



煤氣
Towngas

2024

服務承諾 Service Pledge

智慧燃展未來
Smart Energy for a Brighter Future





提供低碳能源 達可持續發展

Sustainable development through low-carbon energy

作為本港的綠色智慧能源企業，煤氣公司致力為客戶供應安全、可靠、潔淨的能源，提供多元化的爐具和能源應用方案。我們採用化石燃料中最低碳、潔淨的天然氣，以及石腦油和堆填區沼氣生產燃氣，令我們燃氣生產的碳排放，僅佔全港總量的百分之一。

我們不斷創新，最新研發的智慧熱水爐加入IoT技術，可以手機遙距控制爐具開關和調節出水溫度，並可監察用氣及用水量，更安全便捷。同樣使用IoT技術的智能控制器，亦可透過手機監察煮食爐情況，支援緊急遙控關火，讓用戶更安心。

煤氣公司的「六星級客戶服務」，為客戶提供每天24小時的熱線查詢服務、一個工作天內安排安裝和維修服務，以及提供全面住宅爐具售後服務等，讓客戶享受優質和全面的服務。

我們自2006年起，與澳洲天然氣供應商簽訂供氣合約，為本港客戶提供穩定的能源，至今共為用戶節省超過200億港元燃料費。



推出嶄新的智慧熱水爐，加入IoT技術，可以手機遙距控制，更安全便捷。

Towngas has launched an innovative smart water heater that utilises IoT technology, allowing for remote control via smartphones for enhanced safety and convenience.

In 2006, we signed a gas supply contract with an Australian natural gas supplier, ensuring a consistent energy supply for our Hong Kong customers. Through this partnership, we have collectively saved our users over HK\$20 billion in fuel expenses to date.



煤氣公司致力培育下一代，舉辦「煤氣綠火焰未來實驗室」，教授學生未來能源、氣候變化及ESG等課題。

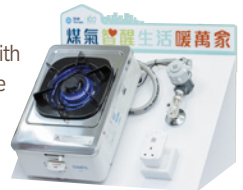
The Towngas Green Flame Future Lab showcases the Company's dedication to nurturing the next generation. At the event, students have the opportunity to delve into topics such as future energy, climate change, ESG, and more.



As a leading green and smart energy company in Hong Kong, Towngas is dedicated to providing our valued customers with safe, reliable, and clean energy solutions, along with a wide range of innovative appliances and diverse energy applications. By utilising natural gas, the cleanest fossil fuel with the lowest emissions, along with harnessing the potential of naphtha and landfill gas, we have successfully limited our gas production's carbon emissions to only one per cent of the total emissions in Hong Kong.

We are continuously pushing the boundaries of innovation, and our latest breakthrough is the integration of Internet of Things (IoT) technology into our smart water heaters. With this advancement, users can conveniently switch the heater on or off and adjust the water temperature remotely using their smartphones. Additionally, they can easily monitor their gas and water consumption, ensuring both safety and convenience. Similarly, our smart controller, powered by IoT technology, enables users to monitor their cooking appliances via mobile devices. It even supports emergency remote shutoff, providing users an additional sense of security and peace of mind.

Towngas' 6-Star Service Package provides customers with a 24-hour hotline for enquiries, installation and maintenance services arranged within one working day, as well as comprehensive after-sales services for residential appliances. This ensures that customers can enjoy high-quality and comprehensive services.



煤氣公司展開「智醒生活暖萬家」捐贈計劃，捐贈智能控制器及智能煤氣錶予有需要家庭。

Through the "Sending Warmth to Thousands with Smart Technology" programme, Towngas donates smart controllers and smart meters to families in need.





煤氣公司2024年 服務承諾

煤氣公司承諾會繼續提高服務質素，務求讓顧客獲得最佳服務。以下為公司的2024年服務承諾，由1月起生效，成績將於2025年1月發表。

服務承諾	服務指標
可靠程度 源源不絕的煤氣供應 [^] 因維修或其他工程而需暫停煤氣供應 恢復煤氣供應	<ul style="list-style-type: none">• 超過99.99%• 3天前預先通知客戶• 12小時內
安全程度 緊急搶修隊	<ul style="list-style-type: none">• 於25分鐘內抵達現場
預約服務 提供維修及安裝服務	<ul style="list-style-type: none">• 於兩個工作天內提供服務
效率和方便程度 客戶服務熱線 接駁或截斷煤氣供應	<ul style="list-style-type: none">• 來電於4聲鈴響內接聽• 1個工作天內
服務質素 高效率 親切、誠懇和專業的服務	<ul style="list-style-type: none">• 8.5分(10分為滿分)• 8.5分(10分為滿分)
處理客戶意見 書面建議	<ul style="list-style-type: none">• 3個工作天內回覆客戶已收到函件• 兩星期內解決問題或告知客戶解決方法和所需時間

[^]因意外而導致煤氣供應受影響。

服務優質 以客為尊

除了上述服務承諾外，煤氣公司亦提供不同的優質服務，全面照顧客戶需要。

維修及安裝服務

我們在周一至周日均向住宅客戶提供預約維修及安裝^{*}服務，如客戶需要，我們可提供即日或於24小時內提供維修及安裝服務。在住宅爐具售後服務方面，我們提供3年免費零件保養、免費搬走舊爐服務（只限安裝新爐的同一地址）。我們亦提供其他收費服務，如為客戶更改灶台開口尺寸、廚櫃設計及安裝服務、連接煤氣爐的標準電力工程等安裝服務。

付款方法

客戶可選擇以下任何一種繳費方法，方便快捷。

- 銀行戶口或信用卡(包括Towngas卡、中國銀行及美國運通卡)自動轉賬
- 「繳費靈」電話繳費服務
- 網上繳費(煤氣網上客戶中心<https://eservice.towngas.com>、繳費靈網站www.ppskhk.com或其流動應用程式「繳費靈手機服務」、或銀行提供的網上/流動應用程式理財服務)
- 附有「繳費易」或「繳費服務」標誌的銀行自動櫃員機
- 郵寄支票

- 經煤氣公司電子郵箱e-Cheque@towngas.com、或透過中銀香港網頁或其流動應用程式的「電子支票繳付賬單」服務遞交電子支票
- 煤氣客戶中心
- 全港郵政局
- 全線7-Eleven、OK、VanGO便利店、U購Select
- 東亞銀行各分行
- 中銀香港之「存支票機」
- AlipayHK、WeChat Pay HK或TNG電子錢包
- 轉數快

煤氣客戶中心

為方便客戶，我們於港九新界開設20間客戶中心。

^{*} 周日只提供不發出噪音的一般安裝服務。



Towngas Service Pledge

for 2024

Towngas pledges to continue improving our service and to set higher targets, aiming at providing our customers with best possible service. The new Pledge has become effective from January 2024, and the annual reporting on performance results will be announced in January 2025.

PLEDGES	TARGETS
RELIABILITY Uninterrupted gas supply ^a In case of supply interruption (on account of maintenance or engineering work) Restoration of gas supply	<ul style="list-style-type: none">• Over 99.99%• Customer notification 3 days in advance• Within 12 hours
SAFETY Emergency Teams	<ul style="list-style-type: none">• Arrive on site within 25 minutes
APPOINTMENTS Availability of maintenance and installation services	<ul style="list-style-type: none">• Within 2 working days
SPEED AND CONVENIENCE Customer Service Hotline Connect or disconnect gas supply	<ul style="list-style-type: none">• Calls answered within 4 rings• Within 1 working day
SERVICE QUALITY Efficiency Courteous and friendly attitude	<ul style="list-style-type: none">• 8.5 out of a total score of 10• 8.5 out of a total score of 10
HANDLING SUGGESTIONS Written comments or suggestions	<ul style="list-style-type: none">• Reply within 3 working days• Resolution, or a statement of when the matter will be resolved, within 2 weeks

^a Unplanned gas supply interruption.

CUSTOMER SATISFACTION IS OUR TOP PRIORITY

Apart from the above pledges, we also offer other services to cater for different needs of our customers.

APPOINTMENTS

We offer maintenance and installation^a service, by appointment, on Mondays to Sundays. Upon request, we can provide maintenance and installation service within the same day or 24 hours. For domestic appliances after-sales, we offer 3-year warranty for spare parts and free disposal of old appliances (only apply to the installation address of new appliance). Other fee-based installation services, including workbench opening, kitchen cabinets design and installation and electrical wiring for installation of gas appliances, are also available to our customers.

BILL PAYMENT

Customers can settle their bills by any of the following methods:

- Autopay by bank account or credit cards (including Towngas Card, Bank of China and American Express)
- Payment by Phone Service (PPS)
- Online payment (Towngas eService Centre: <https://eservice.towngas.com>, PPS website: www.pps.hk.com or its mobile app "PPS on Mobile", or Internet / Mobile App banking service offered by any banks)
- Bank Automated Teller Machines with "JET Payment" or "Bill Payment Service" signage
- Cheque by post
- e-cheque via Towngas email e-Cheque@towngas.com or "e-Cheque Bill Payment" service at Bank of China (HK)'s website or mobile app
- Counter payment at Customer Centres
- Post Offices
- Convenience stores including 7-Eleven, Circle K, VanGO, U Select
- Bank of East Asia branches
- Cheque Deposit Machine at Bank of China (HK)
- AlipayHK, WeChat Pay HK or TNG Wallet
- Faster Payment System (FPS)

CUSTOMER CENTRES

In order to provide convenient and efficient services, we have 20 customer centres across Hong Kong Island, Kowloon and New Territories.

^a Only general installation service that does not involve noisy tasks will be provided on Sundays.



2023

煤氣公司服務承諾成績 Results of Towngas Service Pledge

	成績 Results	
	2023	2022
可靠程度 Reliability		
源源不絕的煤氣供應 [^] (超過99.99%) Uninterrupted gas supply [^] (over 99.99%)	99.992%	99.994%
因維修或其他工程而需暫停煤氣供應：3天前預先通知客戶 In case of supply interruption on account of maintenance or engineering work : customer notification 3 days in advance	100%	100%
12小時內恢復煤氣供應 Restoration of gas supply within 12 hours	100%	100%
安全程度 Safety		
緊急搶修隊平均到達現場時間 (於25分鐘內) Emergency Team average arrival time (within 25 minutes)	平均21.32分鐘 Average 21.32 minutes	平均20.87分鐘 Average 20.87 minutes
預約服務 Appointments		
於兩個工作天內提供維修及安裝服務 Availability of maintenance and installation services within 2 working days	平均1.08天 Average 1.08 days	平均1.09天 Average 1.09 days
效率和方便程度 Speed and Convenience		
客戶服務熱線 (來電於4聲鈴響內接聽) Customer Service Hotline (calls answered within 4 rings)	95.95%	95.07%
1個工作天內接駁或截斷煤氣供應 Connect or disconnect gas supply within 1 working day	100% (因應客戶的要求) (upon customer's request)	100% (因應客戶的要求) (upon customer's request)
服務質素 Service Quality		
高效率 [†] Efficiency [†]	8.96	9.00
親切、誠懇和專業的服務 [†] Courteous and friendly attitude [†]	8.94	9.00
處理客戶意見 Handling Suggestions		
於3個工作天內處理書面建議 Reply within 3 working days	100%	100%
兩星期內解決問題或告知客戶解決方法和所需時間 Resolution, or a statement of when the matter will be resolved, within 2 weeks	100%	100%

[^] 因意外而導致煤氣供應受影響。
Unplanned gas supply interruption.

[†] 根據獨立資料研究公司進行的客戶調查結果計算得分。以10分為滿分，承諾取得8.5分以上的成績。
The result was based on surveys conducted by an independent research company. Our target was to exceed a score of 8.5 out of 10.



聯絡方法
Contact Channels

煤氣客戶中心 Towngas Customer Centres	https://www.towngas.com/tc/Household/Customer-Services/Customer-Centres 
煤氣網上客戶中心 Towngas eService Centre	https://eservice.towngas.com 
客戶服務熱線 (24小時服務) 24-hour Customer Service Hotline	2880 6988
報錶熱線 (24小時服務) 24-hour Self-reading Hotline	2880 5522
服務承諾熱線 Service Pledge Hotline	2856 1331
手機短訊熱線 SMS Hotline	6496 5898
緊急事故熱線 (24小時服務) 24-hour Emergency Hotline	2880 6999

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