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# 煤氣公司榮獲 「2013香港工商業獎:創意大獎」 Towngas Won "2013 HKAI: Innovation and Creativity Grand Award"



政務可可支於鄭月娥(石)破毀「創息入哭」」「採制公司市務重事陳水室。 Chief Secretary for Administration Carrie Lam (right) presented the award trophy to Towngas Managing Director Alfred Chan.

「2013香港工商業獎」頒獎典禮於10月24日假 灣仔會展中心舉行,煤氣公司憑藉自行研發的 管內多功能機械人Laparobot獲頒創意組別大 獎。Laparobot用以清除舊金屬管網內的障礙 物,可配置其他檢查或操作工具於管內進行不 同的工作,使修復管道過程更安全、環保、快 捷和提高成本效益,亦能大幅減少對公衆造成 的滋擾。 Our self-developed and highly innovative multi-functional robot, the Laparobot, received the Innovation and Creativity Grand Award at the "2013 Hong Kong Awards for Industries" award presentation ceremony. The event was held at the Hong Kong Convention and Exhibition Centre in Wanchai on 24 October. Apart from being used to clear obstacles in old metallic pipes, the Laparobot can also be equipped with inspection and operation tools providing diverse usage applications inside the pipes. A wide range of

客戶通訊

INGCO

#### Corporate News

#### ■ 企 業 新 聞

煤氣公司推陳出新,將創新元素融入公司的不同業務。煤氣 公司經常在全港進行煤氣管更新工程,以進一步提升燃氣安 全。但是,香港地小人多,地面交通繁忙,地下又舖設了不 同公用事業的管網,要進行工程絕非易事。移除舊金屬管內 凝水缸中吸管的傳統方法,需要在廣闊的公眾範圍進行挖 掘,不僅對公眾造成滋擾,涉及的時間較長,成本也較高。 有見及此,煤氣公司同事便對此課題作積極研究,成功研發 了Laparobot。

Laparobot的研發全因公司積極推廣創意文化,鼓勵同事提出 方案,以改善工作流程,提升服務和產品的質素。是次獲獎 對同事們的創意和努力予以莫大的肯定。



技術人員可透過Laparobot的鏡頭了解地底深坑管道內的情況。 The innovative design of the Laparobot enables technicians working on site to gauge the condition of underground pipes through the camera.



Laparobot附有錄像鏡頭,可配備紅外線熱像儀、利刀或 鋼鉗等工具,以便在管內進行不同的工作,如測漏、鑽 孔、切割等。

The Laparobot is equipped with a camera, when added with tools such as an infrared camera, cutting and grinding tool etc., it can perform multiple operations inside the pipes, such as leak detection, drilling and cutting.

The development of Laparobot is the fruit of our corporate culture which focuses on innovation. We encourage our employees to take initiatives in providing ideas to improve work flow, service efficiency and product quality. This award is a great recognition of our employees' creativity and efforts. rehabilitation work can thus be carried out in a safe, environmentally-friendly and efficient manner, while public nuisance is also significantly reduced.

We have made a great deal of effort to introduce new initiatives to our businesses while bringing useful and innovative products and services to our customers. Seeking to improve quality and enhance gas safety, we carry out regular replacement work of older metallic gas pipes throughout Hong Kong. This was not an easy job in view of Hong Kong's dense population and heavy road traffic, while the many public utility networks competing for limited space underground. Traditionally, removing the dip pipes in condensate receivers inside the old metallic pipes requires underground excavation work in public areas. This not only creates a nuisance to the public, it also involves time and high costs. Tackling the problem, we looked into how we could improve the situation seeking to find a safe, environmentally-friendly and efficient way to carry out the work. As a result – the Laparobot was born.



煤氣公司常務董事陳永堅(前排中間)及同事與嘉賓一同分享獲獎喜悦。 Towngas Managing Director Alfred Chan (centre, front row) with guests and colleagues at the ceremony.

Corporate News

■ 企業新聞

煤氣公司「關愛共融慶中秋」25萬愛心月餅溫暖社區 Towngas Sharing Joy and Warmth with the Elderly at Mid-Autumn Festival



煤氣公司向在場近百位長者送上愛心月餅,共慶中秋。 Towngas distributed mooncakes to around 100 elderly people to celebrate the Mid-Autumn Festival

中秋前夕,煤氣公司與香港盲人輔導會合作,在 賽馬會屯門盲人安老院舉辦「關愛共融慶中秋」 活動,與近百名長者一同慶祝中秋節。二十名視 障長者在煤氣義工的指導及協助下,製作了「愛 心月餅」。煤氣公司更邀請兩位資深藝人黃韻材 和梁淑莊獻唱多首經典金曲,並與一眾長者大玩 遊戲,和他們度過一個愉快溫馨的下午。

煤氣公司今年亦邀請超過260位立法會議員、區 議員及65個地區團體參與「愛心月餅顯關懷」活 動,聯同一眾義工前往各地區,將25萬個愛心 月餅贈予弱勢社群及長者,溫暖社區。 Celebrating the Mid-Autumn Festival, we organised a "Sharing Joy and Warmth for Mid-Autumn" event, in collaboration with The Hong Kong Society for the Blind with about 100 elderly participants at the Jockey Club Tuen Mun Home for the Aged Blind. With the help of Towngas volunteers, 20 visually impaired elderly residents made mooncakes for the Festival. Towngas also invited artistes, Wong Wan-choi and Leung Suk-chong, to perform old-time pop songs and play games with the participants. They all enjoyed a happy and entertaining afternoon.

Under our "Mooncakes for the Community" charity programme this year, we also invited more than 260 Legislative Councillors, District Council members and 65 charitable organisations to join hands with us to distribute some 250,000 mooncakes, bringing warmth and care as well as the festive spirit to the elderly and the less fortunate in our community.



煤氣公司執行董事暨公用業務營運總裁黃維義(中)為 長者示範製作愛心月餅。



煤氣公司商務總監-香港公用業務黃霖生(右)與煤氣 義工向長者獻上祝福和關懷。

Towngas Head of Commercial – Hong Kong Utilities Peter LS Wong (right) together with Towngas volunteer extended their best wishes to the participant.



煤氣公司義工教導長者製作月餅。 Towngas volunteer made mooncakes with the participants.

Towngas Executive Director and Chief Operating Officer – Utilities Business Peter WY Wong (centre) Corporate News

━━━ 企業新聞

### 舉辦低碳迷你月餅工作坊 Low Carbon Mini Mooncake Workshop



煤氣烹飪中心導師黃倩霞示範冰皮月餅的製作步驟。 Towngas Cooking Centre instructor Pauline Wong demonstrated how easy it was to make these snowy mooncakes.

煤氣公司於九月在全新開幕的煤氣烹飪 中心舉辦「低碳迷你月餅工作坊」,特邀 低碳Action!專頁的客戶與親友一起參



造型別致的低碳冰皮月餅。 The low carbon snowy mooncakes

加。在煤氣烹飪中心導師的指導下,大家學習製作兩款低碳冰皮月餅,更 品嚐造型別致的月餅,共慶中秋。

A "Low Carbon Mini Mooncake Workshop" was held for our Low Carbon Action! fans at the new Towngas Cooking Centre in September.

Under the guidance of our cooking centre instructor Pauline Wong, participants learnt how to make two different kinds of low carbon snowy mooncakes. They also had a tasting session, trying out the beautifully shaped mooncakes.

### 榮獲第十二屆香港職業安全健康大獎 Honoured with "12th Hong Kong Occupational Safety & Health Award"

煤氣公司一直以安全為首要使命,竭力保持卓越安全表現,積極優化安全 管理系統。今年,我們再次於「香港職業安全健康大獎」中榮獲兩項大獎, 包括連續四年獲得「職安健年報大獎 — 金獎」及連續兩年獲得「安全表現大 獎」,肯定了公司的卓越職安健表現和完善的安全管理系統,充分展現公司 良好的職安健文化。

Safety has always been a top Towngas priority. We make every effort to achieve an excellent safety performance record and continuously enhance our safety management system. This year, we once again gained trophies under the "Hong Kong Occupational Safety and Health Award" including the "OSH Annual Report Award – Gold Award" which we have received for four consecutive years and the "Safety Performance Award" for the second year running. These awards were a testimony to our outstanding performance in OSH, as well as our excellent culture and management system.



煤氣公司企業安全及風險管理總監鄺超靈(左)及企業傳訊總監黃 秀英(右)代表公司接受獎項。

Towngas Head of Corporate Health, Safety and Environment Victor Kwong (left) and Head of Corporate Communications Wong Sau-ying (right) received the awards on behalf of the Company.



煤氣公司商務總監 - 香港公用業務黃霖生(左) 代表公司接受獎項。

Towngas Head of Commercial – Hong Kong Utilities, Peter Wong (left) received the award on behalf of the Company.

# 榮獲非凡服務大賞 2013 Supreme Service Awards 2013

《資本才俊》及《資本企業家》雜誌於10月24日舉行「資本才俊非凡服務大賞2013」頒獎禮, 表揚竭誠待客及提供卓越服務的企業。公司憑著「以客為尊」的精神,為客戶提供至臻完 善的服務,榮獲「非凡公用事務服務大獎」,足證公司的優質服務獲得肯定。

The "CAPITAL CEO  $\times$  CAPITAL Entrepreneur – Supreme Service Awards 2013" presentation ceremony was held on 24 October. Organised by CAPITAL CEO magazine to recognise companies that provide excellent and committed services to their customers, Towngas was honoured to receive the "Supreme Public Utility Service Award" for which we always seek to offer professional services to care for the needs of customers.

Marketing Information

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### 「子住賞」煤氣爐具組合優惠 Fabulous Bundle Appliance Offers

在2013年9月16日至11月15日期間,煤氣公司推出「孖 住賞」煤氣爐具組合優惠。顧客於推廣期內選購兩款或 以上爐具,可獲額外萬寧禮券。另外,公司更推出三款 「超值三件爐具套餐」以供客人選擇。

如欲獲取更多爐具優惠資訊,歡迎瀏覽

#### www.towngasappliance.com

Towngas has launched the "Fabulous Bundle Appliance Offers". From 16 September to 15 November 2013, customers purchasing two or more appliances will receive additional Mannings cash coupons. The campaign also offers three different "Appliance Value Packages" to customers.

For more information on our special offers, please visit www.towngasappliance.com

朱古力狂想 Around Chocolate

10月,煤氣公司邀請Disciples Escoffier亞洲區主席, 米芝蓮星級名廚Robert Fontana於煤氣烹飪中心示範 多款以朱古力汁炮製的菜式,與香港的朋友分享美食。

更多頂級名廚示範課程,請留意煤氣烹飪中心網頁 www.towngascooking.com

In October, Towngas invited Michelin starred master chef Robert Fontana, Asia Headquarter chairman of Disciples Escoffier International, to be a Master Chef Instructor at the Towngas Cooking Centre, where he shared his secrets

in the making of several delightful dishes covered in chocolate sauce and students also had the chance to enjoy the master chef's superbly cook dishes.

For further cooking courses by world-renowned chefs, please visit www.towngascooking.com

Marketing Information

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#### 「Green Mondate 煮角大召集」 推廣明火素食倡導綠色生活 Green Mondate – Vegetarian Cooking Competition Promoting a Green Life – Flame Cooking for Vegetarian Dishes

煤氣公司一向對推廣健康飲食不遺餘力,為進一步倡導綠色生活,煤氣烹飪中心與Green Monday合作,舉辦首屆Green Mondate素食烹飪大賽,鼓勵大衆下廚創作綠色菜譜,分享健 康飲食心得。大會更邀請了無緣不歡大使劉心悠擔任首席評判,最後八位入圍決賽的參賽者, 均於11月17日假煤氣烹飪中心親手為她準備綠色浪漫晚餐。



位編號: 4A18-23

(近椰樹區)

At Towngas, we have long recognised the importance of a healthy diet. Further promoting this green lifestyle, Towngas Cooking Centre joined hands with Green Monday to organise the first "Green Mondate", a cooking competition to encourage public to share their creative ideas on vegetarian dishes. Green Monday Ambassador Annie Lau has been invited to be Chief Judge of the competition and the top eight finalists prepared a romantic green dinner for her in Towngas Cooking Centre on 17 November.



### 張瑪莉禮儀教室 Mary Cheung Manners & Etiquette Workshop

早前,煤氣烹飪中心與資深國際禮儀及專業形象顧問張瑪莉合辦 「張瑪莉禮儀教室」,為成人和小朋友舉辦多個禮儀班,讓他們一 邊享用美食,一邊學習和實踐正統的餐桌及社交禮儀。

Towngas Cooking Centre organised a "Mary Cheung Manners & Etiquette Workshop" in collaboration with Mary Cheung, an experienced etiquette and professional image consultant, to provide a series of manners and etiquette courses for both adults and children. At the workshops, participants can learn all about table manners and social etiquette while also practicing these skills, in a dining environment.

### 香港工展會煤氣公司攤位推出精彩優惠 Fabulous Promotions at HKBPE Towngas Showcase

第48屆香港工展會將於2013年12月14日至2014年1月6日期間, 在維多利亞公園舉行,為期24日。煤氣公司將再度參與這次盛會, 屆時會展銷最新爐具和低碳良品,並推出多項爐具優惠及折扣,歡 迎蒞臨參觀選購。

The 48th Hong Kong Brands and Products Expo is being held at Victoria Park from 14 December 2013 to 6 January 2014. Towngas will be participating once again in this annual event to showcase our new appliances and low carbon products and offer a series of appliance promotions. Please come and visit us at booth 4A18-23. 企業社會責任

#### 獲頒「2012年10,000小時義工服務獎」 Received "2012 Volunteers with Service Hours Exceeding 10,000 Award"

10月24日,煤氣溫馨義工隊獲社會福利署推廣義工服務督導委員會頒發「10,000小時義工服務獎」,以表揚煤氣公司一直積極投入社會服務,關懷弱勢社群。

煤氣公司在香港的社會服務一直以長者為主要服務對象,近年擴展至低收入家庭、 新移民家庭及殘疾人士等弱勢社群。去年,香港義工隊的服務時數大幅增加至 68,508小時。



煤氣溫馨義工隊隊員接受獎項。 Members of the Volunteer Service Team received the award.

The Towngas Volunteer Service Team received yet a further "Volunteers with Service Hours exceeding 10,000 Award" from the Steering Committee of the Promotion of Volunteer Services, the Social Welfare Department on 24 October. The award was presented in recognition of our commitment to social services and care for the underprivileged.

Initially focused on helping the elderly, our service programmes have expanded over the years to cover underprivileged groups such as low income families, new immigrant families and people with disabilities. Last year, our Volunteer Service Team in Hong Kong contributed a total of 68,508 hours of service to the community.



## 煤氣公司《可持續發展報告2012》發表 Towngas "Sustainability Report 2012" Published

煤氣公司《可持續發展報告2012》早前於互聯網發表。報告彙報公司在可持續發展的 工作,除了闡述煤氣公司的願景、使命、管理策略和企業管治政策外,也詳細介紹公 司為履行企業社會責任,不同範疇的工作成效。

Our Towngas "Sustainability Report 2012" were published on the Internet. The Report provides details of our efforts in the field of sustainable development. Focusing on our achievements in this area, it also covers the Company's vision, mission, management and corporate governance policies, as well as our operations performance to fulfill corporate social responsibilities.

# 支持公益金便服日 Supporting Dress Casual Day

煤氣公司每年均參加公益金便服日籌款活動,所籌得的善款將全數撥捐公益金, 資助轄下的社會福利機構,惠澤社群。

今年的公益金便服日於9月27日舉行,煤氣公司員工反應熱烈,連同公司贊助, 合共籌得超過42,080元善款。

Actively supporting the Community Chest's public programmes, we participate in their Dress Casual Day every year. The money raised from the event is allocated in full to the charity organisations funded by the Chest. This year, with the enthusiastic support of Towngas employees together with company sponsorship, a total of HK\$42,080 was raised at the event held on 27 September.



Environment

= 環保空間 \_\_\_\_\_

### 香港無冷氣夜 Hong Kong No Air-Con Night

今年,煤氣公司再度贊助由環保觸覺舉辦的「香港無冷氣夜」,旨在讓公衆明 白節約能源的重要性。香港每年夏季7月至8月期間,冷氣的耗電量佔總用電 量約六成,但若配合竹蓆開風扇可較冷氣慳電10倍。是次活動鼓勵市民關掉 冷氣機,減少溫室氣體及熱氣的排放,實踐綠色生活。

Towngas again sponsored in the "Hong Kong No Air-Con Night" organised by Green Sense this year. Raising public awareness on the importance of energy saving, the activity encourages the public to switch off their air conditioners to reduce greenhouse gases and heat emissions. In July and August every year, the energy consumption of air conditioners alone accounts for 60% of the total electricity usage in Hong Kong. If we replace with fans, the electricity consumed can be reduced by ten times.



### 第綠梯隊回顧及迎新聚會 "Green Leaders Bloc" Programme Review and Orientation

煤氣公司第三度贊助由長春社舉辦的「第綠梯 隊」環保領袖訓練計劃。第二屆訓練計劃於7月 20日圓滿結束,煤氣公司在北角總部大樓舉行 了回顧及迎新聚會。過去一年,學員接受多項 以環保為主題的訓練,並透過參加不同類型的 環保推廣活動,從而實踐環保理念。

煤氣公司將繼續支持這項有意義的訓練計劃, 期望更多年青人於不同層面一起推動環保。 Towngas has sponsored the Conservancy Association's "Green Leaders Bloc" training programme for the third time since its inception. The "Second Green Leaders Bloc" was concluded successfully on 20 July with an event at our headquarters in North Point to review last year's programme and act as orientation for the coming year's schedule. Last year, students received diverse training in environmental protection and gained a better understanding of the environment through active participation in various promotional activities. At Towngas, we will be continuing our support of this meaningful training programme to mobilise more young people to participate in environment protection.



#### *Environment* = 環保空間 \_\_\_\_\_



#### 有機農莊活動 Organic Farming Activities

早前公司舉辦「有機農莊耕種」活動,讓同事有機會 走進鄉郊田野,親近大自然,也與家人體驗農耕生 活。活動種植的農作物亦捐贈予食物銀行幫助有需 要的人。煤氣義工隊最近與「心光盲人院」合作,邀 請他們的會員一起參與農耕活動,親身感受大自然 的清新氣息。

We have organised organic farming activities for employees to experience farming life and enhance relationship with their families. The crops grown have been donated to food banks that help people in need. The Volunteer Team recently has worked with the "Ebenezer School and Home for the Blind" to organise some farming activities for their members so that they could have a chance to experience organic farming fun.

## 榮獲「綠色企業大賞 2013」 Winning the "Green Enterprise Awards 2013"

近日,煤氣公司榮獲《資本企業家》頒發「綠色企業大賞 2013」,以表揚公司對環境所作出的貢獻。煤氣公司多年 來致力為客戶提供安全可靠的能源和優質服務,積極推行 各項環保措施,在製氣過程、生產爐具以至辦公室管理等 環節,均以環保為依歸,提倡循環再造,減少耗用資源。

Towngas recently won the "Green Enterprise Awards 2013" presented by CAPITAL Entrepreneur in recognition of our contribution to the environment. Over the years, we have made every effort to offer safe and reliable energy as well as a quality service to our customers. We carry out environmentally-friendly measures in every aspect of our operations, from gas production, the manufacturing of gas appliances to office management. We also practise recycling throughout our operations to conserve resources.



天文台高級科學主任莫慶炎(右)頒發|緑色企業大賞]予煤氣公司企業 安全及風險管理總監鄭超靈。 Senior Scientific Officer of the Hong Kong Observatory Mok Hing-yim (right) presented the award trophy to Towngas Head of Corporate Health, Safety and Environment, Victor Kwang. Environment

### 加入低碳 Action! 專頁 Join our "Low Carbon Action!" Fanpage

#### 分享環保訊息,贏取豐富獎品

煤氣公司於 Facebook 設立專頁,藉此與客戶有更多接觸,分享環保訊息, 並舉辦有獎問答遊戲及工作坊等,希望能帶動客戶實踐低碳生活。

更多精彩活動資訊,請密切留意「低碳 Action!」專頁。

#### Share the green message and win fabulous prizes

Join us on Facebook, where we have set up a "Low Carbon Action!" fanpage to build closer links with our customers. Making good use of this interactive platform, we share information on environmental protection, organise guizzes and hold workshops to promote low carbon living. For more information on upcoming events, please visit our fanpage.



Low Carbon Action Q



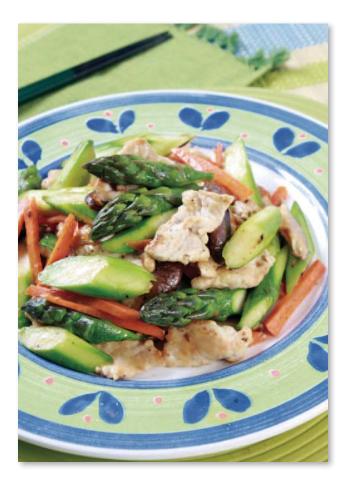


#### Flame Cooking Recipe

= 明 火 煮 食 推 介



# 蘆筍炒肉片 Stir-fried Pork Fillet with Asparagus



材料		Ingredients	
柳梅	160 克	Pork fillet	160g
露筍	160 克	Asparagus	160g
紅蘿蔔	80 克	Carrot	80g
冬菇	4 隻	Dried mushrooms	4 nos.
紹興酒	1 湯匙	Shaoxing wine	1 tbsp
醃料		Marinades	
生抽	1/2 湯匙	Light soya sauce	1/2 tbsp
糖	1/4 茶匙	Sugar	1/4 tsp
生粉	1 茶匙	Cornstarch	1 tsp
麻油	少許	Sesame oil	a little
調味料		Seasonings	
水	2 湯匙	Water	2 tbsp
臣靈	1/4 茶匙	Salt	1/4 tsp
糖	1/4 茶匙	Sugar	1/4 tsp
生粉	1/4 茶匙	Cornstarch	1/4 tsp

#### 做法

- 1. 洗淨抹乾豬柳,切片;拌入醃料,待15分鐘。
- 2. 洗淨露筍及紅蘿蔔;露筍切段;紅蘿蔔去皮後切片。
- 3. 浸軟冬菇,去蒂後切厚片。
- 4. 鑊內燒油,爆炒豬柳至半熟,加入冬菇及紅蘿蔔,拌 炒一會後贊酒;然後加入露筍段,即加入調味料,拌 匀便可上碟。

#### Method

- 1. Wash, pat dry pork and slice thinly. Add marinades and rest for about 15 minutes.
- 2. Wash asparagus and carrot. Section asparagus. Peel carrot and then slice.
- 3. Soak mushrooms until soft, remove stalk and then slice thickly.
- 4. Heat oil in wok, sauté the pork until partially done, add mushrooms and carrot. Toss well, sprinkle wine. Add asparagus, toss well. Lastly, add the seasonings, toss well.



Towngas Cooking Q

www.towngascooking.com

Cook for Love

Q

Compliments

客戶禮讚



憑著同事的優秀表現和以客為尊的工作態度,今年4月 至6月公司共接獲1,587封讚賞信,比上一季多192封, 成績斐然,反映同事用心服務,得到客戶的認同。

居於大圍富嘉花園的吳先生來信,表揚緊急服務組同 事林益昌及孫志文,他們在維修爐具時,發現煤氣管 的位置因早前裝修而改動,但因接駁不妥,出現煤氣 洩漏情況,需要立刻處理。由於櫥櫃內空間狹窄,兩 位同事花了四個多小時終於把煤氣管重新接駁,當晚 恢復熱水供應,讓客戶可以給嬰兒洗澡。公司兩位同 事專業、耐心的服務態度,和煤氣公司着重安全的服 務理念,使公司贏回讚賞。

## 優質服務 贏取讚賞 Quality Service Wins Compliments



With our outstanding performance and customer-oriented services, our employees continue to win recognition from customers. In the three months from April to June this year, we received 1,587 compliment letters, an increase of 192, compared to the previous quarter.

A letter from Mr Ng, a customer who lives in Grandway Garden, Tai Wai, commended technicians Lam Yik-cheong and Suen Chi-man from our Emergency Service Team for their patience and professional service. While repairing a gas appliance for Mr Ng, they found that the position of the gas pipe had been changed due to renovation work carried out earlier in the flat. As the pipe was not connected properly, there was a gas leakage

problem which required immediate action. Owing to the limited space in the kitchen, our technicians spent more than four hours, working to re-connect the gas pipe. Their efforts paid off though, the hot water supply was resumed in time for the baby to enjoy a bath.

With our staff's professional service attitude and the Company's strict safety service culture, we won strong acclaim from this satisfied customer.



# 客戶服務關注小組

煤 氣氣公司客戶服務關注小組於1993 年成立,是公司與客戶間有效溝通的重 要橋樑,有助我們確保所提供的服務能 令客戶稱心滿意。

小組的成員主要來自公司的客戶服務 部、客戶會計組及零售市務部等。小組 每月平均到訪兩個公共屋邨或私人屋 苑,向居民傳達有關煤氣服務、安全須 知、繳費方法及煤氣爐具等重要資訊。 小組亦會收集客戶對公司產品及服務的 意見,從而改善服務質素,進一步加強 煤氣公司與客戶之間的聯繫,與各區用 戶建立良好關係。 Customer Focus Team

Since its inception in 1993, the Customer Focus Team has proven to be an effective communication channel between Towngas and our customers, helping to ensure that our services fully meet customer expectations.

Consisting of senior staff from Customer Services, Customer Accounts and Retail Marketing, the team visits two public housing estates or private residential developments every month to discuss issues related to Towngas services, such as gas safety, bill payment and gas appliances. The team also solicits comments and views from customers so as to provide even better products and services.



煤氣客戶服務關注小組於4月探訪維景灣畔。 Towngas Customer Focus Team visited Ocean Shores in April.

如閣下所居住的公共屋邨或私人屋苑有意安排客戶服務關注小組到 訪,請與企業傳訊部聯絡: If you are interested in arranging a visit from our Customer Focus Team to your housing estate or residential development, please contact our Corporate Communications Department at:

地址:香港北角渣華道363號15樓香港中華煤氣有限公司企業傳訊部 電話:2963 3483 傳真:2516 7368 電郵:ccd@towngas.com Address: Corporate Communications Department, The Hong Kong and China Gas Company Limited, 15/F, 363 Java Road, North Point, Hong Kong Telephone: 2963 3483 Fax: 2516 7368 E-mail: ccd@towngas.com

