



SENQU MUNICIPALITY

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

Our ref: Electricity Department
Enquiries: L H Tobben

02nd of May 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 2nd of May until the 6th of June 2025**

Town	02 May 2025	03 May 2025	04 May 2025	05 May 2025	06 May 2025	07 May 2025	08 May 2025
Lady Grey							
	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
	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
	Fumanekile Holani	Fumanekile Holani	Fumanekile Holani	Fumanekile Holani	Fumanekile Holani	Fumanekile Holani	Fumanekile Holani
Inventory Store	Bongiwe Masawe	Bongiwe Masawe	Bongiwe Masawe	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						

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

Town	09 May 2025	10 May 2025	11 May 2025	12 May 2025	13 May 2025	14 May 2025	15 May 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	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
	Luyanda Mbatyazwa	Luyanda Mbatyazwa	Luyanda Mbatyazwa	Luyanda Mbatyazwa	Luyanda Mbatyazwa	Luyanda Mbatyazwa	Luyanda Mbatyazwa
Barkly East							
	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	Bongiwe Masawe	Bongiwe Masawe	Bongiwe Masawe	Bongiwe 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						
Town	16 May 2025	17 May 2025	18 May 2025	19 May 2025	20 May 2025	21 May 2025	22 May 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							
	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
	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							
	Bongiwe Masawe	Bongiwe Masawe	Bongiwe Masawe	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						

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

Town	23 May 2025	24 May 2025	25 May 2025	26 May 2025	27 May 2025	28 May 2025	29 May 2025
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 Maflika	Siyanda Maflika	Siyanda Maflika	Siyanda Maflika	Siyanda Maflika	Siyanda Maflika	Siyanda Maflika
	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 Maflika 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	30 May 2025	31 May 2025	01 June 2025	02 June 2025	03 June 2025	04 June 2025	05 June 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
	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							
	Zinziswa Ndamase	Zinziswa Ndamase	Zinziswa Ndamase	Zinziswa Ndamase	Zinziswa Ndamase	Zinziswa Ndamase	Zinziswa Ndamase
	Standby Personnel Contacts details. Siyanda Maflika 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						

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.

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

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.



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

A woman with curly hair is pointing at a smartphone displaying the Alfred chatbot interface.

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

www.senqu.gov.za

 @SenquLM

FRAUD HOTLINE
0800701701

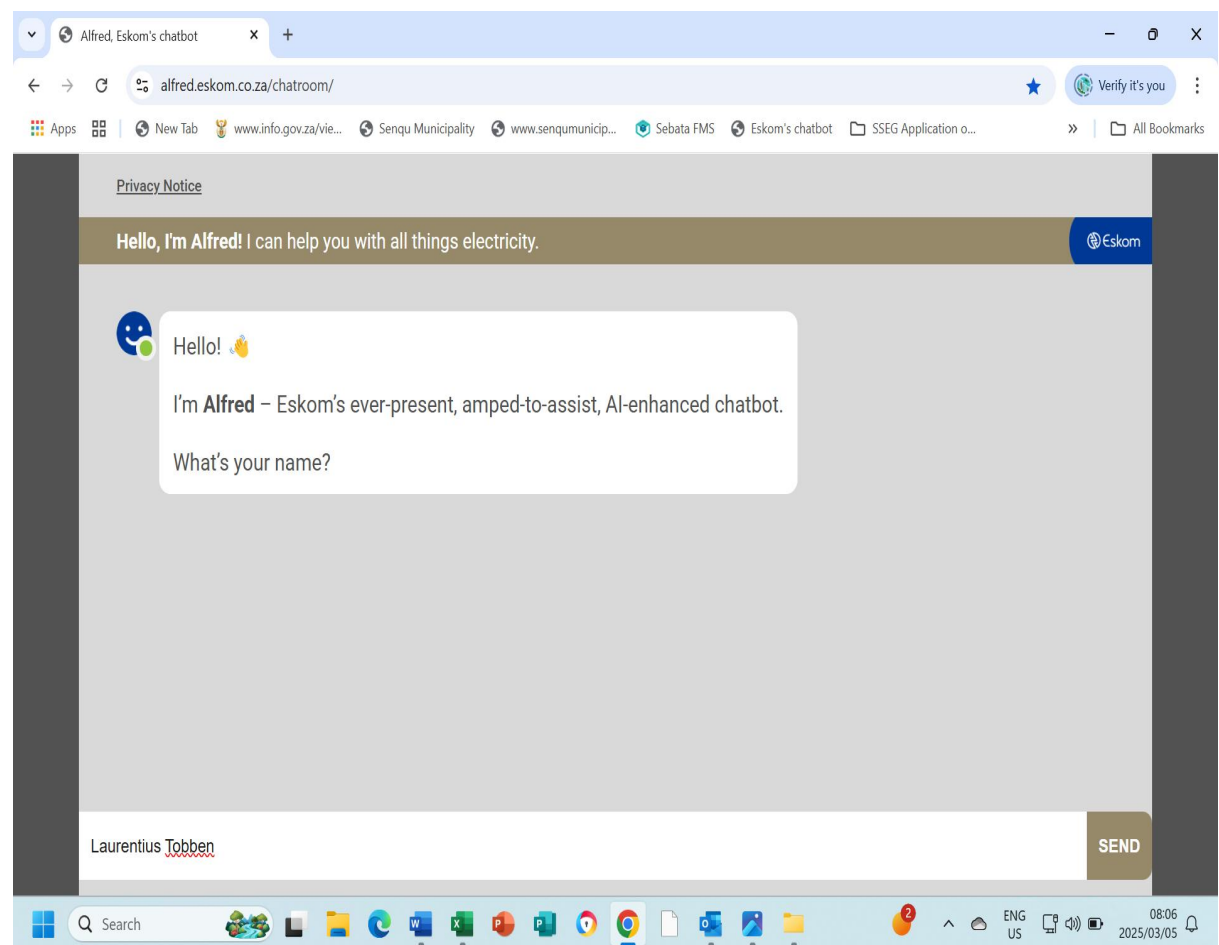
Alfred Our Chatbot

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. Entre Name and Surname. Then click send.

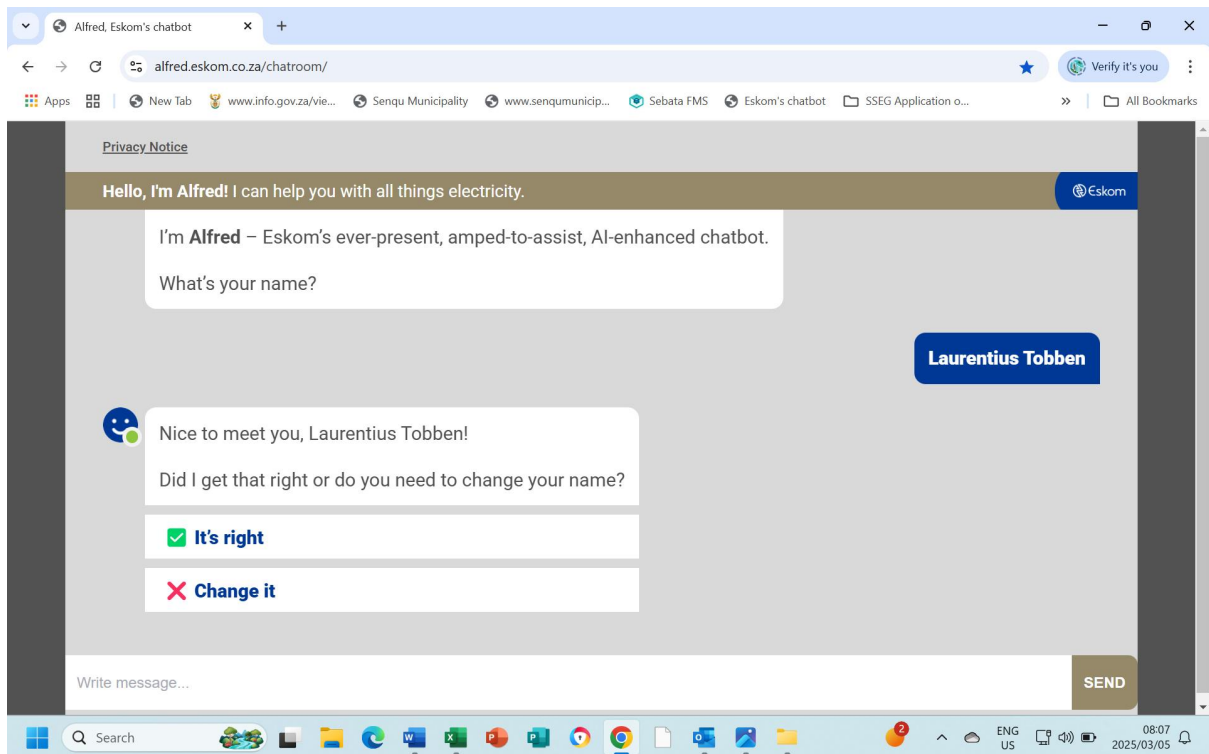


19 Murray Street | Lady Grey | 9755 | 051 603 1300 | info@senqu.gov.za

www.senqu.gov.za

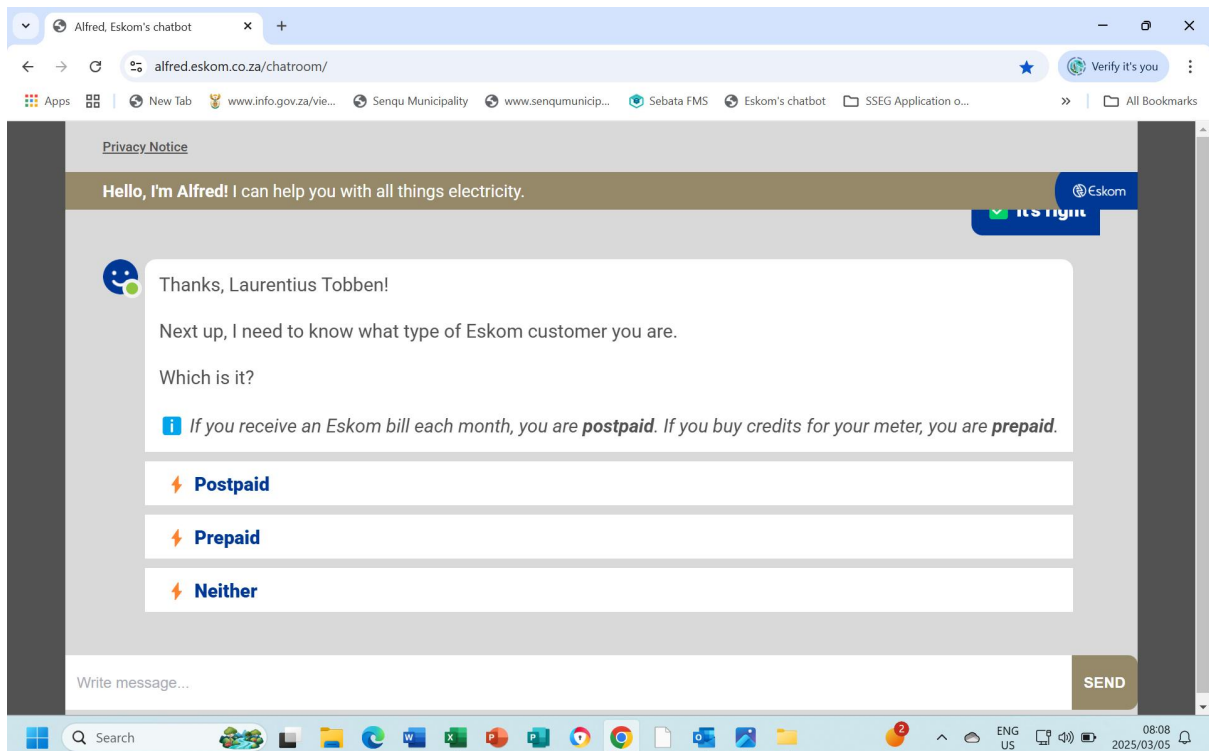
 @SenquLM

FRAUD HOTLINE
 0800701701



Then click on It's rights.

2. Meter number.



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

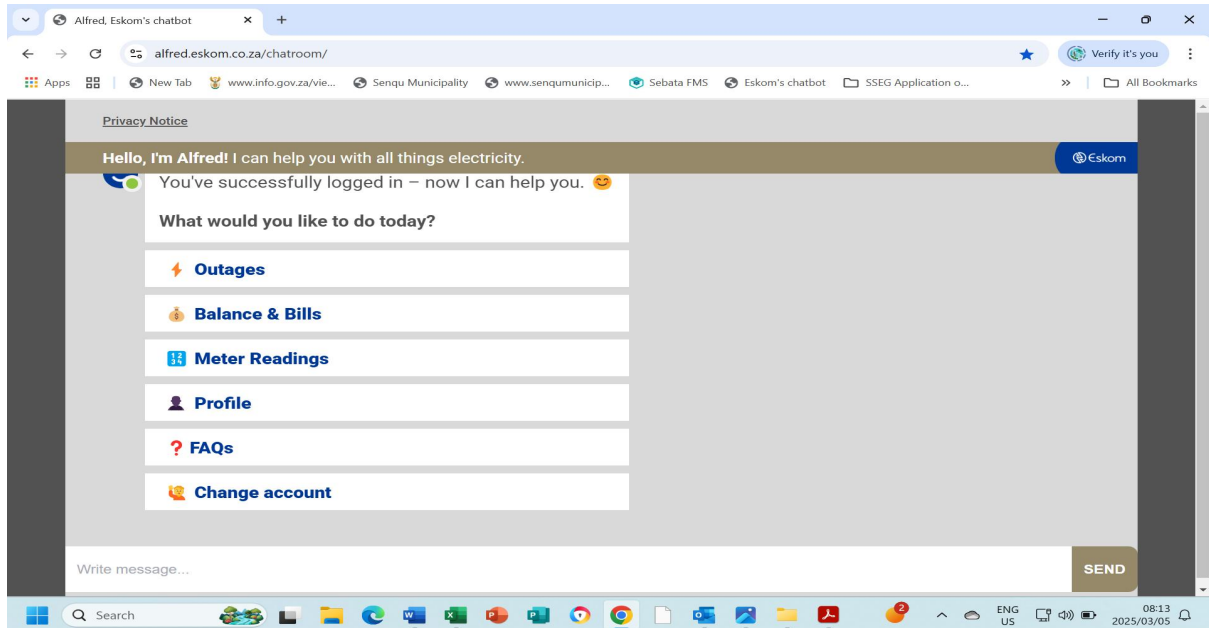
www.senqu.gov.za

@SenquLM

FRAUD HOTLINE
0800701701

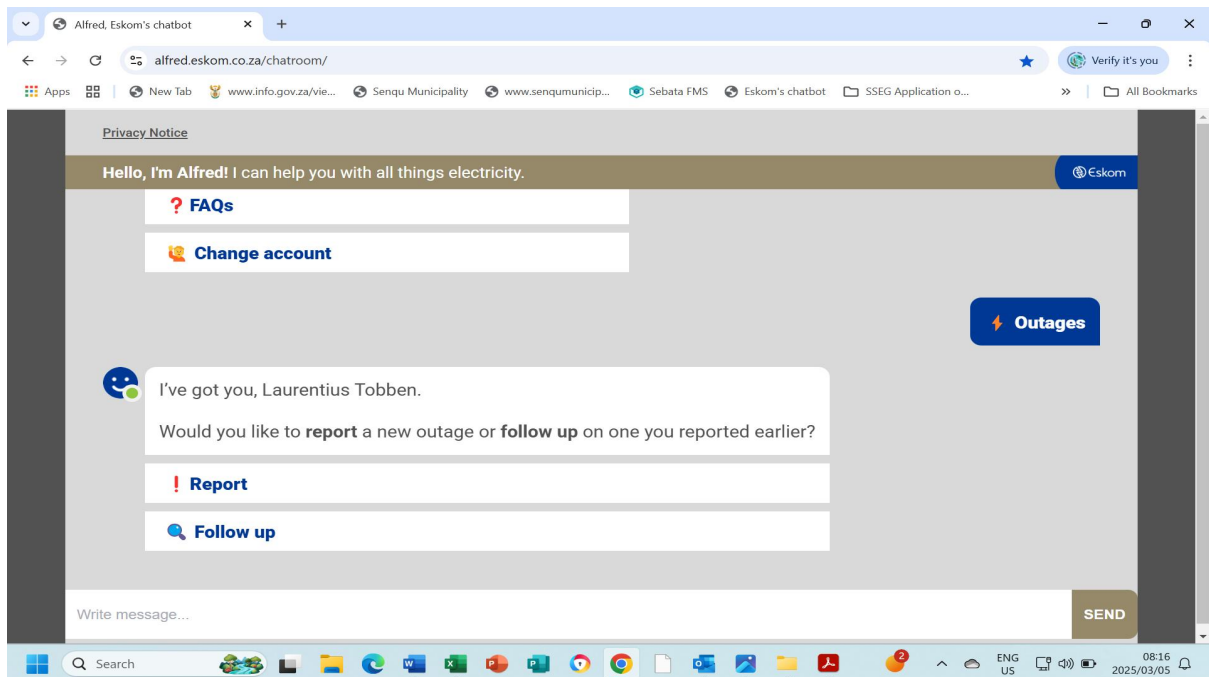
Click on Prepaid. Then fill in the meter number and click send.

3. Select outage



Click on Outage.

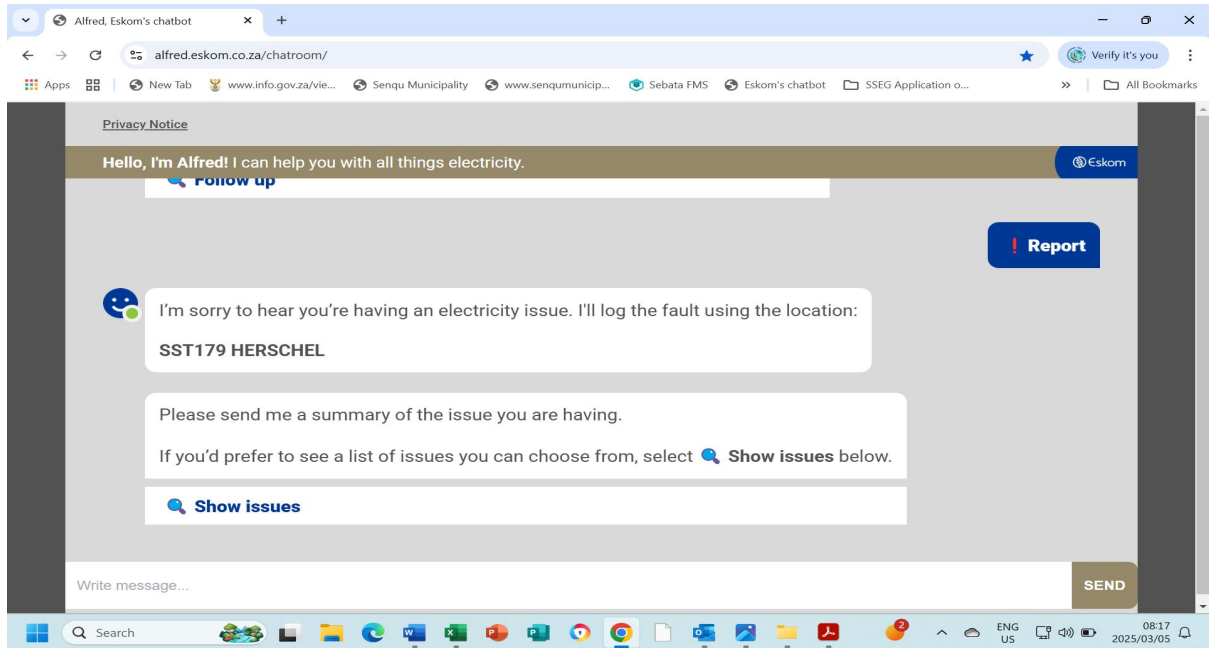
4. Report



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

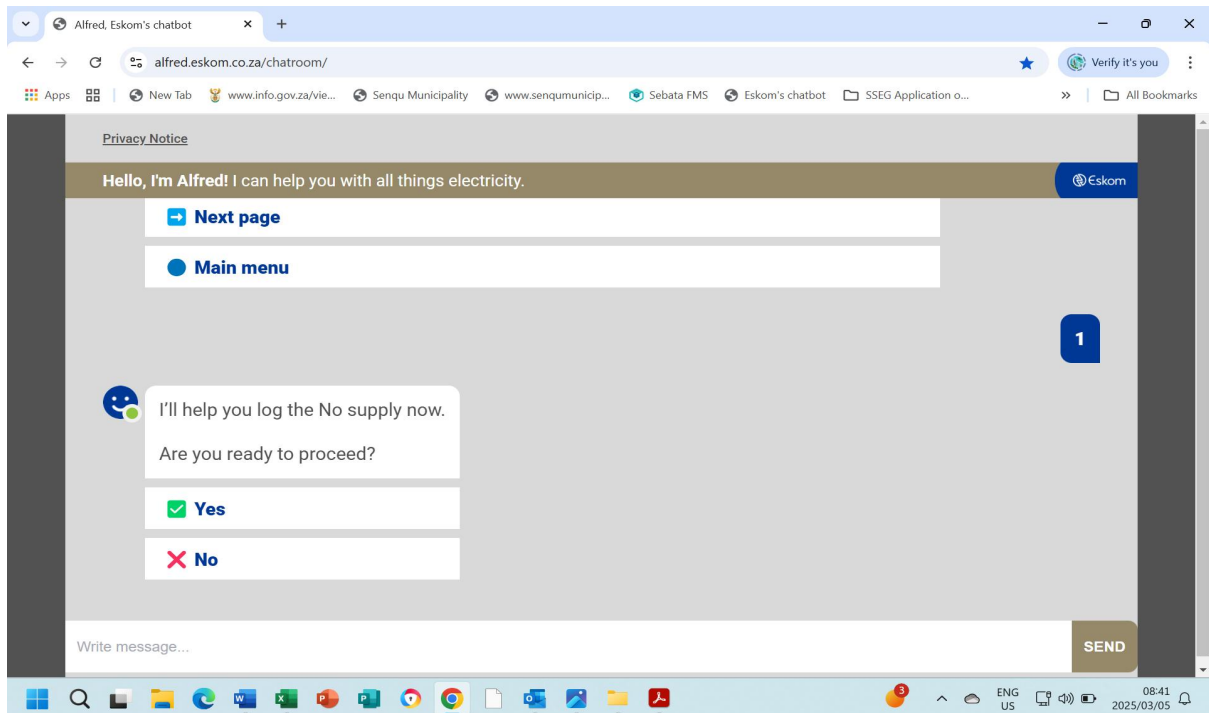
Click on Report

5. Show issues



Click on Show issues.

6. Select 1. No supply

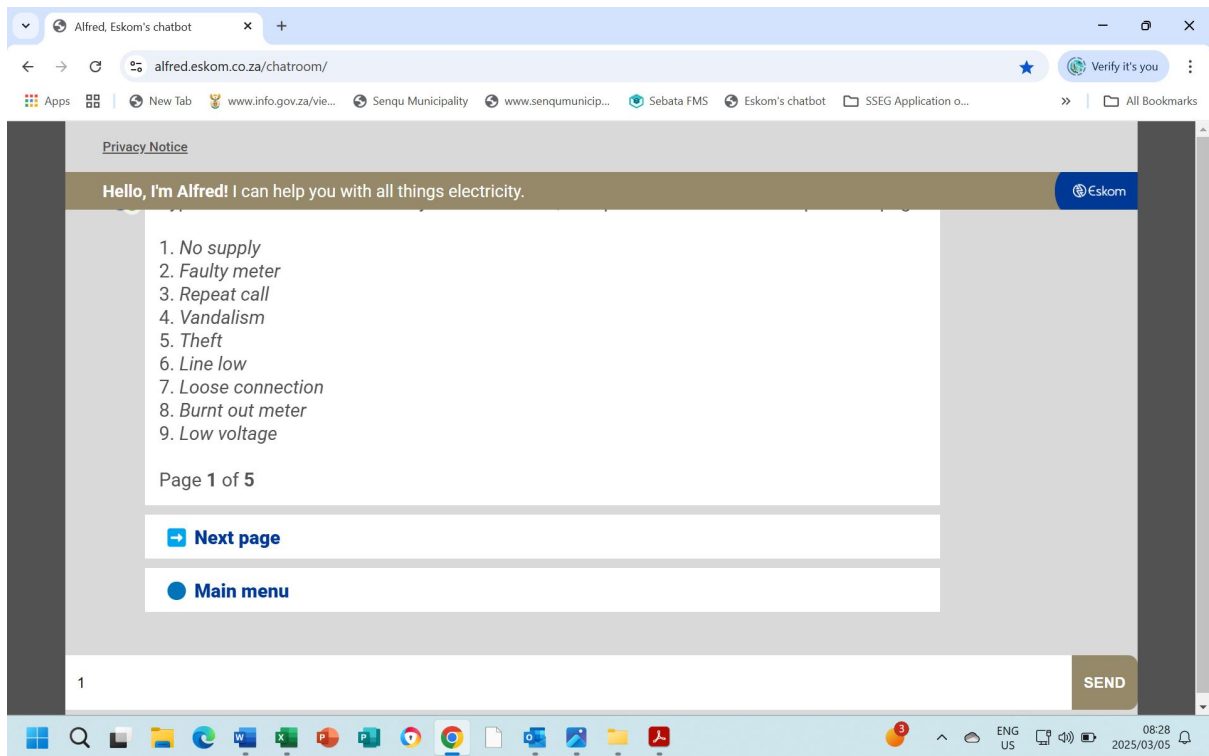


19 Murray Street | Lady Grey | 9755 | 051 603 1300 | info@senqu.gov.za

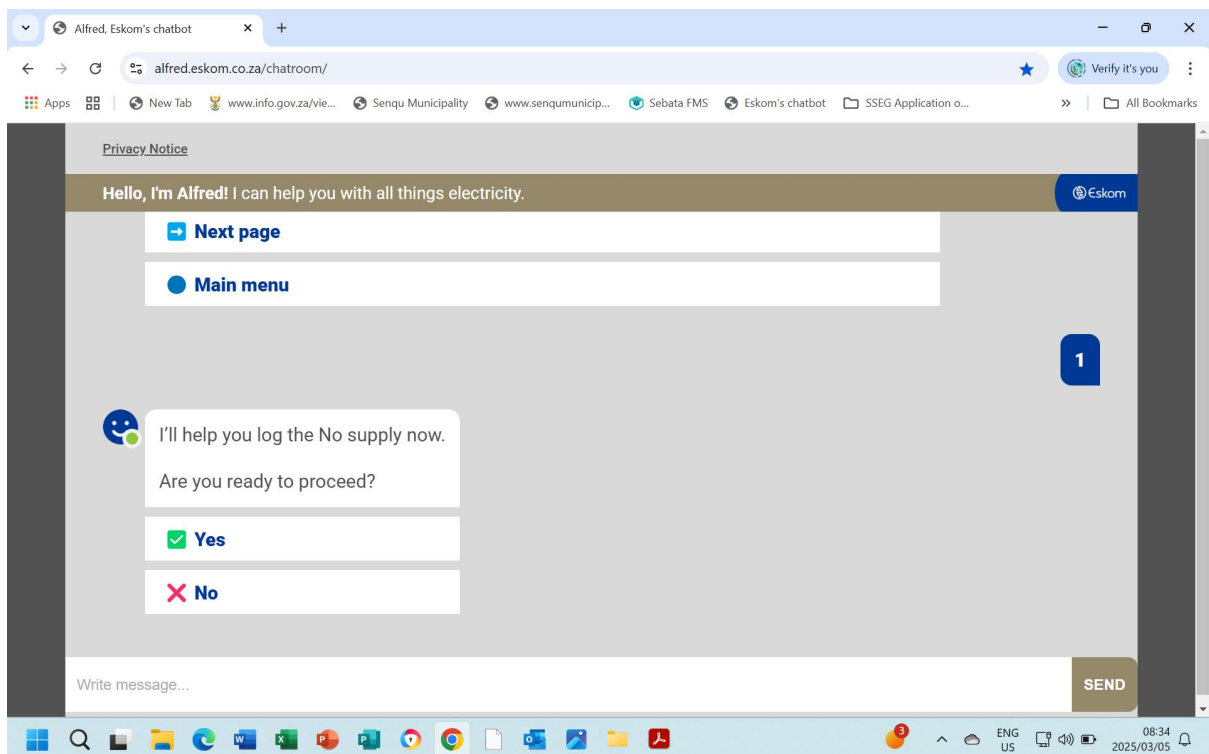
www.senqu.gov.za

 @SenquLM

FRAUD HOTLINE
 **0800701701**



Entre 1 in the Colom and click send.



Click on Yes

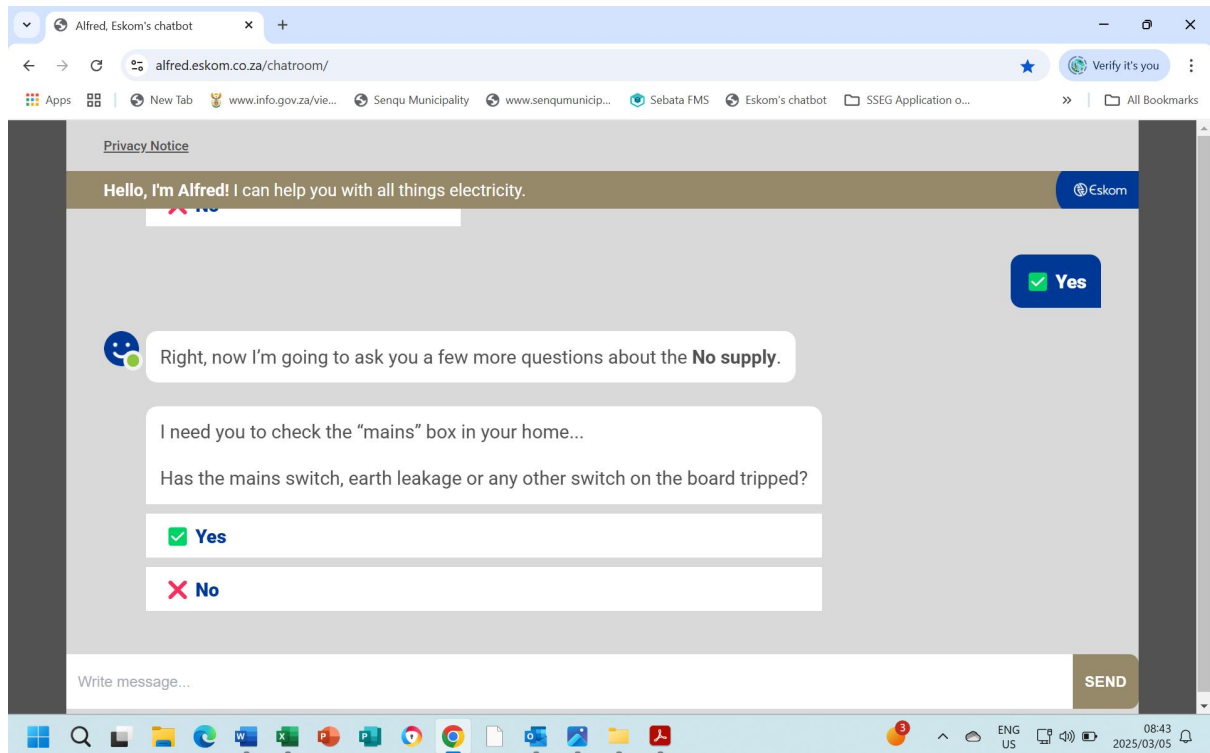
19 Murray Street | Lady Grey | 9755 | 051 603 1300 | info@senqu.gov.za

www.senqu.gov.za

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

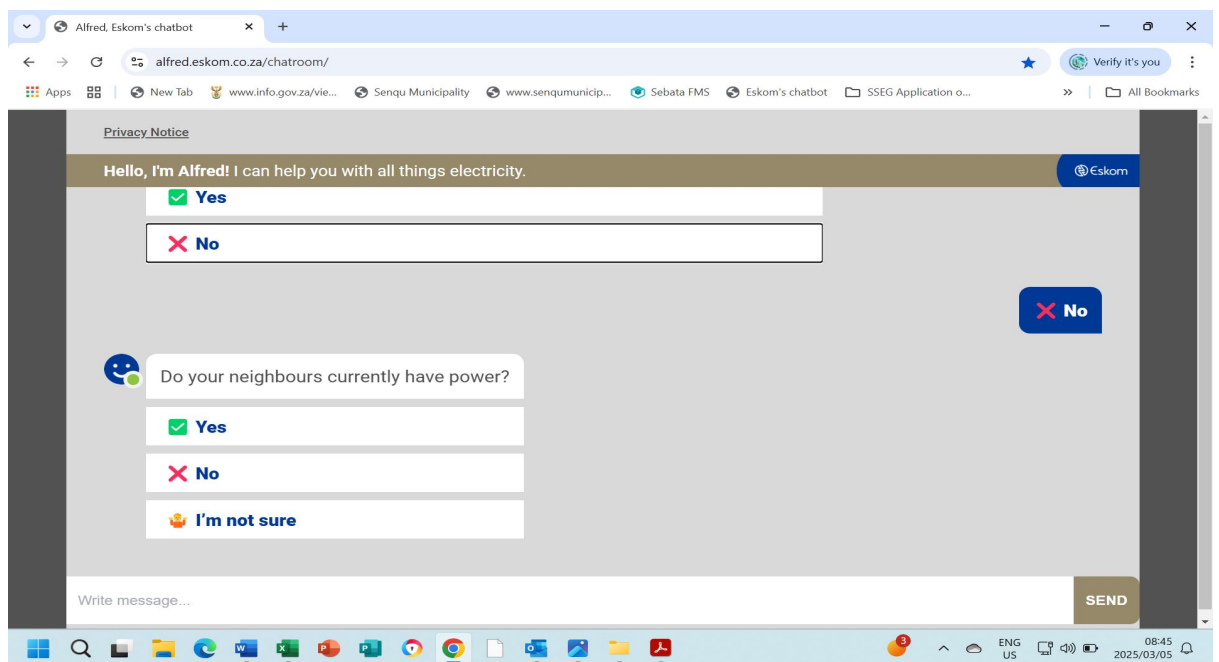
FRAUD HOTLINE
0800701701

7. No supply.



Click on No

8. Does neighbours have power.



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

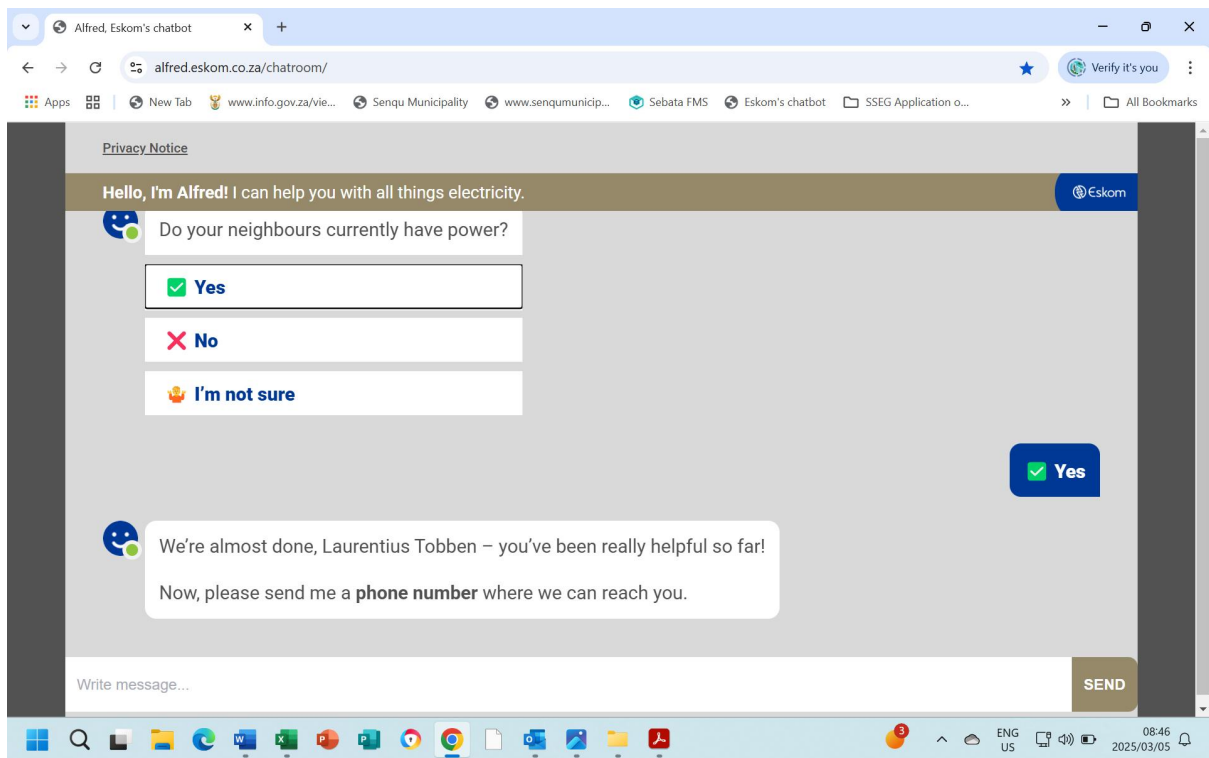
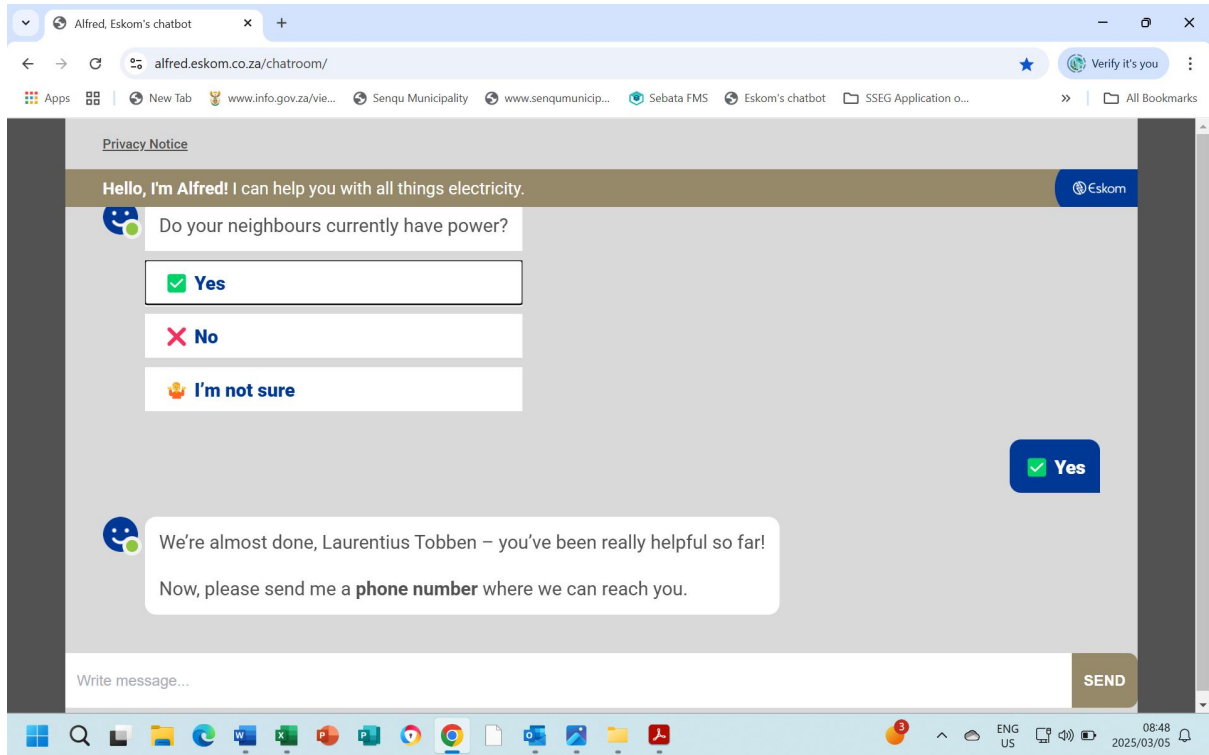
www.senqu.gov.za

 @SenquLM

FRAUD HOTLINE
0800701701

Click Yes

9. Phone number



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

www.senqu.gov.za

 @SenquLM

 **FRAUD HOTLINE**
0800701701

Entre Phone number and click send

10. Entre address

The screenshot shows a web browser window with the URL alfred.eskom.co.za/chatroom/. The chatbot, Alfred, greets the user and offers assistance with electricity. The user has provided a phone number, 0605185944. Alfred then asks for the user's address, providing a template: "123 Street name, Town/City, Province". The chat interface includes a "SEND" button and a "Verify it's you" link. The Windows taskbar at the bottom shows the time as 08:49 on 2025/03/05.

Entre address and click send.

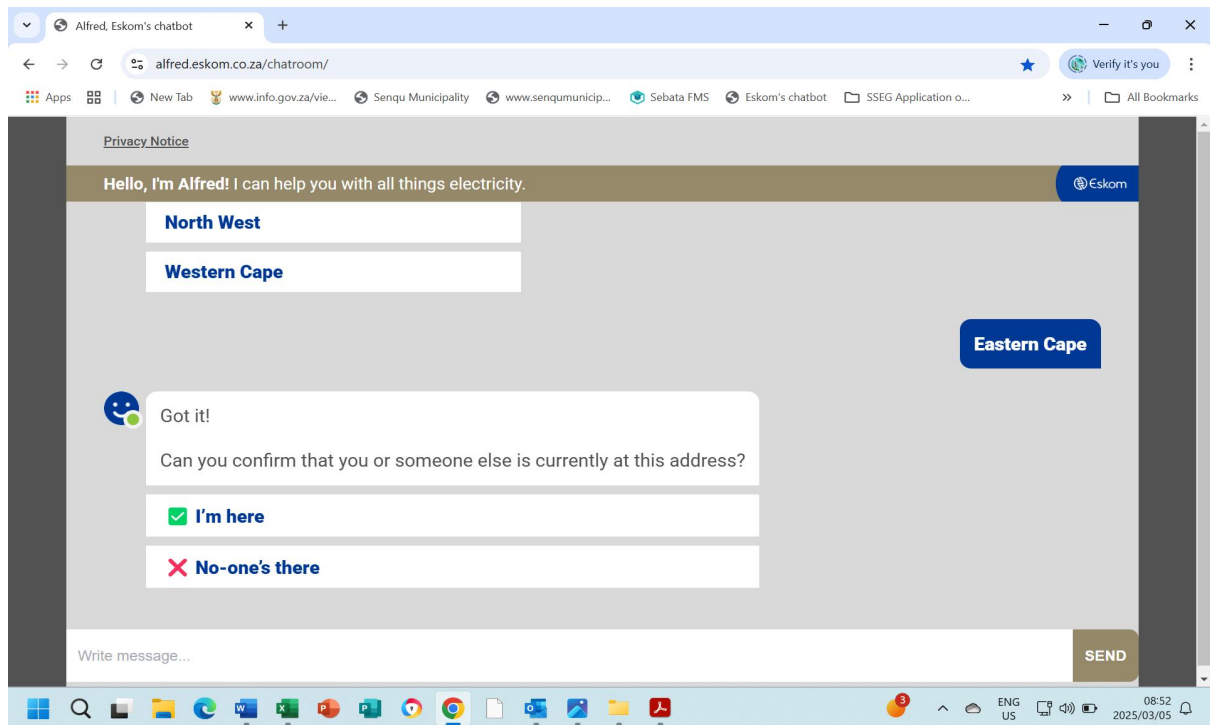
11. Select province.

The screenshot shows the same web browser window. Alfred asks the user to confirm which province they are in. A list of provinces is displayed: Eastern Cape, Free State, Gauteng, KwaZulu-Natal, Limpopo, Mpumalanga, Northern Cape, and North West. The chat interface includes a "SEND" button and a "Verify it's you" link. The Windows taskbar at the bottom shows the time as 08:51 on 2025/03/05.

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

Click on Eastern Cape.

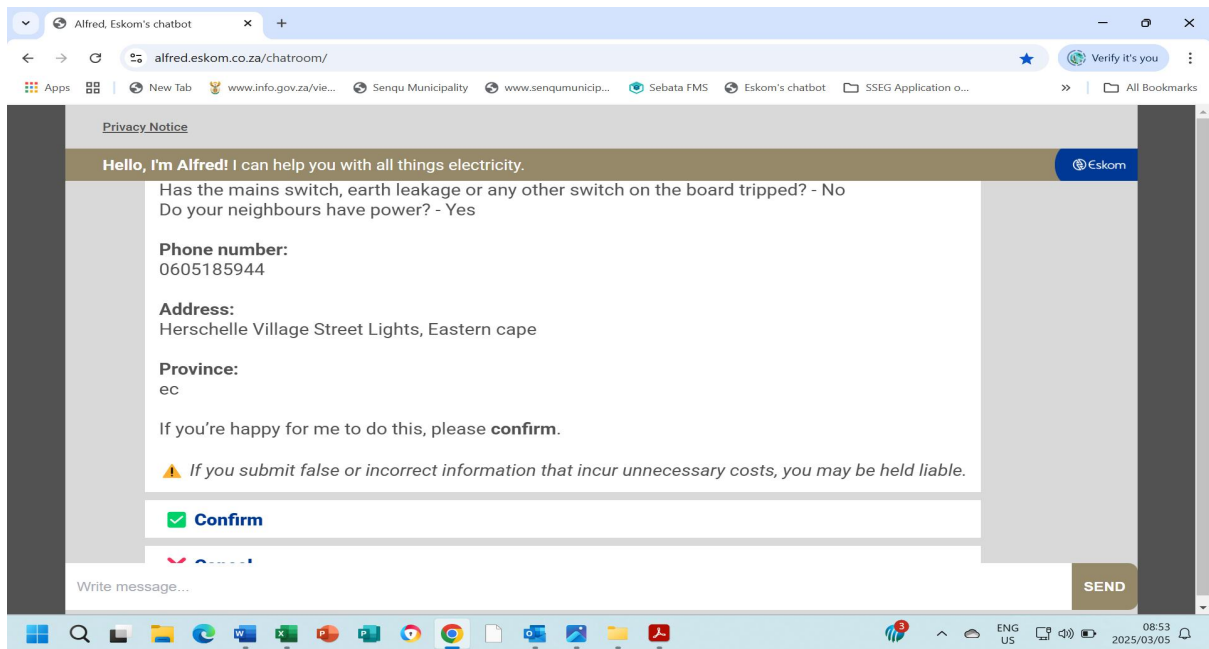
12. Confirm that someone is at the address.



Click on I'm here

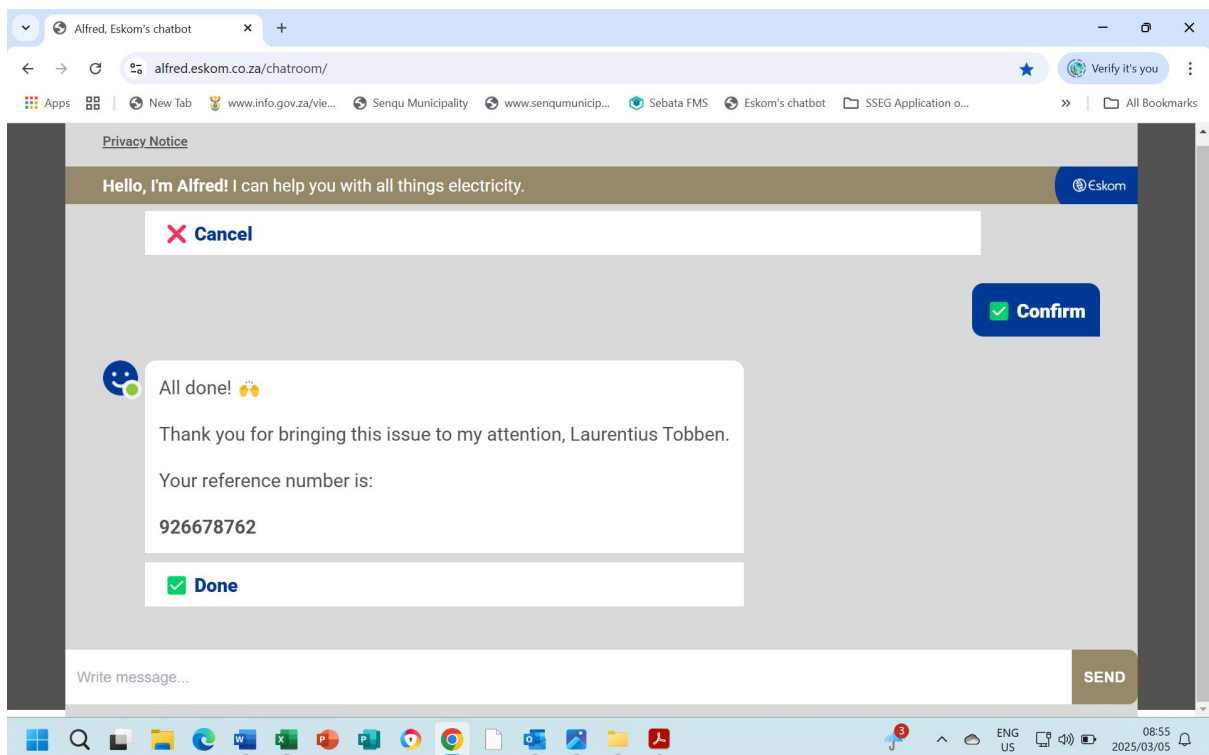
13. I'll be logging the following outage for you

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



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.

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

www.senqu.gov.za

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

FRAUD HOTLINE
0800701701

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