

申請電子賬單
一起為環保生活打氣！

Go green and apply for Towngas eBilling!



由即日起至2019年12月31日期間，客戶每新申請電子賬單，煤氣公司便會捐出港幣20元*予環保團體，以支持環保推廣活動。客戶更可選擇一個指定的受惠機構。請即行動，申請煤氣電子賬單，齊為環保出一分力。

From now until 31 December 2019, for every new eBilling application, Towngas will donate HK\$20* to one of the following environmental protection organisations. Applicants are welcome to designate the beneficiary organisations of their choice. Join us in going green and apply for our eBilling service now!

* 總額上限為港幣100萬元
Up to a total of HK\$1 million

受惠機構包括 Beneficiary organisations include



全新形象小伙子愛心義賣
Charity Sale of Towngas Plush Toy



煤氣公司舉辦「煤氣愛心義賣行動」，在5月至6月期間，推出不同造型的小伙子公仔進行義賣，每個售價為港幣20元，所有收益將全數撥捐護苗基金。如有興趣支持活動，請親臨任何一間煤氣客戶中心購買。

Towngas spares no effort in serving our community and we have launched two brand new Towngas Boy plush toys for charity sale at HK\$20 each. All proceeds in May and June will go to The End Child Sexual Abuse Foundation. Please visit any Towngas Customer Centre to support the campaign.

* 出發前請留意各個客戶中心的營業時間
* Please take note of the service hours of the customer centres before your visit.

** 數量有限，售完即止
** Only available while stock last.

更多活動資訊，請留意煤氣公司「煤氣公司Towngas」Facebook專頁。
For more activities, please visit our Facebook fanpage "煤氣公司Towngas".



煤氣資訊站
TOWNGAS NEWSFLASH

2019
5月-7月
MAY - JUL



實踐服務承諾
全心以客為尊

Fulfilling our service pledge
with customer-oriented spirit



2019服務承諾 2019 Service Pledge



煤氣公司不斷提高服務水平，讓客戶享用優質服務。我們由1995年開始公布「煤氣服務承諾」，藉此鼓勵僱員達到工作指標。服務承諾於每年1月生效，成績會在翌年1月公布，有助我們不斷改善服務。2019年煤氣服務承諾已上載到官方網站供客戶瀏覽，客戶亦可於煤氣客戶中心索取宣傳單張。詳情請掃描QR Code。

In a continuous bid to enhance service standards and ensure quality service for customers, Towngas has announced a service pledge since 1995, which also serves to encourage our staff to adhere to our service standard. The pledge comes into force every January, with our staff's performance reviewed in the next January. The 2019 Service Pledge is now available on our website as well as our customer service centres. For details, please scan the QR code.



勇奪「優質顧客服務大獎2018」四個獎項 Towngas won four accolades in Customer Service Excellence Award 2018

煤氣公司於香港優質顧客服務協會舉辦的「優質顧客服務大獎2018」中，勇奪四個獎項，分別是「優秀組別獎－熱線中心服務獎」金獎、「優秀組別獎－外勤服務」銀獎、「服務數碼優化獎」金獎，而我們的客戶服務主任亦獲頒「傑出個人獎－熱線中心服務獎」金獎，成績斐然。

Towngas received four accolades in the Customer Service Excellence Award 2018 organised by the Hong Kong Association for Customer Service Excellence. The recognition we received include Gold Team Award for Contact Centre Service, Silver Team Award – Field and Special Service, Gold Award – Digital Transformation Award. Moreover, a customer service officer of ours also received the Gold Individual Award – Contact Centre Service.



榮獲「香港服務大獎」及「優質售後服務」大獎 Honoured with Hong Kong Service Awards & After Sales Services Award

煤氣公司分別獲《東周刊》和《星島日報》頒發「香港服務大獎－公共能源」及「星鑽服務大獎2018」－「優質售後服務」大獎足證我們以客為尊的服務質素及文化獲廣泛認同。

「香港服務大獎2019」旨在表揚為顧客提供優質服務及產品的企業和品牌，並期望透過是次活動，鼓勵企業和品牌繼續提升服務質素，為香港經濟注入源源不絕的動力。而「星鑽服務大獎2018」則表揚企業在其組別範疇中的傑出表現。兩個獎項均由公眾投票及專業評審進行評分，結果具公信力。

展望將來，煤氣公司將繼續秉承「以客為尊」的宗旨，孕育專業專才，善用科技發展，以提升服務品質。

Towngas has been honoured with the Hong Kong Service Awards - Public Utilities and After Sales Services Award by East Week and Sing Tao Daily respectively, as recognition for our customer-oriented service and culture.

Hong Kong Service Awards 2019 recognises outstanding companies and brands for their excellent customer services and products, encouraging them to make continuous contributions to Hong Kong's economy. Sing Tao Service Awards 2018 aims at commending enterprises with outstanding performance. Both awards involve public voting and judging by professionals to ensure credibility.

In future, Towngas will continue to strive for perfection with our customer-oriented principles. We will nurture more professional service staff and improve our service through efficient application of technology.

