

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 with a 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

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

2020

2月-4月
FEB-APR



煤氣公司連獲兩項創新大獎 Towngas receives two innovation awards



持續推動創新文化 煤氣公司連獲兩項殊榮

Towngas receives two innovation awards for well-established corporate culture

煤氣公司憑藉優良的創新文化，近日分別獲頒發2019香港工商業獎－「創意大獎」及建造業議會創新獎2019－可持續建築組第一名，足證公司在促進創意和可持續發展方面表現卓越，獲各界認同。

煤氣公司以創意發明「熱水爐水力發電模組」參賽並奪得香港工商業獎－「創意大獎」，此項目利用水力發電原理，將水流轉化為能源，並將能源儲存作下一次啟動爐具的能源，不但免卻熱水爐需要定期更換電池的問題，更有助減少廢棄電池對環境造成的污染。為提升服務質素，煤氣公司自行研發「聰明立管外套及機械人系統」，項目勇奪建造業議會創新獎。此系統主要是利用聚乙烯外殼以協助修復煤氣喉管，停止喉管氧化，經測試後證實能延長喉管壽命25年，不但能消除因傳統更換喉管而中斷煤氣供應對市民造成的不便，亦減少維修人員因維修喉管而進行高空工作的風險。

Towngas' outstanding corporate culture of innovation has earned it two innovation awards recently, including the Hong Kong Awards for Industries: Innovation and Creativity Grand Award and the Construction Sustainability 1st Prize in CIC Construction Innovation Award 2019 organised by the Construction Industry Council (CIC), underscoring its excellence in promoting innovation and sustainable development.

Our winning entry at the Hong Kong Awards for Industries is the Water Heater Hydropower Generator Module which conserves the energy generated by water current for appliance ignition, thereby eliminating the need for battery replacement in water heaters and reducing potential environmental pollution caused by discarded batteries. For a better customer experience, Towngas developed the Smart Riser Jacket and Robotic System and won the CIC Construction Innovation Award. The system repairs gas pipes by using a UPVC jacket, which stops the oxidation of

the pipe. Stringent testing has proven that this method is capable of extending the pipes' lifespan for 25 years. This system eliminates gas supply interruptions resulting from pipe replacements and the risks associated with repairing gas pipes at height.



▲ 煤氣公司僱員自行研發「熱水爐水力發電模組」，解決熱水爐需定期更換電池的問題。

Our winning entry, the Water Heater Hydropower Generator Module, was designed by our staff and the module eliminates the need for battery replacement.



▲ 煤氣公司商務總監－香港公用業務黃霖生(左二)代表公司獲建造業議會主席陳家駒(中)頒發建造業議會創新獎2019－可持續建築組第一名。

Peter Wong Lam-sang (2nd from left), Towngas Head of Commercial - Hong Kong Utilities, receiving the CIC Construction Innovation Award 2019 – Construction Sustainability 1st Prize on behalf of the Company from Mr Chan Ka-kui (middle), Chairman of the Construction Industry Council

▶ 煤氣公司北角總部展覽廳內的煤氣創新館於2015年開幕，展出由公司員工研發的創新設備。

Towngas' Hall of Innovation was launched in 2015. Located at Towngas' headquarters in North Point, the hall displays innovative equipment designed by our colleagues.



《福布斯》全球最佳僱主2000

Global 2000 – Forbes World's Best Employers

美國商業雜誌《福布斯》最近選出全球2000最佳僱主榜，煤氣公司位列第199位，與其他兩家香港企業，食品製造商萬洲國際(第25位)及香港交易所(第103位)，一同名列前200位。

排名結果足證煤氣公司在推行家庭友善僱傭政策及措施表現傑出，集團深明僱員追求工作與生活平衡，除優化政策外，更投放資源舉辦以家庭為單位的多元化活動，讓僱員及其家人共享天倫之樂，藉此加強彼此的溝通和凝聚力，提升員工士氣，增進僱傭關係，促進社會和諧。

Forbes magazine recently published their list of the World's Best Employers, on which Towngas placed 199 out of a total of 2,000. Food manufacturer WH Group (ranked 25) and Hong Kong Exchanges and Clearing Limited (ranked 103) are also among the top 200.

The recognition demonstrates Towngas' exceptional performance in promoting family-friendly employment policies and measures. Towngas understands staff member's preference for work-life balance; in addition to improving company policies, the Company has also invested resources into a diverse range of family-friendly

activities that both enhance communication and cohesion and improve the employer-employee relationship, ultimately contributing towards a harmonious society.

