

# 透過煤氣公司網上服務 只需4個步驟便可預約維修服務！

Make a maintenance appointment via Towngas e-service in four easy steps!

客戶登入煤氣公司網頁www.towngas.com後，按以下步驟便可預約維修服務。

Simply visit www.towngas.com and follow the steps below.

## 1 於煤氣公司網頁， 按藍色按鈕(左二) 「網上預約維修」

On www.towngas.com, click on Maintenance Appointment on the blue tab (second from the left)



## 2 輸入煤氣賬戶號碼 或供氣地址

Input your Towngas account number or gas supply address

## 3 選擇所需維修服務 (如： 熱水爐)及爐具徵狀(如有)

Select the service required and the symptom of defect (if any)

## 4 選擇預約日期和時段，填寫 聯絡人及聯絡人電話號碼

Select your preferred appointment date and timeslot, and provide the name and phone number of the person to contact

如有任何查詢，歡迎致電煤氣24小時客戶服務熱線2880 6988。  
For enquiries, please call our 24-hour Customer Service Hotline at 2880 6988.



# 立即行動！ 即享HK\$50 「自動達 Bill 獎賞」

Sign up for eBilling and apply for autopay now to enjoy HK\$50 in rebate

由2019年10月1日至2020年3月31日，新登記煤氣電子賬單並成功設立銀行自動轉賬的住宅客戶，每月可獲煤氣費回贈港幣5元，最多可享港幣50元獎賞！既環保又方便快捷，請即行動換取獎賞！

From 1 October 2019 to 31 March 2020, residential customers who register for Towngas' eBilling Service and successfully apply for bank autopay will be rewarded monthly gas charge rebate of HK\$5 up to a maximum total of HK\$50. Act now to help protect the environment by cutting down paper consumption, and enjoy greater convenience!



有關條款及細則，請瀏覽  
For terms and conditions, please visit

[www.towngas.com](http://www.towngas.com)

更多活動資訊，請留意煤氣公司「煤氣公司Towngas」Facebook專頁。

For more activities, please visit our Facebook fanpage "煤氣公司Towngas".



# 煤氣資訊站

TOWNGAS NEWSFLASH

2019-20

12月-2月

DEC - FEB



# 煤氣溫馨義工隊 服務香港二十載

Towngas Volunteer Service Team  
bringing warmth to Hong Kong homes for 20 years



# 同一屋簷下 溫馨暖萬家 煤氣溫馨義工隊服務香港二十載

Towngas Volunteer Service Team bringing warmth to Hong Kong homes for 20 years

煤氣公司積極參與公益活動，早於1999年已成立煤氣溫馨義工隊。義工隊以「積極推動義工活動並不斷提供多元化和創意的服務」、「提升企業形象，配合業務發展」、「為員工自我增值」和「為社會增添關懷和溫馨」為服務宗旨。為擴大服務範圍，我們於2005年成立『煤氣客戶義工隊』，與客戶義工攜手發揚互助互愛及關懷社群的精神。義工隊現有超過1,100名登記義工，義工時數累計逾957,700小時。

適逢義工隊今年成立二十周年，早前特別舉辦感謝午餐暨「同一屋簷下 溫馨暖萬家」義工服務展覽，邀請行政會議成員林正財醫生、十八區區議會正、副主席、社福機構代表和合作夥伴，以



及受惠人士合共300多人，共同見證煤氣公司在社會上致力推行的各項關懷社群項目。

Towngas is committed to supporting charity activities, having established the Towngas Volunteer Service Team (TVST) since 1999. TVST aims to promote volunteering and provide diverse and innovative services that enhance Towngas' corporate image and are in line with our business development, thereby optimising our staff's potential and caring for our community. In order to expand the TVST's scope of service, the Towngas Customer Volunteer Team was established in 2005, through which our staff joined hands with our customers in caring for others. Currently, Towngas has over 1,100 registered volunteers who have clocked over 957,700 hours of volunteer work.



▲ 午餐當日，眾多服務使用者到來與我們慶祝義工隊成立20周年。  
Many beneficiaries joined us in celebrating the 20<sup>th</sup> anniversary of TVST.

Celebrating the team's 20th anniversary, Towngas organised the "Bringing Warmth to Hong Kong Homes" luncheon and exhibition, at which over 300 guests including Executive Council Member Dr Lam Ching-choi, Chairmen and Vice-chairmen of 18 District Councils, representatives and partners of social welfare organisations, as well as beneficiaries witnessed the various community care projects supported by Towngas.

## 綠火焰計劃 — 綠「適」家園 助學童改善居住空間 Green Flame Project – Upcycling for a Greener Home

煤氣公司與聖雅各福群會合辦綠火焰計劃—綠「適」家園項目，透過將廢物升級再造，與基層學童一起製作小型家具，善用居住空間之餘，亦為環保出一分力，向學童灌輸「轉廢為寶」的概念，更以行動實踐「能工巧匠」的精神。

10月26日，集團派出今年成立的「能工巧匠」義工隊參與項目，20多名義工走進社區，以一對一的方式，與逾20位小四至小六學童配對，一同動手將廢物改造成各款小型家具，包括木層架、床邊掛袋及木牆身組合，在製作過程中教授學童「能工巧匠」的工藝標準，增加家裡的收納空間。「能工巧匠」義工隊還帶同福袋到訪學童住處，進一步了解他們的生活環境和需要。

Towngas collaborated with St. James' Settlement to instill in school children the importance of turning waste into treasure, and created practical home accessories through upcycling that enhance their living space and contribute to environmental protection.

On 26 October, over 20 members of our MasterCraft Volunteer Team established this year took part in the event. Lending their strengths to the community, the volunteers partnered one on one with students ranging from Primary 4 to Primary 6 to create small accessories such as wooden shelves, bedside pouches, and wooden wall units through upcycling, thus increasing storage space in their home.



◀ 煤氣義工透過家訪，了解學童的居住環境，製作符合其需要的家具配件。  
Through home visits, volunteers were able to get a sense of the students' household needs in order to design suitable home accessories.

▲ 綠火焰計劃—綠「適」家園計劃旨在幫助基層家庭改善居住環境。  
The aim of Green Flame Project – Upcycling for a Greener Home is to help underprivileged households improve their living environment.

Towngas volunteers shared MasterCraft standards and values with the children and paid visits to the children's homes to get a more thorough understanding of their living environment.