

## Heartwarming Services Bring Greater Convenience

At Towngas, we are committed to providing our customers with friendly and helpful services. Reducing the waiting time for maintenance services and offering our customers greater flexibility and choice, we improved our service hours with the introduction of one-hour time slots for maintenance visits on weekdays and Saturdays. Together with the addition of an earlier time slot from 8:00 to 9:00am, this increases the number of available slots to 11 per day.

### Service Pledge for 2013

PLEDGES	TARGET
<b>RELIABILITY</b>	
Uninterrupted gas supply	• Over 99.99%
In case of supply interruption (on account of maintenance or engineering work)	• 3 days prior notification
Restoration of gas supply	• Within 12 hours
<b>SAFETY</b>	
Emergency teams	• Arrive on site within 30 minutes
<b>APPOINTMENTS</b>	
Availability of maintenance and installation services	• Within 2 working days
<b>SPEED AND CONVENIENCE</b>	
Customer Service Hotline	• Calls answered within 4 rings
Connect or disconnect gas supply	• Within 1 working day
Deposit refunded at Customer Centres	• 2 hours after disconnection of gas supply*
<b>SERVICE QUALITY</b>	
Efficiency	• 8 out of a total score of 10
Courteous and friendly attitude	• 8 out of a total score of 10
<b>HANDLING SUGGESTIONS</b>	
Written comments or suggestions	• Reply within 3 working days • Resolution, or a statement of when the matter will be resolved, within 2 weeks

\* 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.



## Towngas Warmth and Care Fresh Food Aid Programme



Towngas Executive Director and Chief Operating Officer James Kwan (second from left), Secretary for Labour and Welfare Matthew Cheung (middle) together with guests officiated the launching ceremony.

Towngas collaborated with the Hong Kong Council of Social Service, the Tung Wah Group of Hospitals and the Salvation Army to launch Hong Kong's first "Towngas Warmth and Care Fresh Food Aid Programme" in January 2013. In conjunction with our CookEasy programme, this new initiative will provide 150 single-parent families in Tung Chung and Kwai Chung with fresh, nutritious food packs twice a week.



Employees from CookEasy introduced the fresh, nutritious food packs to the officiating guests.

The aim is to help alleviate their financial burden while improving the nutrition and growth of the children. In addition to making life easier for them, we also hope to promote family togetherness and harmony through cooking.



The Food packs of "Towngas Warmth and Care Fresh Food Aid Programme".

## Download our Towngas App for Fabulous Rewards!



From now until 30 April 2013, we would like to invite you to look for our artistic pit covers located throughout Hong Kong with our Towngas App! Then use it to scan the artistic pit cover to win fabulous prizes! You will have the chance to win the grand prizes, consisting of hotel package for two with value of HK8,000, dining voucher, spa coupon or other fabulous prizes!

### How to play

- 1 Locate our Towngas artistic pit covers near you.
- 2 Open the "Towngas x Towncheck" function and point your mobile device at the pit cover to scan it.
- 3 The special offers will immediately save it to your device!

