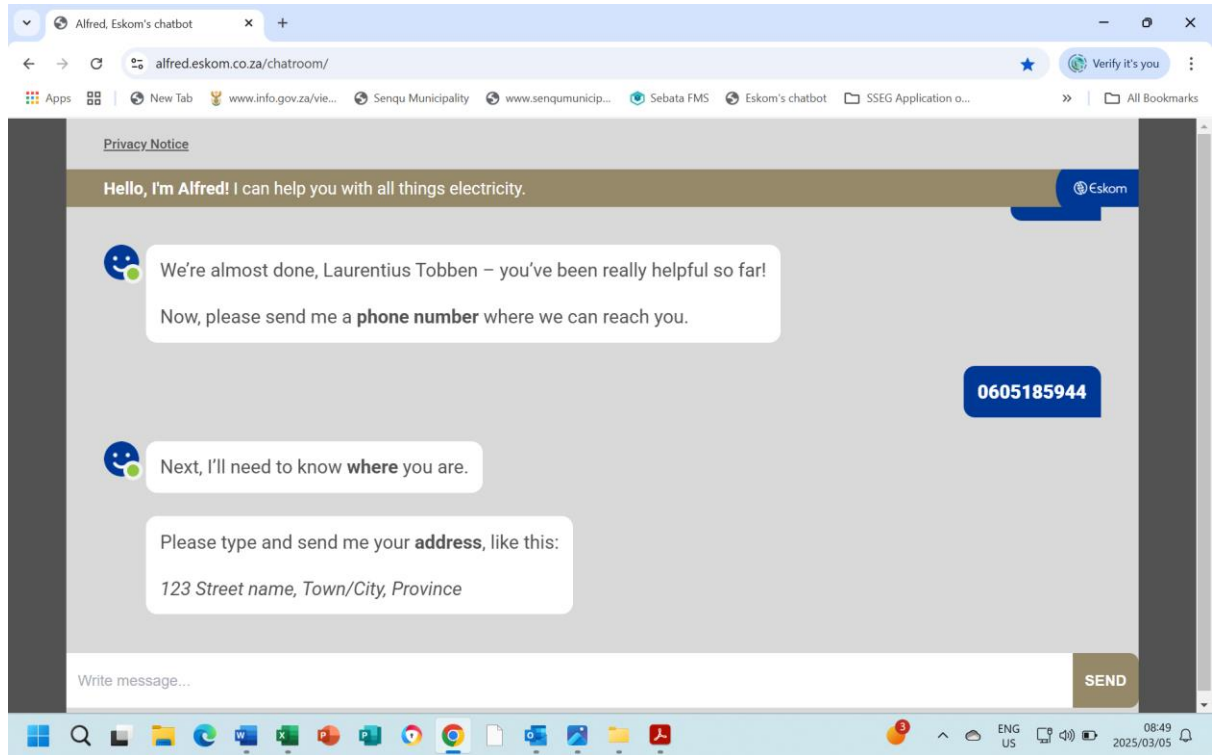
9. Phone number



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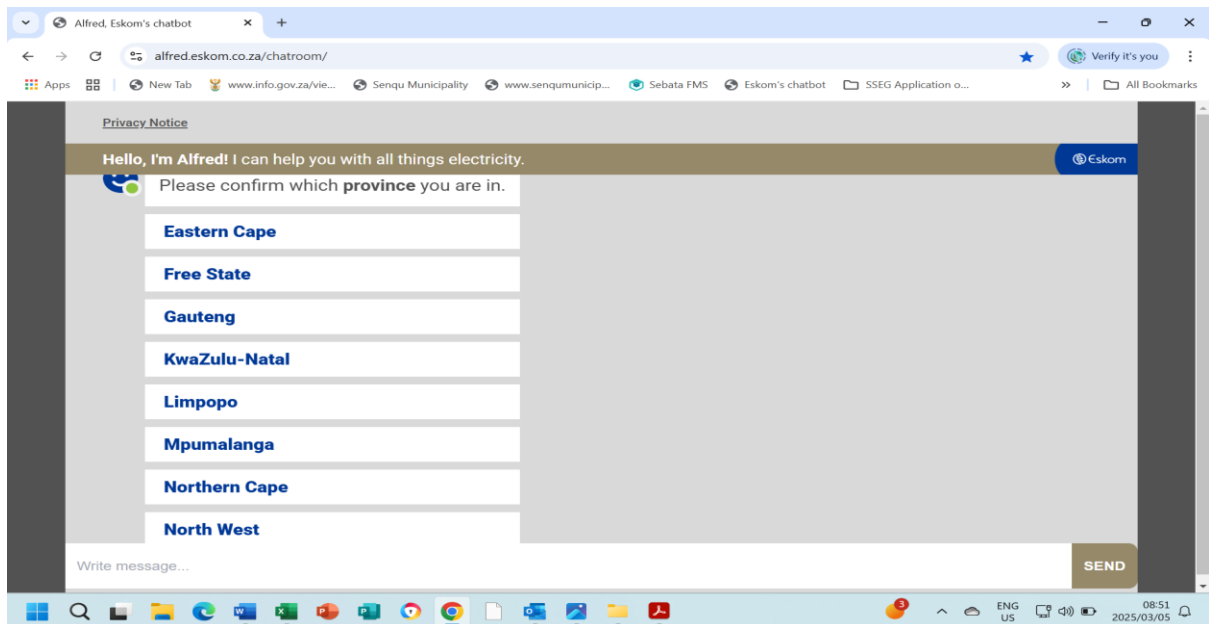
Entre Phone number and click send

10. Entre address



Entre address and click send.

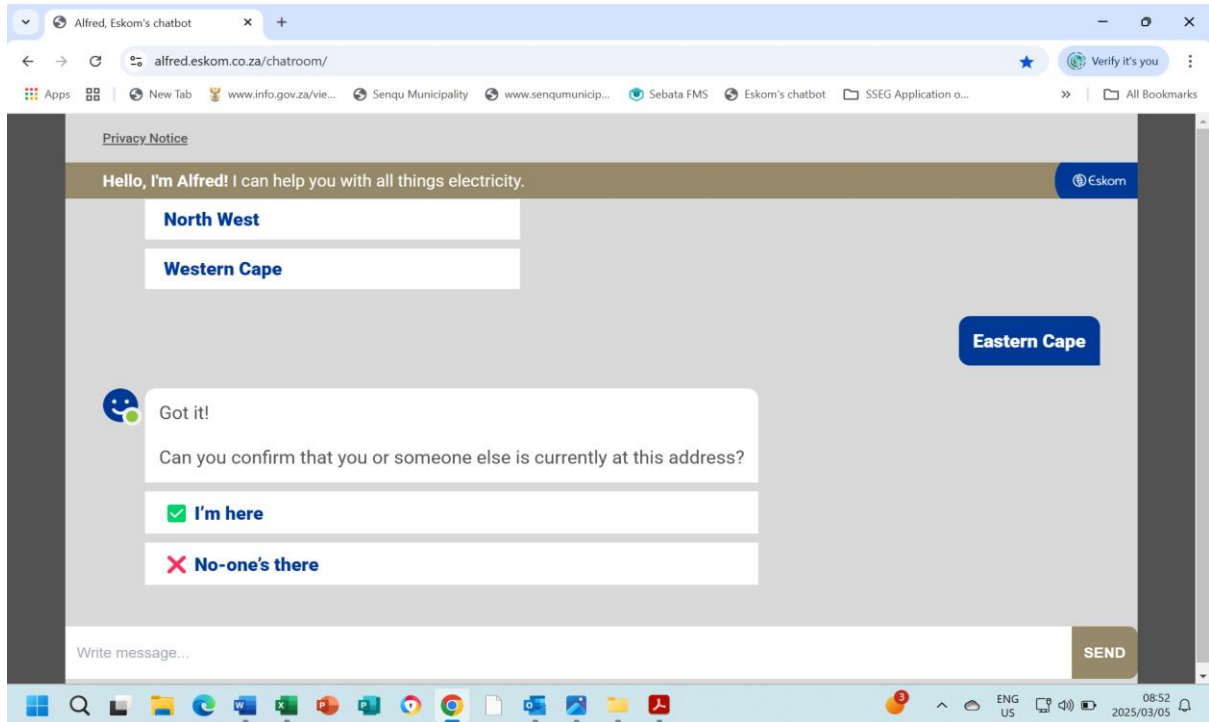
11. Select province.



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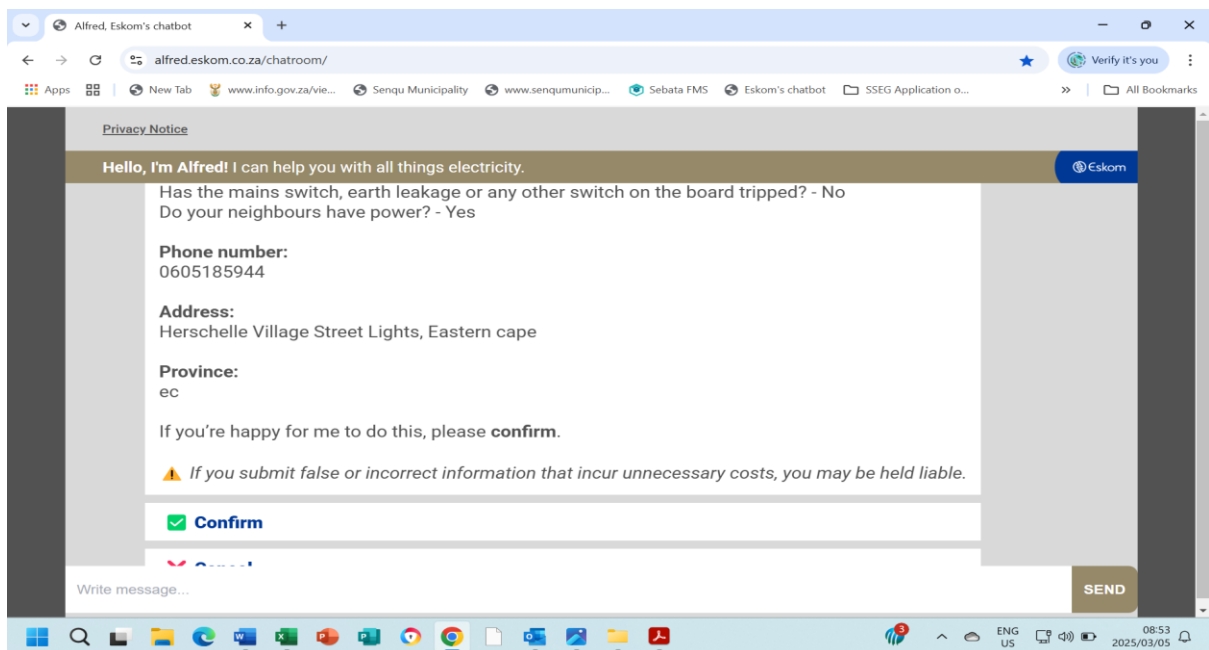
Click on Eastern Cape.

12. Confirm that someone is at the address.



Click on I'm here

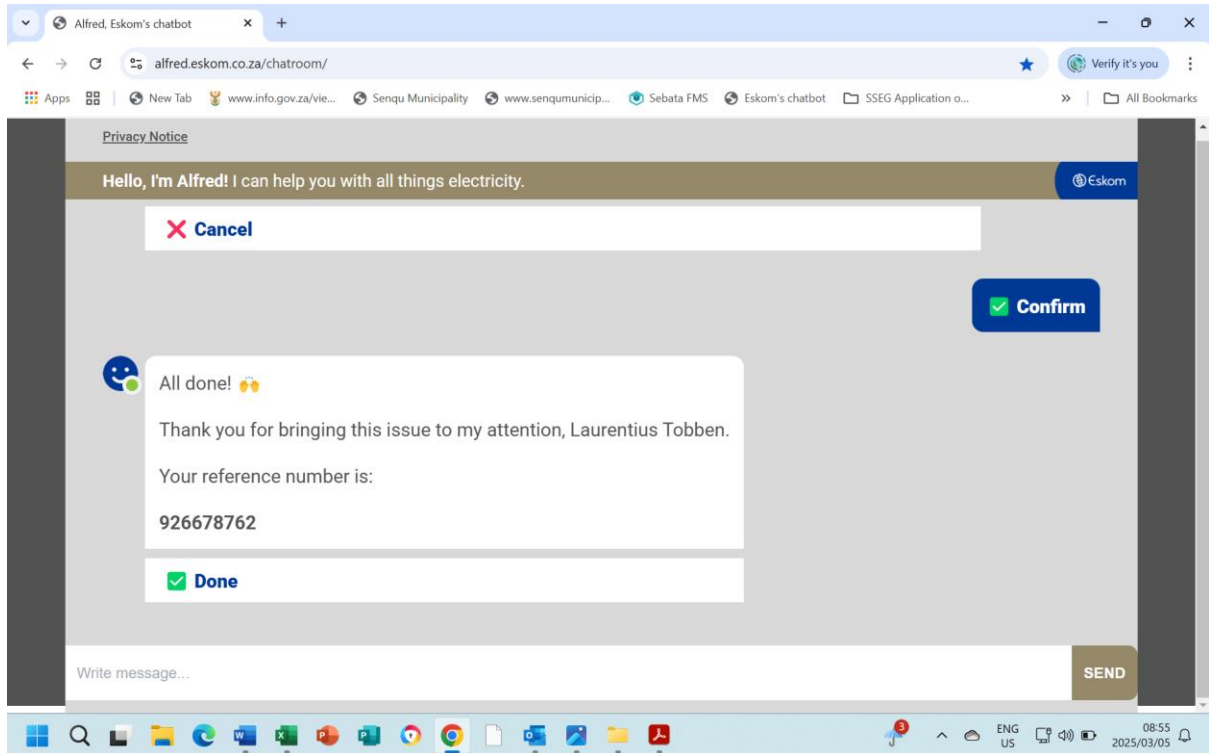
13. I'll be logging the following outage for you



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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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