



SENQU MUNICIPALITY

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

Our ref: Electricity Department
Enquiries: L H Tobben

13th of June 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	06 June 2025	07 June 2025	08 June 2025	09 June 2025	10 June 2025	11 June 2025	12 June 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	Inventory Store Staff member						
	Bongiwe Masawe	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: Bongiwe Masawe contact number 0662510108 and Zinziswa Ndamase contact number 0787323269						

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Town	13 June 2025	14 June 2025	15 June 2025	16 June 2025	17 June 2025	18 June 2025	19 June 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
	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	Inventory Store Staff member						
	Zinziswa Ndamase	Zinziswa Ndamase	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. Mzwandile Bidi at 0810138606 for Sterkspruit. Alternatively Dudu at 0820831065 Inventory Store: Bongive Masawe contact number 0662510108 and Zinziswa Ndamase contact number 0787323269						
Town	20 June 2025	21 June 2025	22 June 2025	23 June 2025	24 June 2025	25 June 2025	26 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
Sterkspruit	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
	T. Koena	T. Koena	T. Koena	T. Koena	T. Koena	T. Koena	T. Koena
	Matsaba	Matsaba	Matsaba	Matsaba	Matsaba	Matsaba	Matsaba
Barkly East							
	Nwabisa Silala	Nwabisa Silala	Nwabisa Silala	Nwabisa Silala	Nwabisa Silala	Nwabisa Silala	Nwabisa Silala
Inventory Store	Sandile Masawe	Sandile Masawe	Sandile Masawe	Sandile Masawe	Sandile Masawe	Sandile Masawe	Sandile Masawe
	Inventory Store Staff member						
	Bongiwe Masawe	Bongiwe Masawe	Bongiwe Masawe	Bongiwe Masawe	Zinziswa Ndamase	Zinziswa Ndamase	Zinziswa Ndamase
Inventory Store	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	27 June 2025	28 June 2025	29 June 2025	30 June 2025	01 July 2025	02 July 2025	03 July 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							
	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
	Zinziswa Ndamase	Zinziswa Ndamase	Zinziswa Ndamase	Zinziswa Ndamase			
Inventory Store	Inventory Store Staff member						
	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						

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.

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

Alfred Our Chatbot

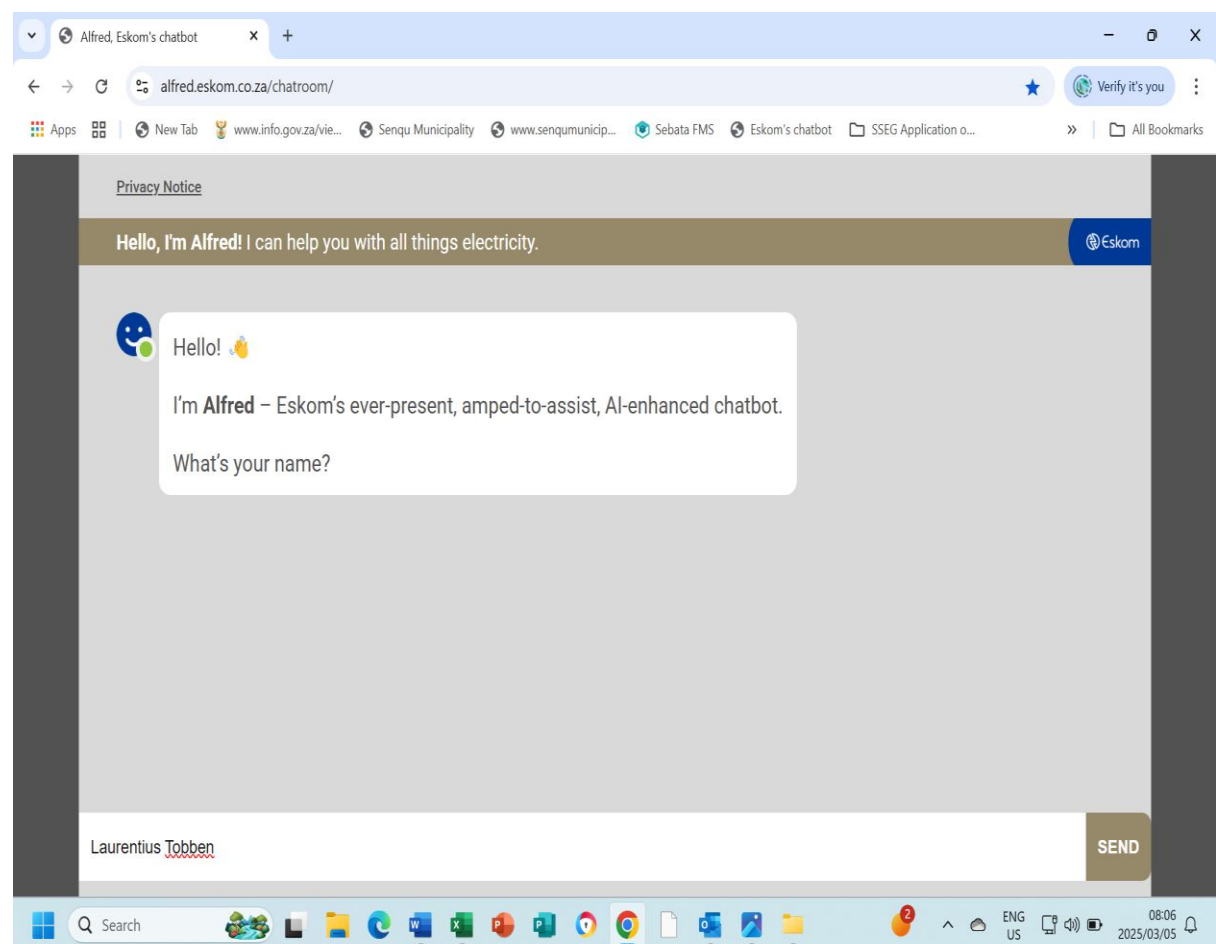
Website: <https://alfred.eskom.co.za/chatroom/>

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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.

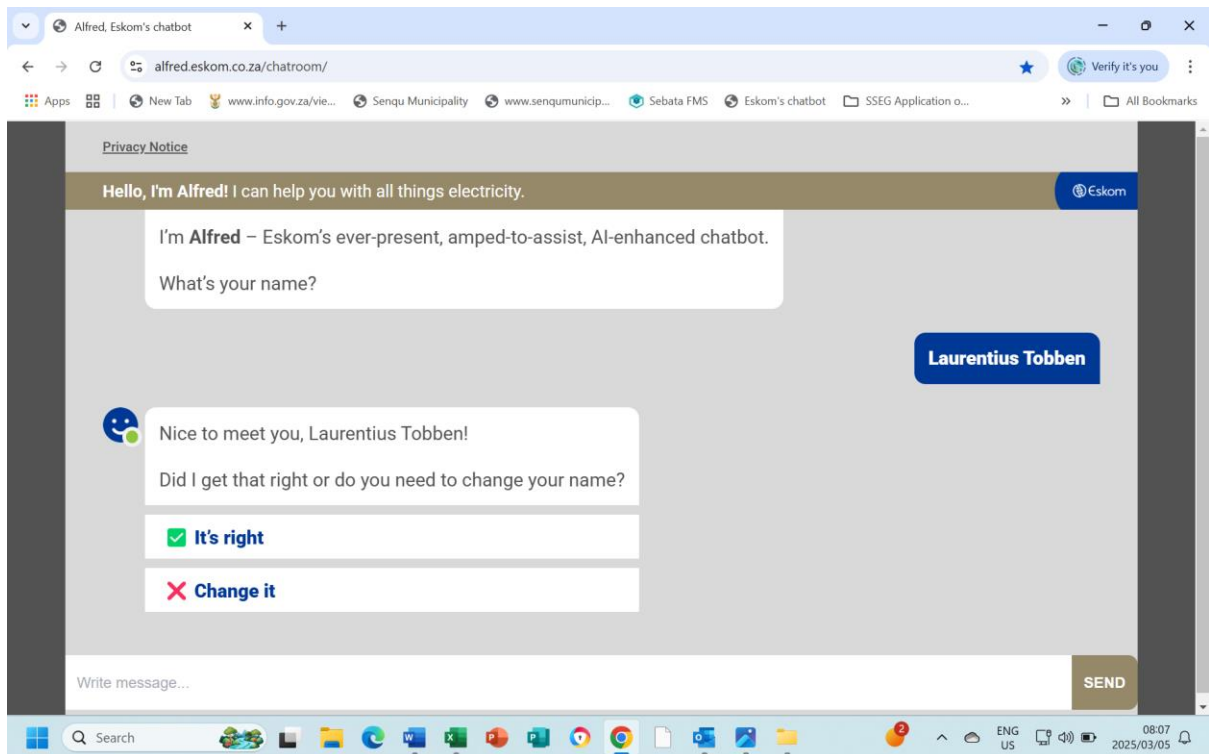


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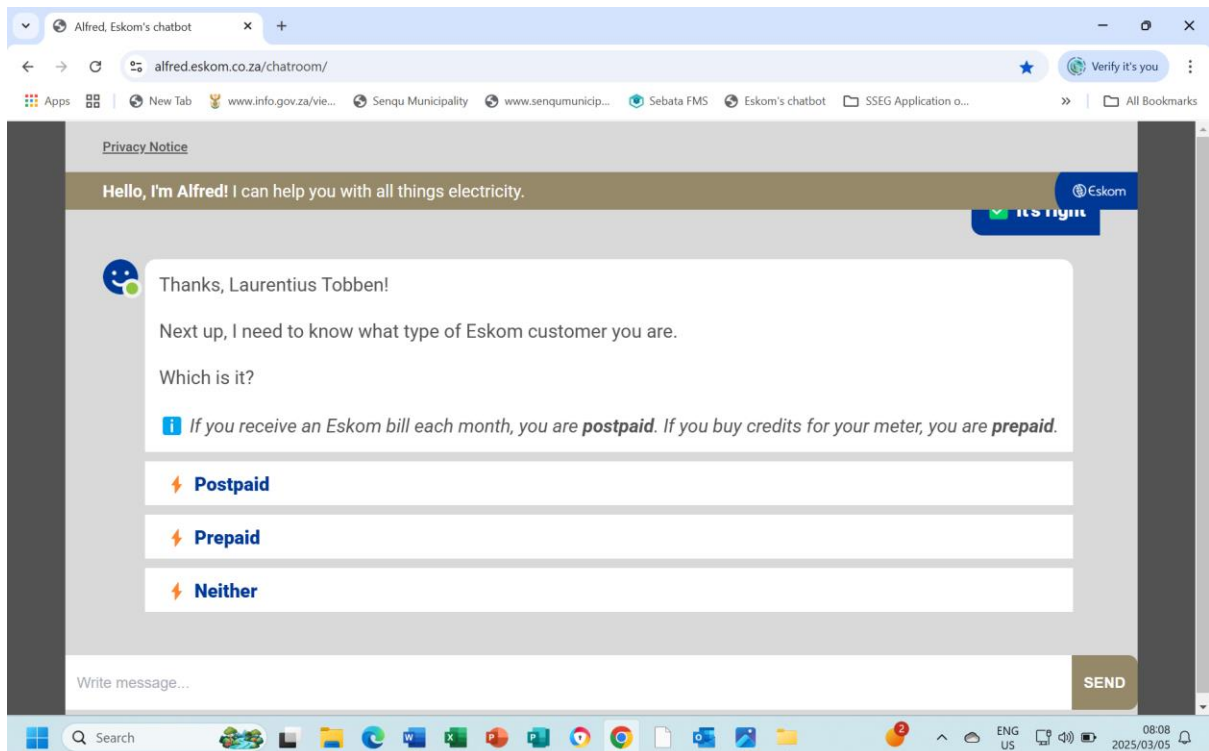
 @SenquLM

FRAUD HOTLINE
0800701701



Then click on It's rights.

2. Meter number.



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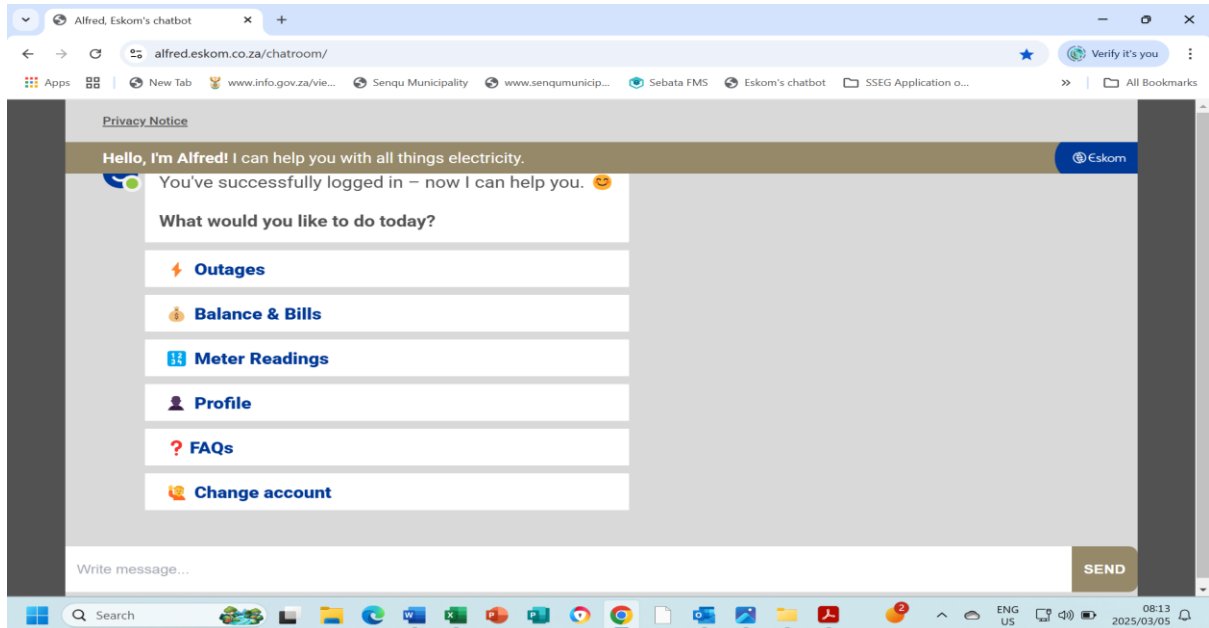
www.senqu.gov.za

 @SenquLM

 **FRAUD HOTLINE**
0800701701

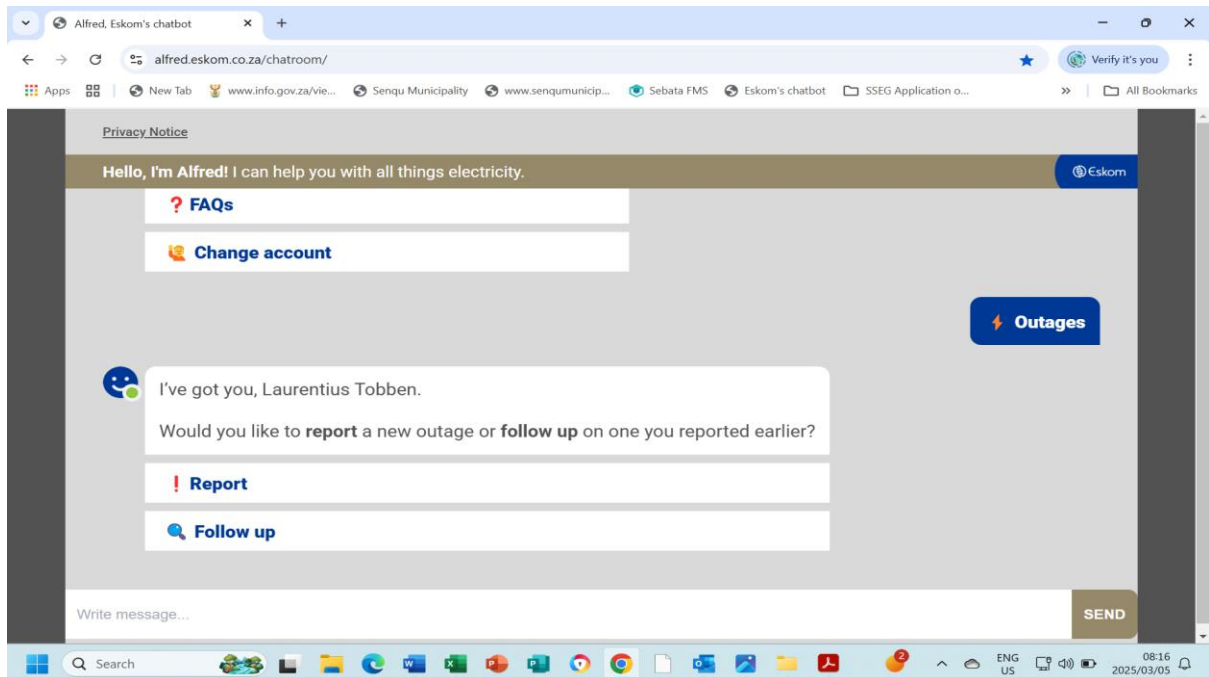
Click on Prepaid. Then fill in the meter number and click send.

3. Select outage



Click on Outage.

4. Report



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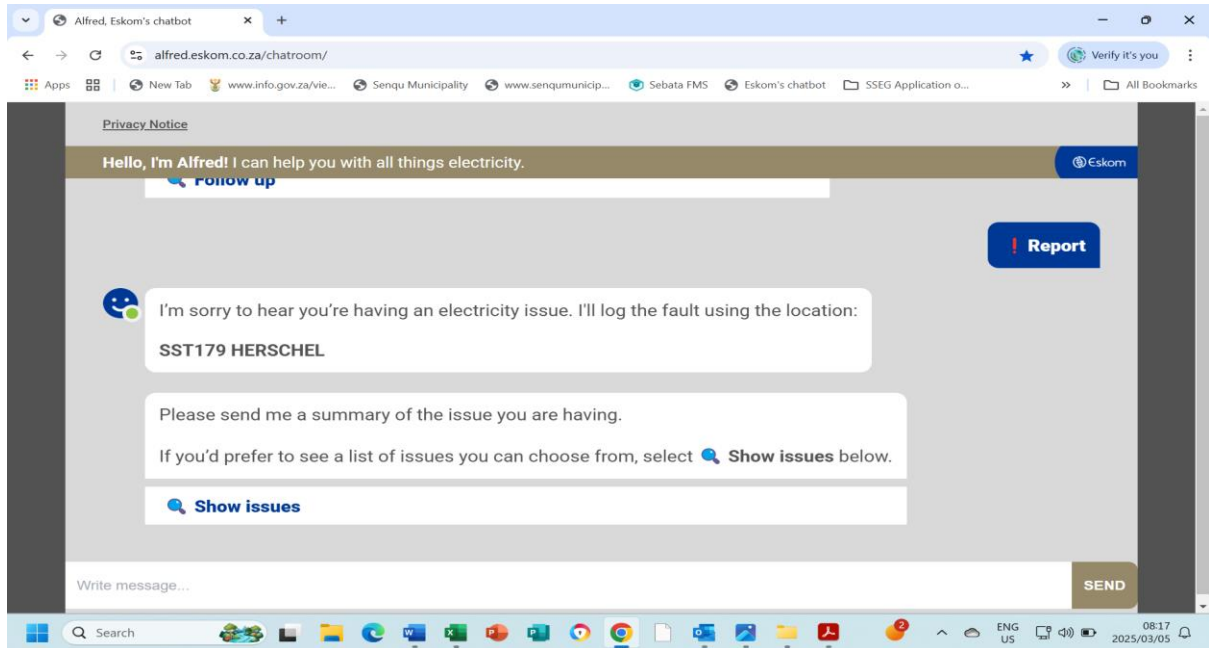
www.senqu.gov.za

 @SenquLM

 **FRAUD HOTLINE**
0800701701

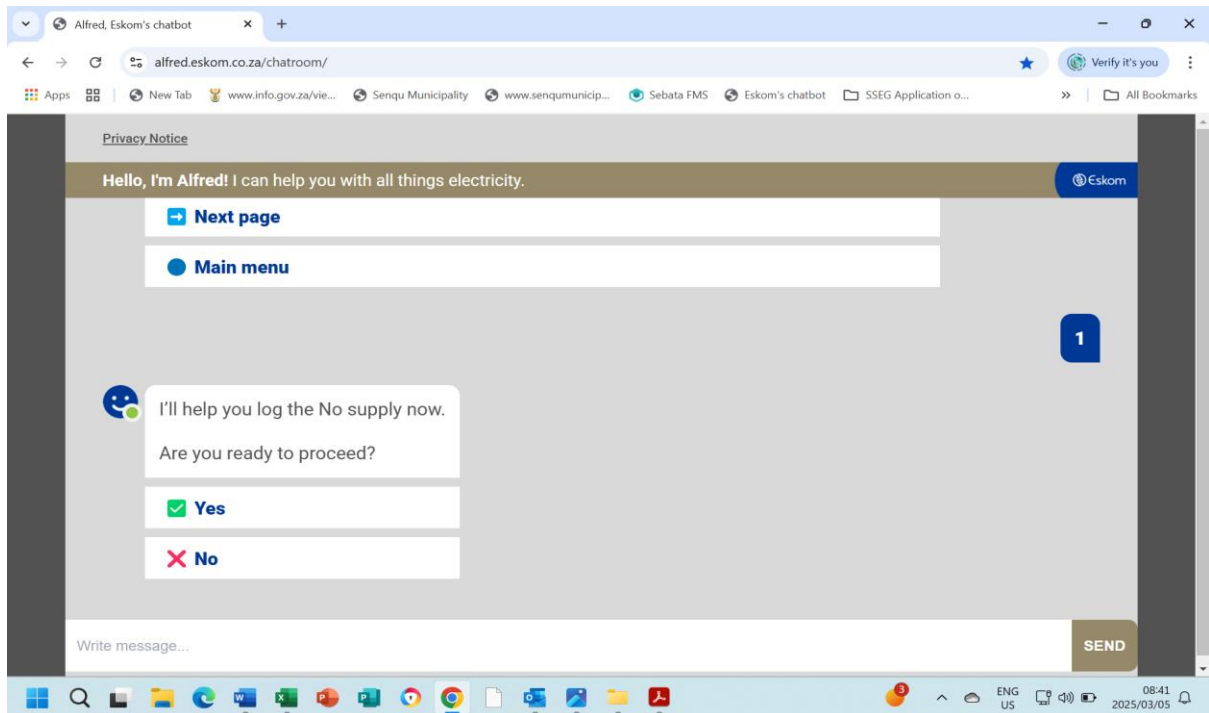
Click on Report

5. Show issues



Click on Show issues.

6. Select 1. No supply

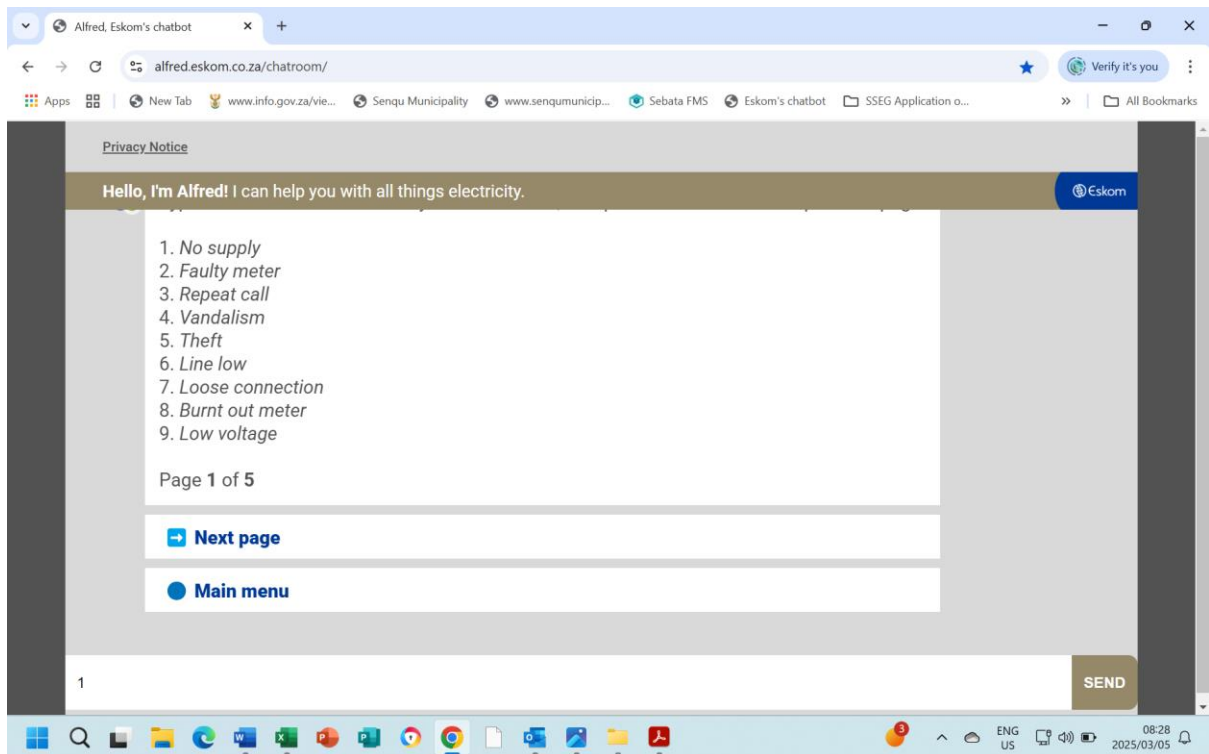


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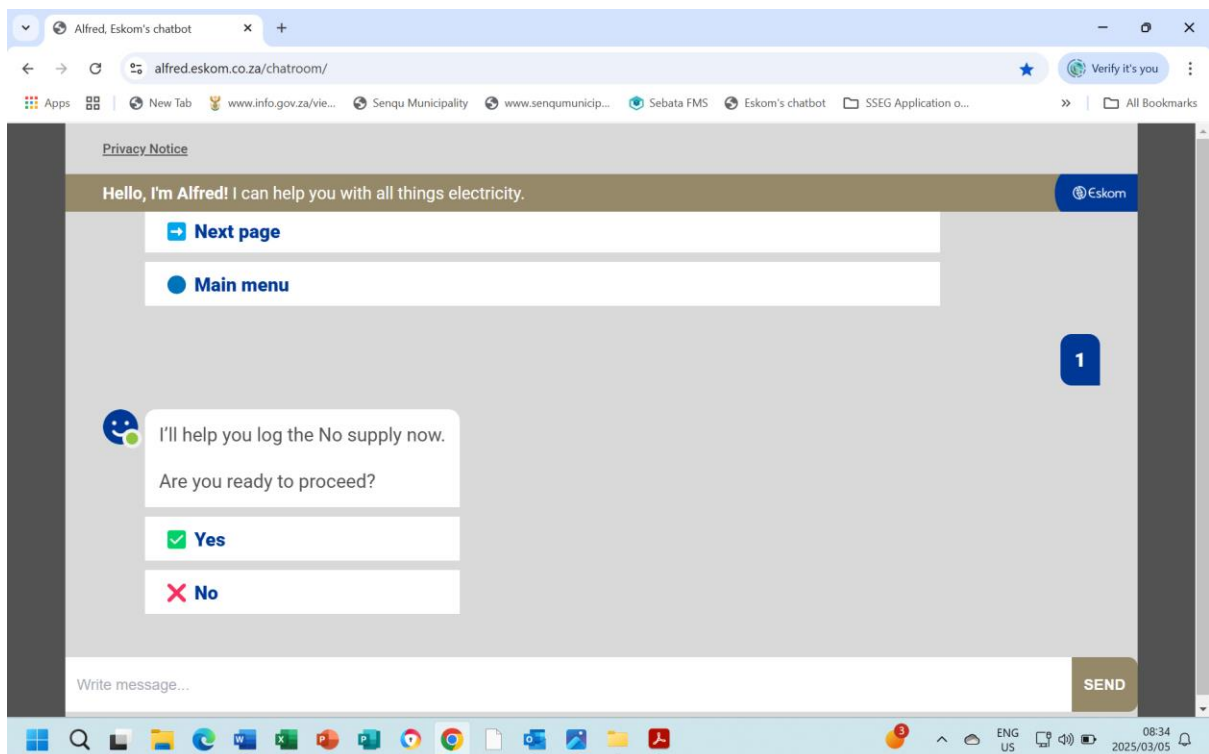
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Entre 1 in the Colom and click send.



Click on Yes

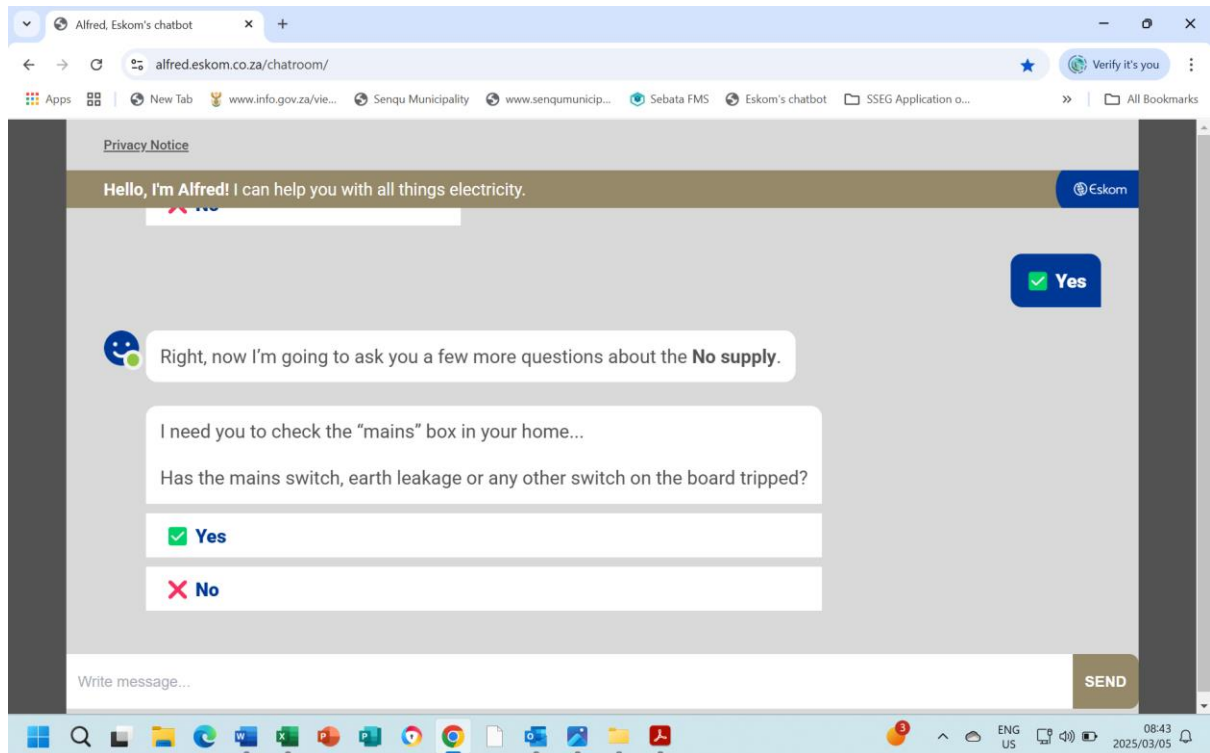
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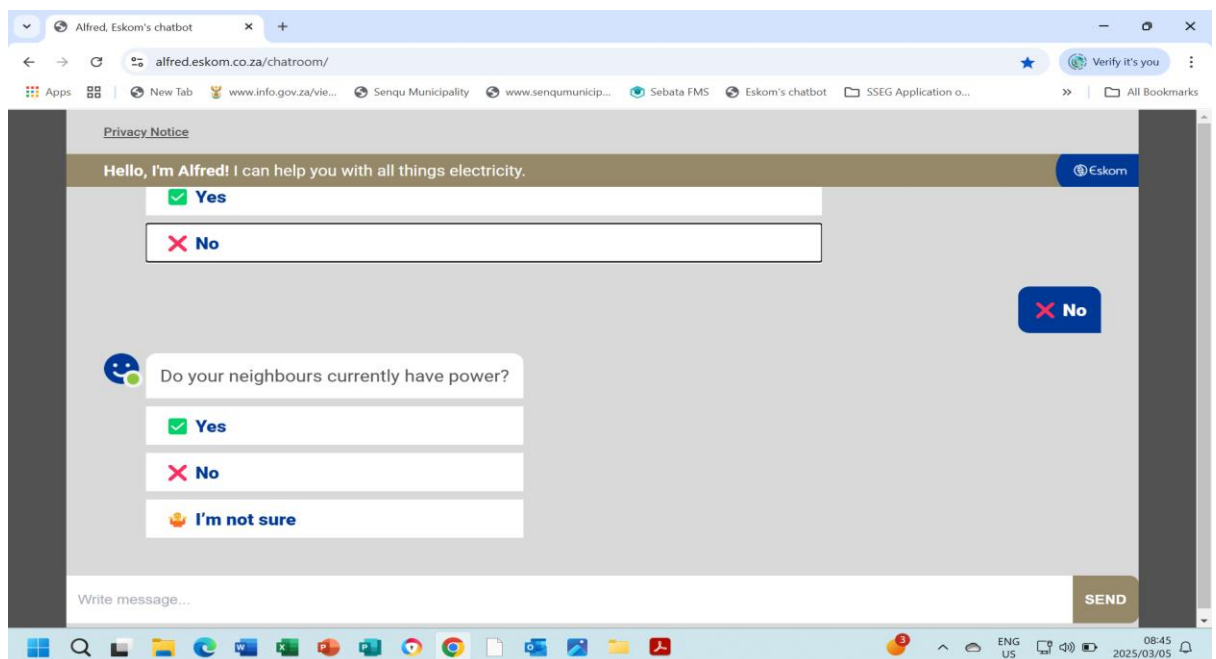
FRAUD HOTLINE
0800701701

7. No supply.



Click on No

8. Does neighbours have power.



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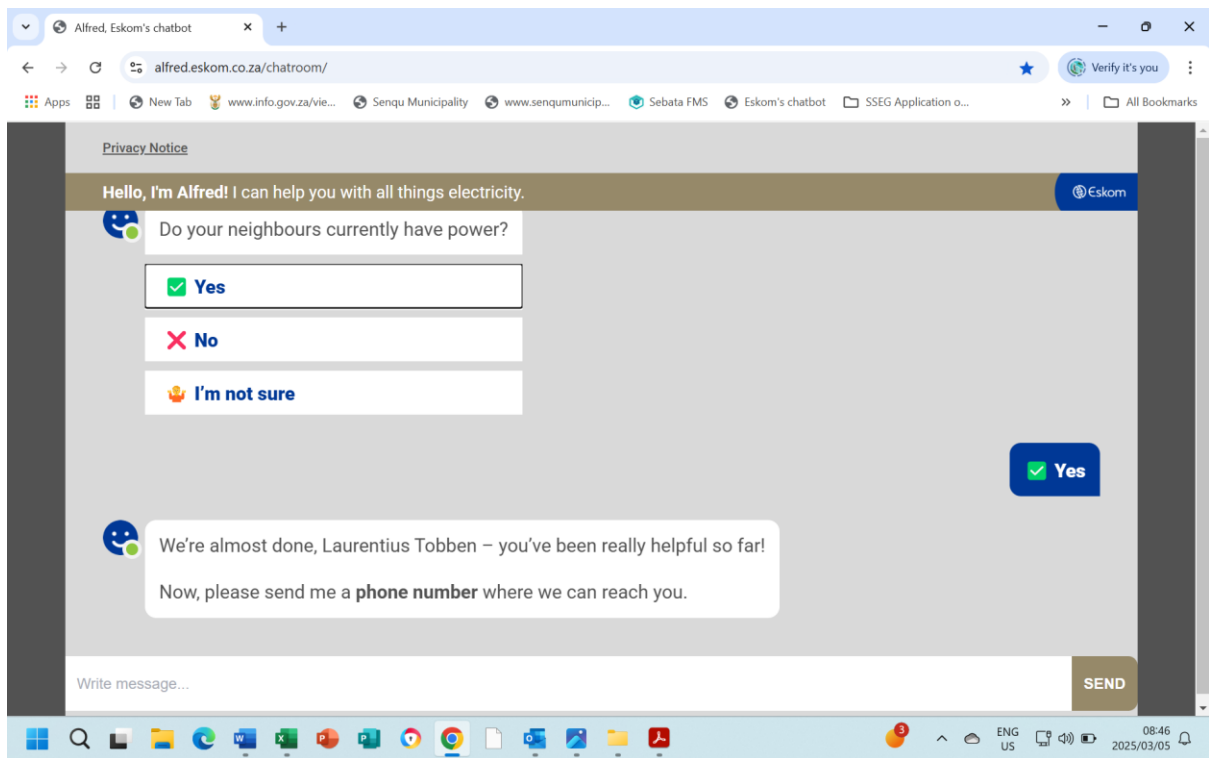
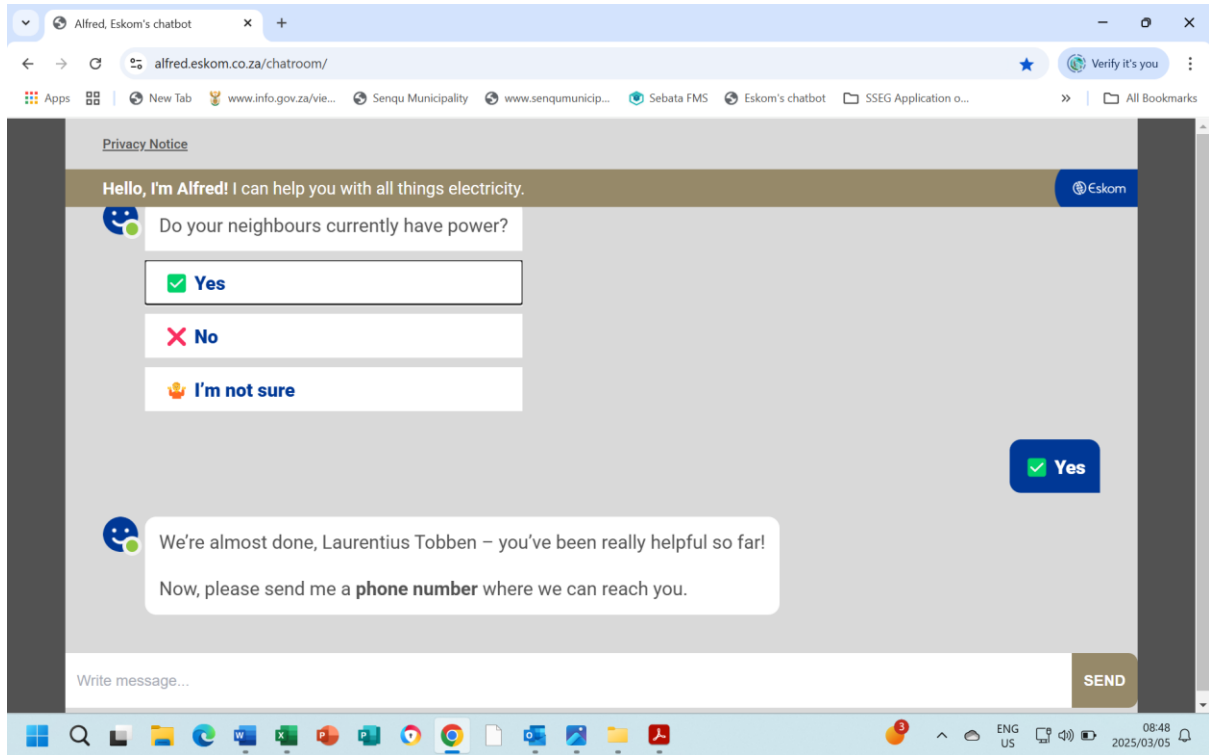
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Click Yes

9. Phone number



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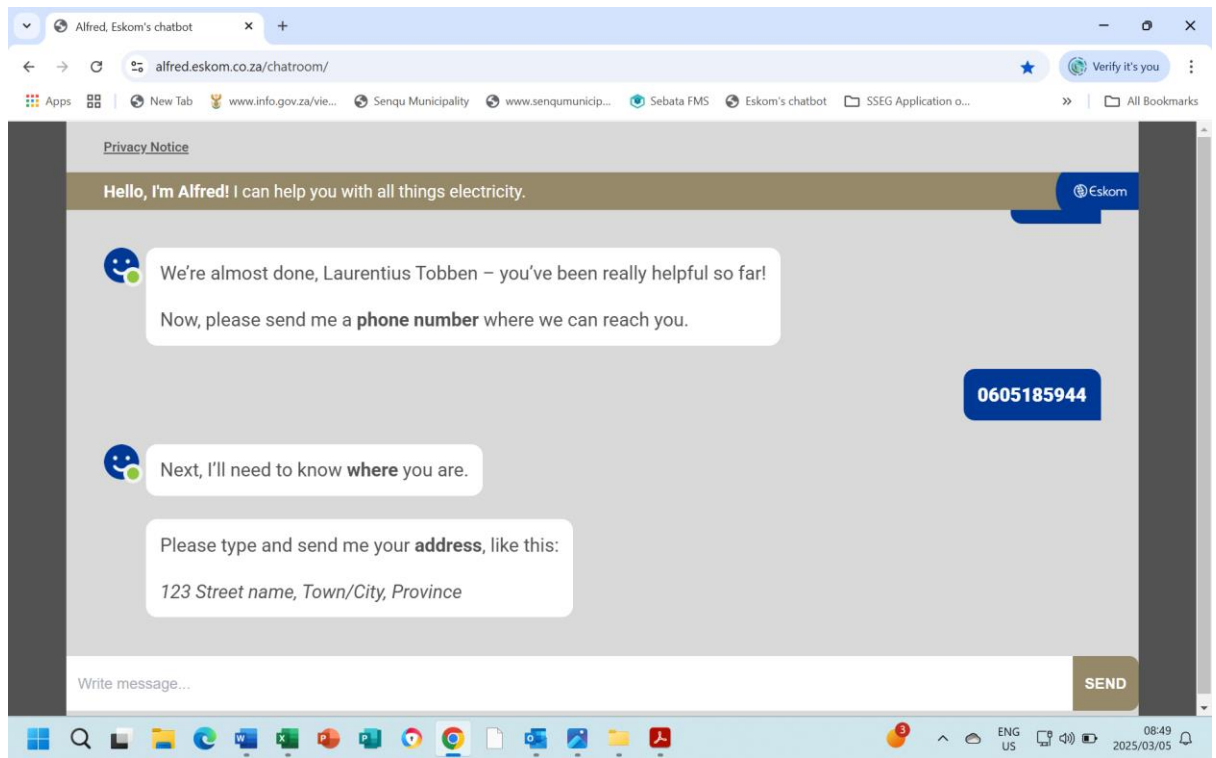
www.senqu.gov.za

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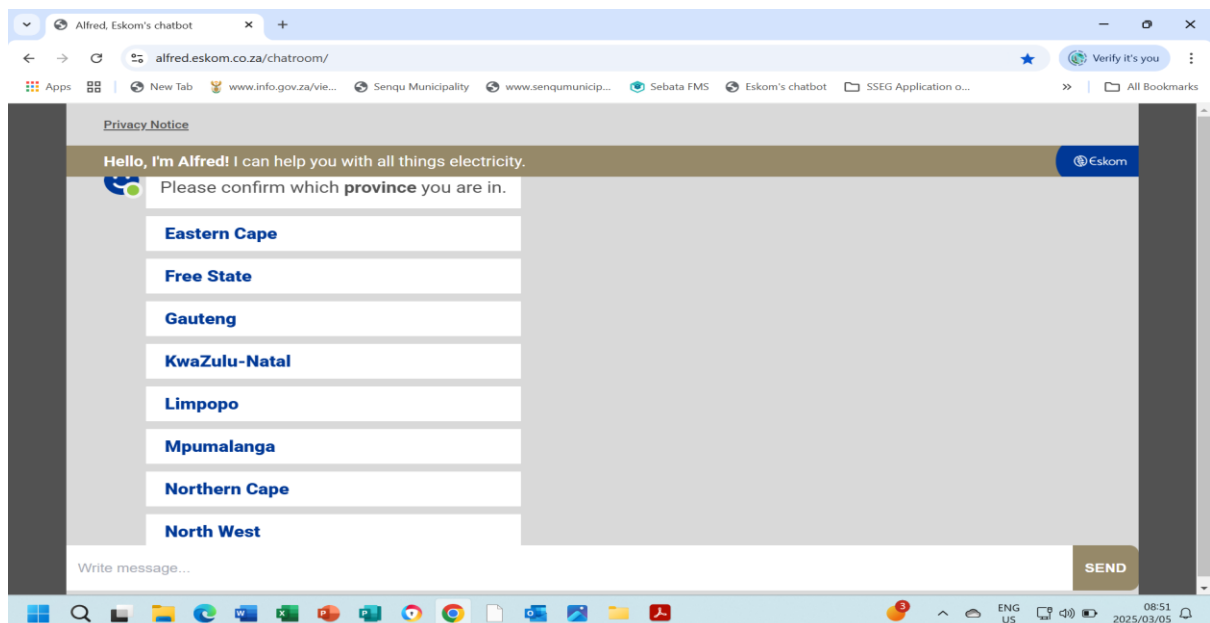
Entre Phone number and click send

10. Entre address



Entre address and click send.

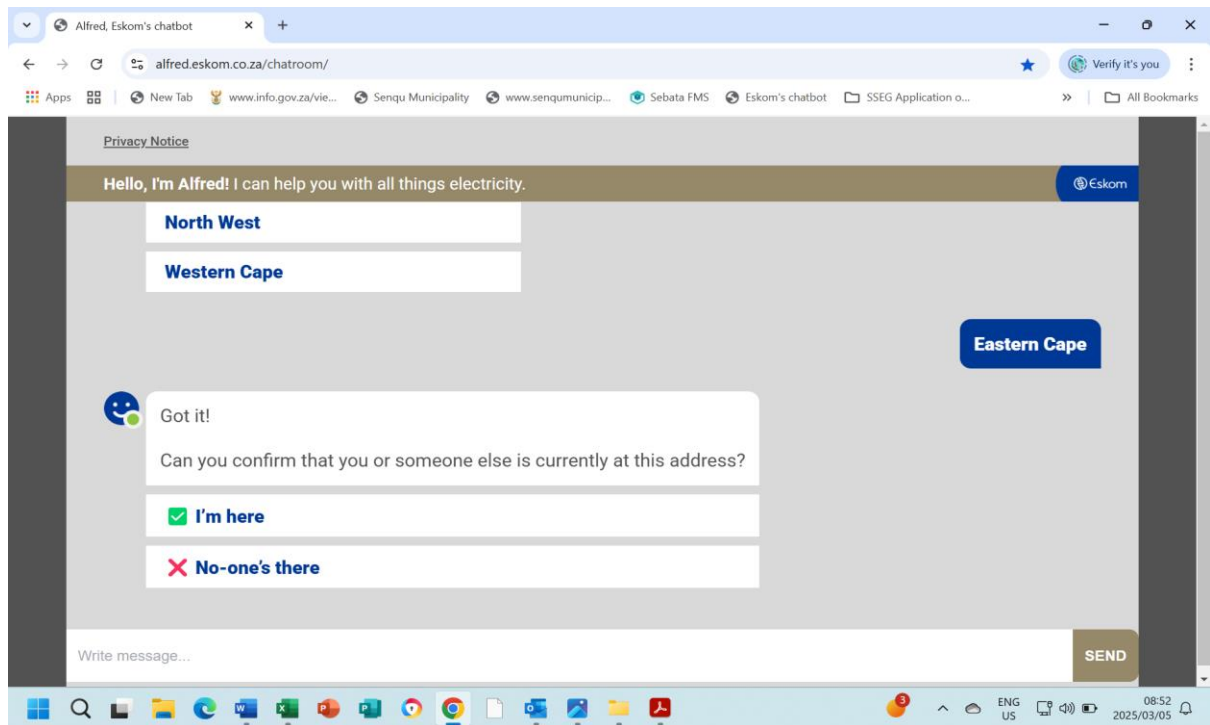
11. Select province.



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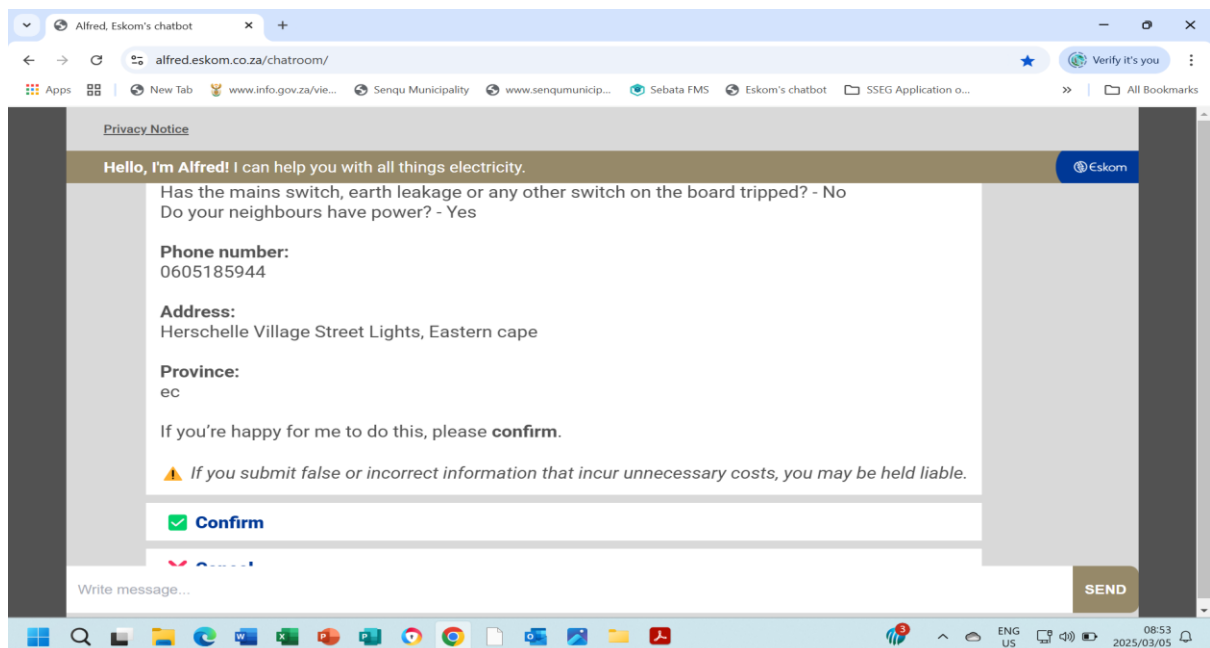
Click on Eastern Cape.

12. Confirm that someone is at the address.



Click on I'm here

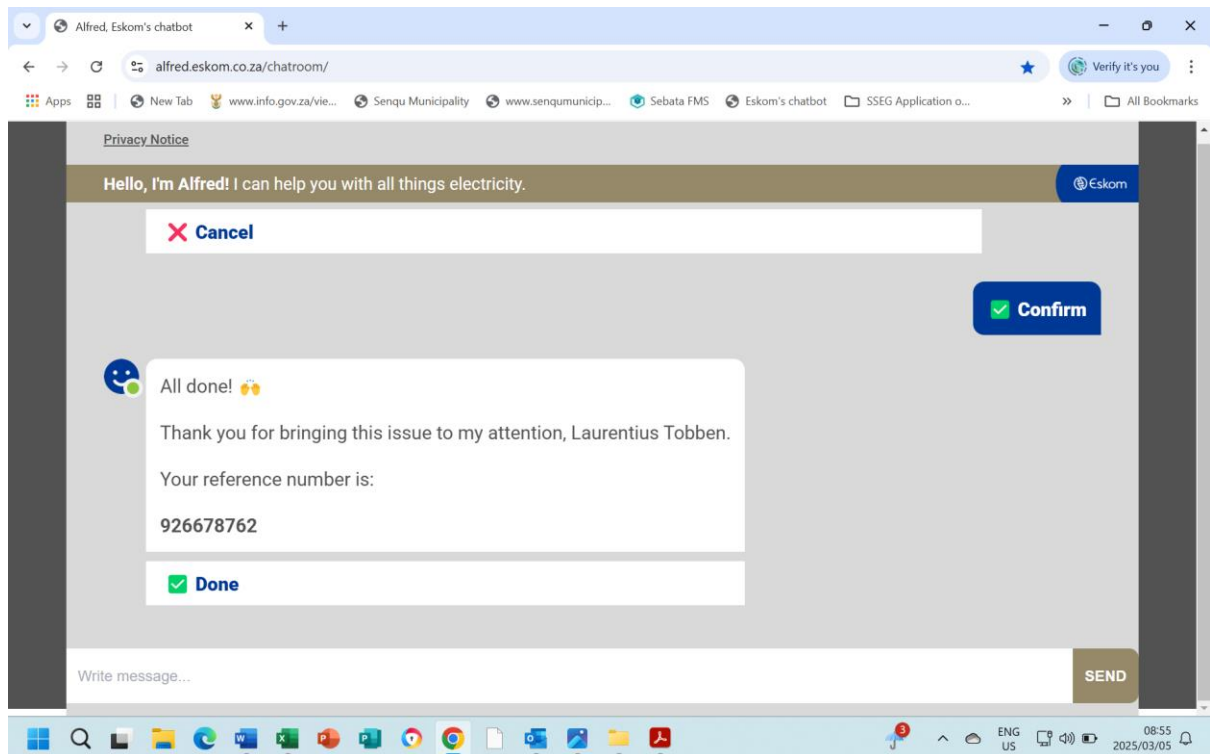
13. I'll be logging the following outage for you



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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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