

# 2016

服務承諾 Service Pledge



煤氣  
Towngas





# 研發多元創新工具 提升客戶服務質素

## Develop innovative tools Improve customer service

煤氣公司深明為客戶提供安全可靠的煤氣服務十分重要，我們早於1995年已推出每18個月為周期的定期安全檢查服務，至今已超過20年。我們與時並進，研發各種工具，例如立管檢查飛行器協助檢查，大大提升工作效率。

Towngas understands providing safety and reliable gas service to customers is of vital importance. Since 1995, we have carried out an 18-month cycle regular safety inspections for our customers for over 20 years. With our endeavour to improve working efficiency, we develop different innovative tools, such as the quadcopter to facilitate gas risers inspection.



另外，煤氣公司一直為客戶提供親切友善的客戶服務。2015年，我們首次以熱線中心名義參加由香港客戶中心協會主辦的「2015年度神秘客戶評審大獎」，並奪得「金獎」。客戶服務熱線同事更榮獲「2015年度最佳呼入客戶中心小組組長」金獎。以上獎項足證外界對煤氣客戶服務人員及服務的肯定。

In addition, Towngas is committed to providing our customers with caring and competent service. In 2015, Towngas Customer Service Hotline participated in Mystery Caller Assessment Award organised by Hong Kong Call Centre Association for the first time and won the Golden Award. Our customer service hotline staff was awarded the Golden Award of 2015 Inbound Contact Centre Team Leader of the Year. These achievements are recognitions for our excellent staff and customer services.





# 煤氣公司 2016年 服務承諾

煤氣公司承諾會繼續提高服務質素，務求讓顧客獲得最佳服務。以下為公司的2016年服務承諾，由1月起生效，成績將於2017年1月發表。

服務承諾	服務指標
<b>可靠程度</b> 源源不絕的煤氣供應 因維修或其他工程而需暫停煤氣供應 恢復煤氣供應	<ul style="list-style-type: none"><li>• 超逾99.99%</li><li>• 3天前預先通知客戶</li><li>• 12小時內</li></ul>
<b>安全程度</b> 緊急搶修隊	<ul style="list-style-type: none"><li>• 於25分鐘內抵達現場</li></ul>
<b>預約服務</b> 提供維修及安裝服務	<ul style="list-style-type: none"><li>• 於兩個工作天內提供服務</li></ul>
<b>效率和方便程度</b> 客戶服務熱線 接駁或截斷煤氣供應 取消煤氣戶口	<ul style="list-style-type: none"><li>• 來電於4聲鈴響內接聽</li><li>• 1個工作天內</li><li>• 截斷供氣兩小時後到客戶中心退回開戶按金*</li></ul>
<b>服務質素</b> 高效率 親切、誠懇和專業的服務	<ul style="list-style-type: none"><li>• 8分 (10分為滿分)</li><li>• 8分 (10分為滿分)</li></ul>
<b>處理客戶意見</b> 書面建議	<ul style="list-style-type: none"><li>• 3個工作天內回覆客戶已收到函件</li><li>• 兩星期內解決問題或告知客戶解決方法和所需時間</li></ul>

\* 住宅客戶如有需要於截氣當天取回按金，請於預約服務時提出有關要求，最高退還款額為港幣2,000元。

## 服務優質 以客為尊

除了上述服務承諾外，煤氣公司亦提供不同的優質服務，全面照顧客戶需要。

### 維修及安裝服務

我們於周一至周六提供11個維修及9個安裝預約時段供住宅客戶選擇，如客戶需要，我們可提供即日或於24小時內提供維修及安裝服務。在住宅爐具售後服務方面，我們提供3年免費零件保養、免費搬走舊爐服務。我們亦提供其他收費服務，如為客戶更改灶台開口呎吋、櫥櫃設計及安裝服務、連接煤氣爐的標準電力工程等安裝服務。

### 付款方式

客戶可選擇任何一種繳費方法，方便快捷。

- 銀行戶口或信用卡（包括名氣卡、Citibank、中國銀行及美國運通卡）自動轉賬
- 「繳費靈」電話繳費服務
- 網上繳費（煤氣網上客戶中心www.towngas.com、繳費靈網站 www.ppsk.com或銀行提供的網上理財服務）
- 附有「繳費易」或「繳費服務」標誌的銀行自動櫃員機
- 郵寄支票
- 經煤氣公司網站遞交電子支票
- 煤氣客戶中心或「名氣廊」
- 全港郵政局
- 全線7-Eleven、OK、VanGO便利店、華潤萬家生活超市或便利超市
- 東亞銀行各分行
- 中銀香港之「存支票機」

### 煤氣客戶中心

為方便客戶，我們20間客戶中心的營業時間為早上10時至晚上8時，星期日及公眾假期照常服務。



# The Towngas Service Pledge for 2016

Towngas pledges to continue improving our service and to set higher targets, aiming at providing our customers with best possible service. The new Pledge has become effective from January 2016, and the annual reporting on performance results will be announced in January 2017.

PLEDGES	TARGET
<b>RELIABILITY</b> Uninterrupted gas supply In case of supply interruption (on account of maintenance or engineering work) Restoration of gas supply	<ul style="list-style-type: none"><li>• Over 99.99%</li><li>• 3 days prior notification</li><li>• Within 12 hours</li></ul>
<b>SAFETY</b> Emergency Teams	<ul style="list-style-type: none"><li>• Arrive on site within 25 minutes</li></ul>
<b>APPOINTMENTS</b> Availability of maintenance and installation services	<ul style="list-style-type: none"><li>• Within 2 working days</li></ul>
<b>SPEED AND CONVENIENCE</b> Customer Service Hotline Connect or disconnect gas supply Deposit refunded at Customer Centres	<ul style="list-style-type: none"><li>• Calls answered within 4 rings</li><li>• Within 1 working day</li><li>• 2 hours after disconnection of gas supply*</li></ul>
<b>SERVICE QUALITY</b> Efficiency Courteous and friendly attitude	<ul style="list-style-type: none"><li>• 8 out of a total score of 10</li><li>• 8 out of a total score of 10</li></ul>
<b>HANDLING SUGGESTIONS</b> Written comments or suggestions	<ul style="list-style-type: none"><li>• Reply within 3 working days</li><li>• Resolution, or a statement of when the matter will be resolved, within 2 weeks</li></ul>

\* To enjoy this service, residential customers are advised to inform us of their request for refunds at the time of making cap-off service appointment. The maximum refund amount is HK\$2,000.

## CUSTOMER SATISFACTION IS OUR TOP PRIORITY

Apart from the above pledges, we also offer other services to cater for different needs of our customers.

### APPOINTMENTS

We offer 11 time slots for residential maintenance and 9 time slots for installation appointments on weekdays and Saturdays. Upon request, we can provide maintenance and installation service within the same day or 24 hours. For domestic appliances after sales, we offer 3-year warranty for spare parts and free disposal of old appliances. Other fee-based installation services, including workbench opening, kitchen cabinets design and installation and electrical wiring for installation of gas appliances, are also available to our customers.

### BILL PAYMENT

Customers can settle their bills by any of the following methods:

- Autopay by bank account or credit cards (including Towngas Card, Citibank, Bank of China and American Express)
- Payment by Phone Service
- Payment on Internet Service (Towngas online customer centre: [www.towngas.com](http://www.towngas.com), PPS website: [www.ppsk.com](http://www.ppsk.com), or other online services provided by banks)
- Bank Automated Teller Machines with "JET Payment" or "Bill Payment Service" signage
- Cheque by post
- e-cheque via Towngas website
- Counter payment at Customer Centres and Towngas Avenue
- Post Offices
- Convenience stores including 7-Eleven, Circle K, VanGO, CRVanguard Superstore or CRVanguard Shop
- Bank of East Asia branches
- Cheque Deposit Machine at Bank of China (HK)

### CUSTOMER CENTRES

In order to provide convenient and efficient services, 20 of our Customer Centres are open from 10:00am to 8:00pm, including Sundays and public holidays.





# 2015 煤氣公司 服務承諾成績

## Results of Towngas Service Pledge

可靠程度 Reliability	成績 Results	
	2015	2014
源源不絕的煤氣供應 (超逾99.99%) Uninterrupted gas supply (over 99.99%)	99.992%	99.992%
因維修或其他工程而需暫停煤氣供應 (三天前預先通知客戶) In case of supply interruption on account of maintenance or engineering work (3 days prior notification)	100%	100%
12小時內恢復煤氣供應 Restoration of gas supply within 12 hours	100%	100%
安全程度 Safety		
緊急搶修隊平均到達現場時間 (於25分鐘內) Emergency Team average arrival time (within 25 minutes)	平均20.96分鐘 Average 20.96 minutes	平均21.18分鐘 Average 21.18 minutes
預約服務 Appointments		
於兩個工作天內提供維修及安裝服務 Availability of maintenance and installation services within 2 working days	平均1.12天 Average 1.12 days	平均1.11天 Average 1.11 days
效率和方便程度 Speed and Convenience		
客戶服務熱線 (來電於四聲鈴響內接聽) Customer Service Hotline (calls answered within 4 rings)	93.21%	92.99%
一個工作天內接駁或截斷煤氣供應 Connect or disconnect gas supply within 1 working day	100% (因應客戶的要求) (upon customer's request)	100% (因應客戶的要求) (upon customer's request)
截斷煤氣兩小時後客戶中心退回開戶按金 Deposit refunded at Customer Centres (2 hours after disconnection of gas supply)	100% (因應客戶的要求) (upon customer's request)	100% (因應客戶的要求) (upon customer's request)
服務質素 Service Quality		
高效率* Efficiency*	8.85	8.81
親切、誠懇和專業的服務 Courteous and friendly attitude	8.86	8.78
處理客戶意見 Handling Suggestions		
於三個工作天內處理書面建議 Reply within 3 working days	100%	100%
兩星期內解決問題或告知客戶解決方法和所需時間 Resolution, or a statement of when the matter will be resolved, within 2 weeks	100%	100%

\* 根據獨立資料研究公司進行的客戶調查結果計算得分。以10分為滿分，承諾取得8分以上的成績。  
The result was based on surveys conducted by an independent research company. Our target is to exceed a score of eight out of ten.



#### 重要電話號碼

緊急事故熱線 (24小時服務)	2880 6999
客戶服務熱線 (24小時服務)	2880 6988
報錶熱線 (24小時服務)	2880 5522
服務承諾熱線	2856 1331
手機短訊熱線	6496 5898
客戶服務電郵地址	<a href="mailto:towngas.cs@towngas.com">towngas.cs@towngas.com</a>

#### Useful Telephone Numbers

24-hour Emergency Hotline	2880 6999
24-hour Customer Service Hotline	2880 6988
24-hour Self-reading Hotline	2880 5522
Service Pledge Hotline	2856 1331
SMS Hotline	6496 5898
Customer Service Email	<a href="mailto:towngas.cs@towngas.com">towngas.cs@towngas.com</a>

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