



PAYMENT METHODS

Bank or Credit Card Autopay

To apply for bank account or Towngas Card autopay, please call 2880 6988 or the card issuing bank. To apply for card autopay of Bank of China or American Express, please call the card issuing bank.

Online Payment

Towngas eService Centre <https://eservice.towngas.com>, PPS website www.ppshk.com or its mobile app "PPS on Mobile", or Internet / Mobile App banking service offered by any banks.

Faster Payment System (FPS)

Scan FPS Payment QR code on gas bill with Mobile Banking App to proceed bill payment.

e-Wallet

AlipayHK: Login AlipayHK, select "Public Utility" under "Bill payment" and then select "Hong Kong & China Gas (Towngas)". Proceed bill payment after you have registered your gas account number or via "One-time payment".

TNG: Login TNG Wallet, select "The Hong Kong and China Gas Company Limited" under "Local Bill Payment" service.

WeChat Pay HK: Login WeChat and click "WeChat Pay". Select "Gas Bill" under "Utilities" service and proceed bill payment after you have registered your gas account number.

Payment by Phone (PPS)

Tel no.: 18031 Merchant Code: "04" Enquiries: 90000 222 329

In Person

Pay in cash or cheque at Towngas Customer Centres, Towngas Avenues, Post Offices or branches of The Bank of East Asia. Pay in cash at any 7-Eleven, Circle K, VanGO stores, U Select, CRVanguard Superstore or CRVanguard Shop with maximum cash payment per transaction of HK\$5,000. Please bring this bill for payment settlement and keep receipt for record.

ATM

Use your ATM card or credit card with ATM function to pay at ATMs with "Jet Payment" or "Bill Payment Service" signage.

Cheque By Mail

Mail crossed cheque made payable to "The Hong Kong and China Gas Company Limited" with payment stub to G.P.O. Box 134, Hong Kong. Please write down your Towngas account no. on the back of your cheque. Please do not send cash or post-dated cheque. Please kindly note that no receipt will be issued.

e-Cheque

Make your e-Cheque payable to "The Hong Kong and China Gas Company Limited" and send to e-Cheque@towngas.com with your e-Cheque no., payment amount and Towngas account no. included in your email, or upload your e-Cheque via "e-Cheque Bill Payment" service at Bank of China (Hong Kong)'s website or mobile app. Please kindly note that no receipt will be issued.

Cheque Deposit Machine

Pay by cheque through "Cheque Deposit Machine" at Bank of China (Hong Kong).

TOWNGAS CUSTOMER CENTRES

Service Hours: Monday to Saturday 10am - 8pm

Sunday & Public Holidays 11am - 8pm

HK

Causeway Bay Shop 1, G/F, Chinachem Leighton Plaza, 29 Leighton Road.
Aberdeen Shop 2, G/F, Site 3, Aberdeen Centre.
Chai Wan Shop G07C, G/F, Hing Wah Plaza.
Quarry Bay Shop S23, 2/F, Kornhill Plaza.

N. T. Tsuen Wan

Shop F10, Luk Yeung Galleria, Luk Yeung Sun Chuen.

Kwai Fong

Shop 569, Level 5, Metroplaza, 223 Hing Fong Road.

Tsing Yi

Shop 304, Level 3, Maritime Square.

Tuen Mun

Shop 2, Level 2, South Wing, Trend Plaza.

Yuen Long

Shop 2, 1/F, Colour Yuen Long, 1 Kau Yuk Road.

Tin Shui Wai

Shop LG23 - LG24, Lower Ground Floor 1, Tin Yiu Plaza, Tin Yiu Estate.

Shatin

Shop 28C-D, Level 3, Shatin Centre.

Ma On Shan

Shop 2605-10, Level 2, MOSTown.

Tai Po

Shop 091, Level 1, Uptown Plaza.

Tseung Kwan O

Shop 1166, Level 1, MCP CENTRAL.

Kowloon

Mongkok Shop A, G/F, OfficePlus @Prince Edward, 794-802 Nathan Road. (Prince Edward MTR Station)
Kowloon Bay Shop 516, Level 5, Telford Plaza II.
Hung Hom Shop N4, G/F, 41 Tak Man Street, Phase 2, Whampoa Estate.
Lok Fu Shop 2129, 2/F, Lok Fu Place.
Lam Tin Shop 214B, 2/F, Kai Tin Shopping Centre.



CONTACT US

24-hour Customer Service Hotline : 2880 6988

24-hour Emergency Hotline : 2880 6999

24-hour Self-reading Hotline : 2880 5522

(To uplift our service standards, calls between Towngas and customers may be recorded.)

Fax : 2590 7886

website: <http://www.towngas.com>

eService website: www.towngas.com/eService



IMPORTANT NOTES

- Only registered gas installers of the appropriate class and employed by registered gas contractors can personally carry out gas installation work of the respective class.
- Ensure that your appliances and the connecting rubber hose are serviced regularly by a Towngas serviceman.
- Your deposit is non-transferable and gas supply disconnection must be carried out at your home.



TOWN GAS TARIFF AND CHARGES

TOWN GAS TARIFF		
Monthly Consumption in Megajoules (MJ)		Price per MJ (HK\$)
First	500	27.25 cents
Next	2,000	27.15 cents
Next	5,000	27.11 cents
Next	10,000	27.01 cents
Next	15,000	26.91 cents
Next	25,000	26.78 cents
Next	50,000	26.68 cents
Next	50,000	26.59 cents
Next	50,000	26.49 cents
Next	50,000	26.40 cents
Over	257,500	26.30 cents

Fuel Cost Adjustment

For every complete multiple of HK\$1 by which the effective feedstock cost* rises above (or falls below) the equivalent of HK\$1,420 per kilolitre of naphtha, the charge for gas will be increased (or reduced) at the rate of HK0.004 cents per MJ.

*Effective feedstock cost is the weighted average cost (based on energy content) of different feedstock used for production of town gas.

Monthly Initial Charge

If the monthly gas charge is less than the monthly initial charge, the monthly initial charge will be levied.

Residential : HK\$20

C & I : Depends on meter's flow capacity

Monthly Maintenance Charge - Residential: HK\$9.50

Covers labour costs for fully-qualified, registered gas technicians to undertake maintenance and repair, on-demand inspections and a regular safety inspection on an 18-month cycle of customers' home gas appliances, gas installation pipes and external gas pipes (service risers), supported by a 7-day, 24-hour Customer Service Hotline.

The Company's terms and conditions for the supply of town gas together with the tariff table are available on request. Consumption of gas supplied by the Company shall constitute acceptance of the Company's terms and conditions.



選擇中文煤氣賬單 SELECT CHINESE GAS BILL

客戶可致電 2880 6988 客戶服務熱線，或以書面通知，來信請寄香港郵政總局信箱134號，客戶會計組收。



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