



**Towngas installs new-generation Wi-Fi smart metering system and
Towngas Easy Metering service for visually impaired and wheelchair users to
automate meter reporting**

(15 October 2021) As part of its dedicated efforts to drive innovation, The Hong Kong and China Gas Company Limited (Towngas) has launched the latest generation of its smart metering system, which automatically reports users' meter reading once a month through Wi-Fi connection, thereby eliminating the need for manual reporting and significantly enhancing the customer experience. Towngas has also announced the launch of the Towngas Easy Metering system which will be installed in phases for free for eligible visually impaired and wheelchair users referred by welfare organisations. To support barrier-free meter reporting, underscoring its emphasis on proactively shouldering its corporate social responsibility. The campaign is supported by The Hong Kong Council of Social Service.

In addition to the Bluetooth meter reporting function from the last generation, the latest smart meter reporting system is Wi-Fi enabled. Users can simply download the Towngas Smart Metering mobile application on their smartphone and configure it for automatic meter reporting via Wi-Fi. The smart meter reporting system will then obtain the meter reading data and transmit it to Towngas once a month for convenient and accurate reporting without the need for any further installations. Users can also opt for one-touch manual meter reporting via Bluetooth and access their gas meter reading anytime.

The latest smart meter reporting system also enhances the quality of life for the visually impaired and wheelchair users. With a one-time configuration, the system automatically reports their meter reading so that they no longer need to rely on family and friends or welfare organisations. By significantly simplifying the meter reporting process, the smart meter reporting system brings greater convenience for those in need.

Mr Alfred Chan Wing-kin, Towngas Managing Director remarked, "Towngas closely monitors the latest developments, market trends and user needs while placing great emphasis on shouldering its corporate social responsibility in order to contribute towards a sustainable society. In line with Towngas' quality service and caring culture, we have also furthered our cooperation with various welfare organisations to promote the smart meter reporting service to more visually impaired and wheelchair users in order to improve their everyday lives."

Mr Chua Hoi-wai, the Chief Executive of the Hong Kong Council of Social Service (HKCSS) said, "In recent years, HKCSS has invested great efforts in the promotion of gerontechnology, as we believe that efficiently applying smart technology to introduce innovative services is the new trend for social services. This in turn is set to create new

opportunities for business-social collaboration in order to provide more diverse and caring services for various beneficiaries.”

Mr Chong, a beneficiary referred by Hong Kong Society for the Blind, shared, “As I am visually and hearing impaired, I cannot report my meter reading via telephone. I do not know how to do so online either. In the past, I would have had to try and find a way to take my meter reading and fax it to the Towngas Customer Service Centre. But since my vision is gradually deteriorating, this has become increasingly difficult. Towngas’ latest smart meter reporting system has spared me a lot of trouble by simplifying the process so that I can report my meter reading in a timely manner much more easily.”

Going forward, Towngas will continue its proactive efforts to cater for the needs of the disadvantaged and their carers by providing diverse and appropriate support.

Press photo:

Photo 1:



Mr Alfred Chan Wing-kin (centre), Towngas Managing Director, Mr Chua Hoi-wai (left), Chief Executive of The Hong Kong Council of Social Service, and Miss Nancy Law Tak-yin (right), Chairman of Hong Kong Society for the Blind, attend the event marking The Hong Kong Society for the Blind 65th Anniversary: Rubik’s Cube Inclusive Programme on White Cane Day and the launch of the Towngas Easy Metering service.

Photo 2:



Daniel Fung, Towngas Head of Strategy & Innovation and Commercial - HK Utilities, introduces the latest generation of the Company's smart metering system, which automatically reports users' meter reading once a month, thereby enhancing the customer service quality.

Photo 3:



The latest Towngas smart meter reporting system offers the option of monthly automatic meter reading reporting through a Wi-Fi connection with the smart metering device and the Towngas Smart Metering mobile application, thereby simplifying the process.

Photo 4:



Mr Chong, who has visual and hearing impairments, is a beneficiary of the campaign. He pointed out that Towngas' latest meter reading reporting system has brought him greater convenience by making it easier for him to report his meter reading.