



**An Announcement by The Hong Kong and China Gas Company Limited**  
**in relation to the Methods of Bill Payment**

(9 November 2015) The Hong Kong and China Gas Company Limited (Towngas) found that “TNG Wallet - 香港人的電子錢包”, without Towngas’ authorisation, represents that it can collect payments in settlement of our customers’ gas bills through its service. Towngas hereby clarifies and confirms that we have not authorised “TNG Wallet - 香港人的電子錢包” to collect customers’ gas bill payments on our behalf.

Towngas’ customers can settle their gas bills through the following channels ^:

- 19 Customer Centres\* (opening from 10:00am to 8:00pm, including Sundays and public holidays)
- Towngas Avenue\* (opening from 11:00am to 8:00pm, including Sundays and public holidays)
- Autopay by banks account or credit cards (including Towngas Card, Citibank, Bank of China and American Express)
- Payment by Phone Service
- Payment on Internet Service (Towngas eService Centre: <https://www.towngas.com/eservice/eng/PayGasBill.aspx>, PPS website: [www.ppschk.com](http://www.ppschk.com), or other online bill payment services provided by banks)
- Bank Automated Teller Machines with “JET Payment” or “Bill Payment Service” signage
- By Post (by cheque)
- Post Offices
- Convenience stores including 7-Eleven, Circle K, VanGO, CRVanguard Superstore or CRVanguard Shop
- Bank of East Asia branches

- Cheque Deposit Machines at Bank of China (HK)

For enquiries, please call our 24-hour customer service hotline at 2880 6988 or email to [webmaster@towngas.com](mailto:webmaster@towngas.com).

Remarks:

^ For details of payment methods, please visit below webpage:

<http://www.towngas.com/Eng/Cust/Household/CustService/BillPayment.aspx>

\* For details of Towngas Customer Centres and Towngas Avenue, please visit below webpage:

<http://www.towngasappliance.com/ENG/Pages/ContactUS/ContactUs.aspx>

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