

focus

邁向目標 再創高峰



Reaching New Heights with New Goals

2010年對煤氣公司來說是豐碩的一年。我們在2008年定下「再創高峰」作為管理主題，以香港核心業務、內地公用事業、新興能源業務，作為集團三大業務火車頭，推動集團業務增長。去年，集團的三大業務皆有長足的發展。

2010 was a fruitful year for Towngas. We established the management theme "Reaching New Heights" in 2008, with Hong Kong's core business, public utilities on the mainland and new energy business as the Group's three locomotives for business expansion. Last year, all of our businesses made great strides forward.

香港業務穩健發展

過去一年，全球克服了金融海嘯帶來的影響，經濟逐步復甦。香港受惠於內地和亞洲經濟的蓬勃增長，經濟保持暢旺。

2010年香港核心業務穩健發展，客戶總數突破170萬戶。年內，本地旅遊、餐飲及酒店業興旺，加上新用氣項目的發展，工商業用氣量增加，帶動年內煤氣總銷量的上升。此外，公司積極開發新爐具產品，並且擴展銷售渠道，爐具銷量增幅顯著。

位於尖沙咀中港城的Towngas Avenue新店已於去年9月開業，店內的Flame餐廳繼續為顧客提供優雅的環境及明火佳餚美饌。Towngas Avenue更引入嶄新品牌"Mia Cucina"，為顧客提供一系列歐洲時尚設計廚櫃，標誌著煤氣公司創意業務發展的另一重要里程碑。

Steady development in Hong Kong's core business

Over the past year, world economy was gradually recovering as countries across the globe overcame the adverse impact caused by the financial tsunami. Benefit from the rapid growth in China and other Asian countries, Hong Kong maintained its economic prosperity.

In 2010, we saw steady growth in Hong Kong's core business, with the number of customers reaching 1.7 million. During the year, total gas consumption increased because of the rise in commercial and industrial gas consumption brought by business growth in travel, catering and hotel industries, as well as the development of new gas projects. In addition, the Company recorded a prominent increase in the sales of appliances as we put in a lot of effort in developing new products and expanding the sales channel.

Towngas Avenue celebrated the opening of its new branch at China Hong Kong City, Tsim Sha Tsui last September. Flame restaurant at Towngas Avenue continues to serve the finest flame cooking cuisine as well as a comfortable dining experience. Towngas Avenue also introduced "Mia Cucina", a new brand of European kitchen design service, marks yet another milestone in Towngas' retail business development.



▲ 新研製的高效能「蓮心火」爐頭，能源效益節省高達20%。
Innovative "Lotus Flame" built-in hob is specially designed to save more than 20% cooking energy.

01 企業新聞 Corporate News

邁向目標 再創高峰
Reaching New Heights
With New Goals

07 市場資訊 Marketing Information

「戀戀煮意」網站提供多款浪漫食譜
"Cook For Love" website provides
various romantic recipes

10 企業社會責任 Corporate Social Responsibility

煤氣義工隊再獲頒「最高服務時數獎」
Towngas volunteers honoured for Social
Commitment

13 環保空間 Environment

明智環保採購獎(企業界別)白金獎
Green Purchasing Award
(Large Corporation) Platinum Award

16 客戶禮讚 Compliments

優質服務 贏取讚賞
Quality Service Wins Compliments



▲ 高效能商用廚房設備大大提升效益，為客戶節省了能源開支。
Our range of high efficiency gas appliances not only provide greater performance in the commercial kitchen, they also help to save energy costs.

優質客戶服務是公司非常重視的一環，確保用氣安全更是首要重任。我們加強定期安全檢查的工作，以防患未然，提升家居用氣安全。

香港核心業務是公司業務的基石。憑藉這穩固的根基，煤氣公司以豐富的專業經驗、創新的企業文化，以及追求卓越的精神，致力開拓其他業務，令集團的業務更趨多元化。

We have no compromise for quality service, and gas safety is top on the agenda. Therefore, we enhance regular safety inspection work to identify and eliminate any potential risk.

Core business in Hong Kong is the foundation of the Company's business. Based on this solid foundation, the Group develops diversified businesses with a wealth of professional experience, innovative corporate culture and the determination to strive for excellence.

內地業務迅速增長

內地業務捷報頻傳。1994年集團開始參與內地的城市燃氣項目，至2010年年底，包括上、中、下游的天然氣及燃氣業務、水務、電訊以及新興環保能源在內，項目已達120個，覆蓋內地20個省級地區。內地業務不斷發展，每年新增的項目達10至15個。

目前，集團已成為內地規模最大的城市燃氣集團，包括煤氣公司及港華燃氣兩家上市公司在內，共有93個項目。

Rapid growth in the mainland business

We also saw continuing success in the mainland business. Since our expansion into the city gas business sector on the mainland in 1994, the Group has been operating 120 projects covering 20 provincial regions. These projects comprise upstream, midstream and downstream natural gas and gas businesses, water, telecommunications as well as new energy businesses. As our mainland business is constantly growing, the number of projects is on the rise from 10 to 15 annually.

Towngas is now the largest city gas group on the mainland. Inclusive of Towngas China, the Group has a total of 93 projects.

▲ 屯門航空燃料設施有八個總儲存量達26.4萬立方米之燃油儲罐。
Tuen Mun aviation fuel storage facility consists of eight tanks capable of storing 264,000 cubic metres of fuel.



新興能源業務蓬勃發展

自2008年開展新興能源業務至今，集團已在內地成立了15個項目。

易高於屯門建設世界級航空燃油庫，為香港國際機場提供飛機燃油。山西晉城的煤層氣液化廠二期工程、重慶松藻的礦井瓦斯利用、內蒙古甲醇及煤炭資源開採等多個項目也會相繼於2011年至2012年間完成，為新興能源業務的發展增添更多動力。

A brilliant future for new energy business

Since the launch of new energy business in 2008, the Group has established 15 projects on the mainland.

ECO Environmental Investments Limited (ECO) built the world class aviation fuel facility located in Tuen Mun for the Hong Kong International Airport. In mainland China, a number of projects including the second phase of CBM liquefaction plant in Jincheng, Shanxi, utilisation of mine gas in Songzao, Chongqing, exploration of methanol and coal resources in Inner Mongolia etc will be completed during 2011 and 2012, bringing a promising future for the new energy business.



▲「萬糰同心為公益」活動聯合各界力量，裹糰21萬隻。
 "Towngas Rice Dumplings for the Community" mobilised volunteers to wrap 210,000 rice dumplings.

關懷弱勢 回饋社區

除了為長者、單親家庭和殘疾人士提供煤氣費優惠外，2011年1月更推出低收入家庭煤氣費優惠計劃，為有需要家庭提供煤氣費優惠及免費爐具維修服務。

煤氣公司今年在全港送出21萬隻愛心糰、23萬個愛心月餅予獨居長者及弱勢社群，是歷年之冠；而2010年「煤氣溫馨義工隊」的服務時數亦已超過4萬8千小時，讓愛心傳遍社會每角落。

邁步向前 再創高峰

煤氣公司成立至今已149年，我們克服重重的困難，百鍊成鋼，才能締造今日卓越非凡的成就。為更清晰展現集團的業務範疇及企業理念，我們更新了集團的願景及使命：

While growing our business, Towngas remains committed to our community.

In addition to offering concessions to needy elderly, single-parent families and people with disabilities, Towngas launched a new concession scheme to benefit low income families as of Jan 2011.

In 2010, throughout the territory, Towngas has sponsored 210,000 rice dumplings and 230,000 mooncakes to elderly and families in need. Members of Towngas Volunteer Service Team have also contributed a total of 48,000 hours of voluntary service to the community.

Reaching New Heights

With a solid foundation of 149 years, Towngas demonstrated its strength and determination to overcome all sorts of difficulties and challenges for today's remarkable achievements. To better illustrate the Group's business scope and corporate mindset, we have revised our vision and mission:

願景

以環境保護為本，致力發展成為亞洲首屈一指的能源供應及服務商。

Vision

To be Asia's leading energy supplier and service provider, with an environmentally friendly focus.



使命

為客戶供應安全可靠的能源，並提供親切、專業和高效率的服務，同時致力保護及改善環境。

Mission

To provide our customers with a safe, reliable supply of energy and the caring, competent and efficient service they expect, while working to preserve, protect and improve our environment.



榮獲「恒生·珠三角環保大獎」

Hang Seng Pearl River Delta Environmental Grand Awards



◀環境局局長邱騰華(右一)、恒生銀行副董事長兼行政總裁梁高美懿(左二)及香港工業總會主席孫啟烈(左一)頒發獎項予煤氣公司執行董事暨營運總裁關育材(右二)。

Secretary for the Environment Edward Yau, FHKI Chairman Cliff Sun, and Hang Seng Bank Vice-Chairman and Chief Executive Margaret Leung presented the award to Towngas Executive Director and Chief Operating Officer James Kwan.

煤氣公司榮獲2009/10「恒生·珠三角環保大獎」，並同時在「環保項目獎」中的「節省能源」及「其他」兩個組別中勝出，頒獎典禮已於1月10日舉行。

「恒生·珠三角環保獎」由香港工業總會與恒生銀行合辦，以表揚在環保方面有卓越成就的機構。今屆「恒生·珠三角環保獎」共有144家機構提交555個項目角逐獎項，競爭較以往更為激烈。煤氣公司憑着成效超卓的環保項目節能減碳，得以脫穎而出，勇奪3個獎項。

去年，煤氣公司於內地推行了38個減碳項目，共減少碳排放達1.3萬公噸，成績驕人。傑出項目如「順德液化天然氣冷能量運用項目」，利用再生能源為一家冷凍倉庫製冷，節省80萬度電，減碳600公噸。此項目在「節省能源」組別中勝出。

另一得獎項目「低碳Action!」活動，以「減碳100萬公噸」為口號，透過多元化活動及媒體推廣低碳生活，鼓勵市民一起減碳，將環保融入生活。煤氣公司在未來將繼續在環保工作上努力不懈，與市民共同創建美好的生活環境。

Towngas not only received the 'Hang Seng Pearl River Delta Environmental Awards – Grand Award', we also won two further category awards under 'Energy Conservation' and 'Others'. The award presentation ceremony was held on 10 January.

The Hang Seng Pearl River Delta Environmental Awards were jointly organised by the Federation of Hong Kong Industries and Hang Seng Bank to recognise green achievements of the companies in Hong Kong and the Pearl River Delta region. Competition at the 2009/10 Hang Seng Awards was more intense than ever as there were a total of 144 companies submitting 555 projects for the awards. With projects that can save energy and reduce carbon emissions effectively, Towngas won the Grand Award and two category awards.

Last year, Towngas implemented 38 carbon reduction projects on the mainland, bringing in a reduction of more than 13,000 tonnes of carbon dioxide during the year. Our business in Shunde successfully cut electricity usage by 800,000 kWh-meters reducing carbon emissions by 600 tonnes and won the "Energy Conservation" category award.

Our high profile environmental promotional campaign 'Low Carbon Action!' in Hong Kong won one of the category awards. With its slogan to reduce carbon emissions by one million tonnes, the campaign used diverse channels and activities to persuade the people of Hong Kong to reduce their carbon footprint and lead greener lives. Looking forward, we are committed to the ongoing exploration and supply of clean energy to ensure a green and sustainable future for our young people and the generations to come.

煤氣公司再度入選「全球華商1000」排行榜

Towngas becomes “1000 Worldwide Chinese Companies” again

煤氣公司在2010年再度入選《亞洲週刊》「全球華商1000」排行榜，更名列香港區第六名，成績斐然。

《亞洲週刊》的「全球華商1000」排行榜是以世界主要華人集中地的華商企業為評選對象，範圍包括中國大陸、香港、台灣、馬來西亞、新加坡等地，根據上市公司市值作排名依據，煤氣公司由去年排名第九位上升至第六位。

Towngas was selected as one of Yazhou Zhoukan’s “1000 Worldwide Chinese Companies” again in 2010, and ranked the sixth in Hong Kong.

Yazhou Zhoukan’s “1000 Worldwide Chinese Companies” is an award aims to acclaim top 1000 Chinese companies worldwide, e.g. in mainland China, Hong Kong, Taiwan, Malaysia, Singapore etc. The listed companies were ranked by their market values. Towngas’ ranking in Hong Kong rose from the ninth to the sixth in 2010.

榮登亞洲200家「最受尊敬企業」榜

Among Asia’s Top 200 Companies

煤氣公司榮登《亞洲華爾街日報》亞洲200家「最受尊敬企業」榜，不僅名列香港區第八名，更是本港表現最卓越的能源公用事業機構。

是項評選活動由該報讀者根據企業的創意、遠見、產品及服務質量、聲譽、財政穩健等方面作出評選。煤氣公司是次榮登「最受尊敬企業」榜，展現了公司在亞洲區的領導地位。

According to the 2010 “Wall Street Journal Asia 200”, Towngas ranked the eighth in Hong Kong among Asia’s Top 200 companies. The Company was also the best energy company in the region.

The “Wall Street Journal Asia 200” is an annual ranking of Asia’s leading companies selected by its readers based on companies’ performance in innovation, vision, quality of products and services, reputation, financial stability etc. Towngas was proud to be on the list to demonstrate our role as a market leader in Asia.



▲ 煤氣公司名列香港區第八名。
Towngas ranked the eighth in Hong Kong.

煤氣公司推出 iPhone 應用程式 Towngas launched a new iPhone App



煤氣公司在1月推出iPhone應用程式，讓用戶可隨時隨地瀏覽逾千款食譜及烹飪教學短片，率先試玩馬仔趣味遊戲，使用多項煤氣網上服務，更可登入「低碳Action!」，加入減碳行列，實踐低碳生活。

Towngas launched a new iPhone App in January, providing an all-rounded family tool which enables users to access over 1,000 recipes and cooking demonstration videos, and enjoy three additional features, including funny MaggieMarket's cookery game, easy-to-use eServices and a useful Low Carbon Action! diary.

◀ 用家可吹動首頁的蓮芯火。
Users can play Lotus flame at splash screen recurrently.

精選食譜 Recipe features

煤氣公司iPhone應用程式提供超過1,000款網上食譜，部分附有烹飪教學短片，方便易學。「是日煮意」功能每日推介三款菜餚，材料清單可以短訊形式發送。

Towngas iPhone App offers over 1,000 recipes. Information is supplemented with step-by-step cooking videos. We recommend 3 recipes every day and share grocery lists by SMS to make shopping for ingredients easier.



馬仔趣味遊戲 MaggieMarket's iPhone Game

我們特別請來人氣插畫家馬仔，推出馬仔首個iPhone應用程式遊戲，由遊戲主角小圓太教您煎牛扒、炒白菜及炸雞腿。透過生動有趣的遊戲，教您節能環保，傳遞低碳訊息。

You can play popular Hong Kong illustrator MaggieMarket's first iPhone App game and learn all about low carbon cooking via a wide variety of fun cookery games.



煤氣網上服務

利用這個應用程式報讀煤氣錶度數及使用電子賬單提示服務，不但簡單方便，更可節省紙張，保護環境。

Efficient Towngas eServices

You can report meter readings and receive eBill alerts anytime, anywhere via our easy-to-use eServices, and save the environment as less paper is used.



低碳Action!

讓用戶隨時取得低碳生活貼士及記錄個人減碳進度，為環保出一分力。

Low Carbon Action!

You can join our Low Carbon Action! to get useful green tips and keep a low carbon diary.



「戀戀煮意」網站 'Cook for Love' Mini-site

想為愛侶炮製浪漫晚餐，共度甜蜜時光？「戀戀煮意」網站 (www.cookforlove.com.hk) 是您不可缺少的好幫手！網站提供多款戀戀煮意食譜，讓您自訂晚餐菜式組合，親手煮出無窮滋味，為愛侶帶來驚喜！

您也可以參加由煤氣烹飪中心舉辦的「蜜蜜煮」情侶烹飪班，以及其他精選課程，包括「中菜基本簡易入門班」、「西菜入門輕鬆煮」、「基本糕餅製作班」等，引發更多戀戀新煮意。

Want to prepare romantic dinners for your loved one? The 'Cook for Love' mini-site is your great helper! The mini-site provides various romantic recipes to make up your own fascinating menus and bring surprises to your loved one!

You can also enrol in cooking classes for couples and other introductory cooking courses such as Introduction to Chinese Cooking, Western Cooking as well as Cake & Pastry Making organised by Towngas Cooking Centre for more cooking creative ideas.



◀ 自製心型甜品，特別而浪漫。
You can learn to make special warmhearted desserts.



▶ 「戀戀煮意」網站提供多款愛情食譜。
'Cook for Love' mini-site provides various romantic recipes.

獲頒「傑出企業形象大獎2010」 Presented with 'Outstanding Corporate Image Award 2010'

《TVB周刊》「傑出企業形象大獎2010」已踏入第二屆，煤氣公司也連續兩年成為獲獎企業。此獎項的設立為表揚具創意及表現傑出的企業對香港作出的貢獻。評審團包括各界專業人士，他們以企業的市場計劃定位及周全度、員工團隊管理、產品及服務質素、信譽等各方面為評審準則，選出優勝企業。

Towngas was presented with 'Outstanding Corporate Image Award' organised by 'TVB Weekly' for 2 consecutive years since its launch in 2009. The award recognises the contribution of innovative and outstanding companies have made to Hong Kong. The judging panel comprises professionals from a variety of industries who made their decisions by the company's marketing planning, staff management, product and service quality, as well as reputation.



▲ 煤氣公司連續兩年成為「傑出企業形象大獎」的獲獎企業。
Towngas was presented with 'Outstanding Corporate Image Award' for 2 consecutive years.

TGC「蓮芯火」嵌入式平面爐在GASEX備受注目 TGC "Lotus Flame" Gas Built-in-hob – the focus at GASEX

煤氣公司於去年11月參加西太平洋地區燃氣資訊交換會議暨展覽台北年會(簡稱GASEX)。我們除了交流燃氣的使用安全、相關科技、節能及環保等方面的資訊外，更於香港展區內展示最新推出高效能系列的TGC「蓮芯火」嵌入式平面爐(TRTB72LT-C)，引起了來自15個成員國或地區的公司超過600位燃氣業領袖的興趣。

新研製的高效能「蓮芯火」嵌入式平面爐，較舊型號煮食爐節省能源高達20%。「蓮芯火」爐頭的雙層火力強勁集中，最高可達5.3千瓦，下層火力可獨立調校。密封爐頭設計配合德國名牌Schott優質陶瓷玻璃面板，方便清潔，食物汁液也不易流進爐頭內；並且備有防漏熄火安全裝置，安全可靠。

Towngas participated in GASEX 2010 - the 12th conference and exhibition of GASEX (Gas Information Exchange in the Western Pacific Area) held in November 2010 in Taipei, Taiwan.

In addition to the exchange of information in gas utilisation safety and reliability, high-efficiency of natural gas technology as well as reducing energy consumption and carbon emission to the environment, Towngas featured the newly launched TGC "Lotus Flame" Gas Built-in Hob (TRTB72LT-C) at the Hong Kong Pavilion and attracted attention of more than 600 industry leaders from 15 member economies in the region.

The innovative TGC "Lotus Flame" built-in hob is specially designed to save more than 20% cooking energy compared with old models of Towngas appliances. Its double-layer flame is powerful with gas rating up to 5.3kW while the lower-level flame can be independently adjusted for different cooking needs. Furthermore, its burners are sealed to avoid food spills and facilitate easy cleaning together with the ceramic glass surface made by Schott in Germany. The hob's flame failure device also makes it safe to use.



▲ TGC「蓮芯火」嵌入式平面爐的展示大獲好評。
TGC "Lotus Flame" Gas Built-in Hob earned wide acclaims.

TGC全新恆溫熱水爐 TGC Newly Launched Temperature-modulated Water Heaters

TGC全新TRJW121/161RFL恆溫熱水爐外形時尚、線條流麗，備有白色及銀色，能配合現代浴室設計。

熱水爐採用數碼式自動恆溫系統，確保水溫穩定，熱水供應量每分鐘可高達12公升或16公升，熱水源源不絕。爐身設有數碼式溫度顯示及控制面板，簡單易用；另可選配數碼式電子遙控器安裝於浴室及廚房，更加方便操作。熱水爐採用安全機動密封式設計及內置防漏熄火安全裝置，安全穩妥。

TGC newly launched TRJW121/161RFL temperature-modulated water heaters have aesthetic appearance that best suit with modern bathroom interior. Both models are available in white or metallic silver.

TRJW121/161RFL water heaters using advanced digital monitoring system to ensure constant water temperature and able to supply up to 12 or 16 litres of hot water per minute respectively. Water heaters are easily operated with digital control panel, optional digital remote controls are also available for installation in bathroom and kitchen. Models are safely assured with fan assisted room-sealed design and flame failure device.



▲ 全新恆溫熱水爐附安全裝置，設計時尚。
Temperature-modulated water heaters have reliable safety device.

Towngas Avenue推出創意低碳餐

Towngas Avenue launched Low Carbon Fusion Menu

為了讓低碳飲食及環保理念融入市民生活中，Towngas Avenue特別推出「暖暖Fusion低碳餐」，以優質時令低碳食材炮製美饌，讓大家享受美食之餘，更宣揚愛護地球、珍惜資源的信息。

低碳食譜有四大原則，就是「就地取材」、「多菜少肉」、「不時不食」、「餐不過量」。Towngas Avenue按此四大原則搜羅時令新鮮食材，並以低碳潔淨的明火烹調，讓市民享受美食的同時，輕鬆減碳，為環保出一分力。

To promote a low carbon lifestyle to the people of Hong Kong, Towngas Avenue has launched a brand new “Low Carbon” fusion menu. These delicacies, created with the finest “low carbon mileage” ingredients have been crafted for total customer enjoyment and reduction of the ecological impact on the earth.

The “Low Carbon Menu” follows four principles – the use of “locally produced ingredients”; the use of “more vegetables and less meat”, the use of “seasonably available ingredients” Just as positively, Towngas Avenue uses flame cooking, an effective low carbon energy source that helps to protect the environment. Furthermore, it enables customers to easily reduce their carbon emission while enjoying fine dining.



◀廚師「就地取材」，以香港出產的鮮嫩比目魚烹調主菜。
The chef used locally caught brill to prepare the main dish.



◀「多菜少肉」，以蔬果為主食，健康之餘又可減少動物飼養過程中的碳排放量。Adhere to “more vegetables and less meat” principle, you could create a more healthy and low carbon diet.

TGC彩色玻璃平面爐為廚房加添色彩

New Decor to Your Kitchen - TGC Multicolour Built-in Hobs

TGC早前推出綠色玻璃RB2GB嵌入式平面爐，鮮亮奪目，大受年青用家歡迎，現再推出3種全新玻璃顏色，讓客戶打造展現獨特品味的時尚廚房。全新顏色包括最受女士們喜愛的粉紅色、清新亮麗的黃色和優雅柔和的藍色。

外形時尚的RB2GB嵌入式平面爐選用厚達8毫米強化玻璃面，容易清潔、堅固耐用；加上火力強勁，方便烹調不同菜餚，配合無段式火力調校，控制火候得心應手；同時備有旋鈕式火力調控及防漏熄火安全裝置，安全可靠，方便易用。

TGC's green-coloured RB2GB built-in hob is very popular with the younger generation. Now 3 new colours, pink, yellow and blue, have been launched allowing customers to create even more unique kitchens.

RB2GB built-in hobs are stylish and sleek, functional yet wonderfully decorative for all modern kitchens. The RB2GB's durable stove top is made from 8mm tempered glass which is easy to clean whilst powerful burners with visible flames facilitate precise power control for best cooking results. The hob also features streamlined flame-adjuster knobs and a flame-failure device.



▲RB2GB嵌入式平面爐顏色猶如糖果，可打造夢幻廚房。
RB2GB built-in hobs have three new candy colors which are ideal for creating fancy kitchens.

煤氣義工隊再獲頒「最高服務時數獎」 Towngas volunteers honoured for Social Commitment

煤氣公司的「溫馨義工隊」及「客戶義工隊」積極參與各項義工及公益活動，服務社群。2009年，煤氣義工隊的服務時數達44,939小時。我們連續三年獲社會福利署頒發「最高服務時數獎（私人團體——最積極動員客戶參與獎）」冠軍，以表揚煤氣公司積極支持和鼓勵僱員及客戶參與義工服務。

The Towngas Volunteer Service Team and the Towngas Customer Volunteer Team actively participate in a variety of charitable initiatives to bring warmth to the community. In 2009, the Teams dedicated 44,939 hours for voluntary service. We were honoured with the Champion in the 'Highest Service Hour Award (Private Organization-Best Customer Participation)' from the Social Welfare Department for 3 consecutive years, in recognition of the Company's efforts in promoting voluntary service for the community among our employees and customers.



▲ 煤氣溫馨義工隊獲頒「最高服務時數獎」。
Towngas volunteers were awarded Highest Service Hour Award.

推出「低收入家庭煤氣費優惠計劃」 Launch of 'Towngas Concession Scheme for Low Income Families'

煤氣公司一向關懷弱勢社群，先後推出特別為長者、殘疾人士和單親家庭而設的煤氣費優惠計劃，以減輕他們的經濟負擔。今年，我們與香港社會服務聯會攜手合作，由2011年1月起推出「低收入家庭煤氣費優惠計劃」，為合資格的低收入綜援家庭提供優惠。

Towngas always cares for the community. We launched several concession schemes especially for the elderly, people with disabilities and single-parent families to alleviate their burden on daily expenses. This year, Towngas collaborated with the Hong Kong Council of Social Service to launch the 'Towngas Concession Scheme for Low Income Families' effective from January 2011 to offer benefits to the low income families which receive Comprehensive Social Security Assistance.

計劃提供的優惠包括：

- 每月首500兆焦耳(約10.4度)煤氣用量半價優惠
- 豁免煤氣保養月費
- 豁免每月基本收費
- 豁免煤氣用戶按金
- 免費煤氣爐具維修服務

Benefits offered by the Concession Scheme :

- 50% discount on the first 500MJ (around 10.4 units) of gas consumed
- Waiver of monthly maintenance charge
- Waiver of monthly initial charge
- Waiver of security deposit
- Free gas appliances maintenance service



▲ 藉着這個新優惠計劃，我們希望讓更多有需要的人受惠。
Through this new scheme, we can help more needy people.

關愛長者大行動 'Care for the Elderly' Campaign



▲ 煤氣公司執行董事暨營運總裁關育材親身到社區探訪長者。
Towngas Executive Director and Chief Operating Officer James Kwan pays visit to elderly in the community.

With a dedication to serve the community, Towngas has provided a variety of services for the elderly, such as free haircutting, photos taking, safety rails installation, PE Link check-up etc. Furthermore, we distribute rice dumplings and mooncakes to the elderly at traditional Chinese festivals. To build a culture of love and care for the elderly within the community, and show solicitude for the needs of the elderly, we join hands with the Hong Kong Federation of Trade Unions (FTU) to launch a large community service campaign called 'Care for the Elderly'. We will recruit 1,000 volunteers from 18 districts throughout Hong Kong to come into contact with the elderly by means of visits, distribution of 'bags of blessing' and different kinds of activities, bringing warmth and joy to them.

The campaign started in February, and the launching ceremony was held at Shi Hui Wen Secondary School in Tuen Mun on 26 February. After the ceremony, Towngas Executive Director and Chief Operating Officer James Kwan, Vice-chairman of FTU Chan Yuen Han, together with the volunteers from Towngas and FTU paid visits and distributed 'bags of blessing' to the elderly in Tuen Mun.

煤氣公司一直致力回饋社會，長期為長者服務，例如免費為長者剪髮、拍攝證件相、安裝安全扶手、測試平安鐘等，並在傳統節日向長者送上健康糰和月餅，以表示對長者的關懷。為了在社區建立關愛長者的文化，並關注長者的需要，我們與香港工會聯合會攜手合作，開展大型社區服務計劃「關愛長者大行動」，在全港18區招募1,000名義工，以不同方式如上門探訪、贈送福袋、舉辦活動等接觸區內長者，為他們帶來溫暖和歡樂。

是項活動於今年2月開展，並於2月26日假屯門釋慧文中學舉行啟動禮。啟動禮後，煤氣公司執行董事暨營運總裁關育材、工聯會副會長陳婉嫻、聯同煤氣公司和工聯會的義工探訪區內的長者及贈送愛心福袋，以表關懷。



▲ 煤氣公司執行董事暨營運總裁關育材、工聯會副會長陳婉嫻聯同各主禮嘉賓到大興邨探望長者，並送上愛心福袋。
Towngas Executive Director and Chief Operating Officer James Kwan and Vice-chairman of FTU Chan Yuen Han, together with other guests of honour visited elderly in Tai Hing Estate.



▲ 「關愛長者大行動」啟動禮上，多位長者代表收到由煤氣公司及工聯會送出的愛心福袋，笑逐顏開。
Elderly representatives were presented with "bags of blessing" at the kick-off ceremony for 'Care for the Elderly' campaign.

「長者友善社區」計劃嘉許禮

The Commendation Ceremony for 'Age-Friendly'

香港社會服務聯會(社聯)積極推動各界參與香港「長者友善社區」計劃，鼓勵不同的團體和機構在提供服務或推出產品時，關注長者的需要，共建關愛社區。

「煤氣長者優惠計劃」能照顧長者的需要，獲評選為「長者友善措施」，以表揚公司在締造長者友善社區方面的努力。

The Hong Kong Council of Social Service (HKCSS) actively promotes 'Age-Friendly Hong Kong' within the community. The Scheme encourages different organisations and companies to take into account the needs of the senior citizens when offering services and products.

'Towngas Concession Scheme for the Elderly', which caters for the needs of the elderly, was selected as an 'Age-Friendly Initiative', in recognition of our efforts on building an Age-Friendly society.

- ▶ 去年11月，煤氣公司企業傳訊總監黃秀英(左一)出席由社聯舉辦的「長者友善社區」計劃嘉許禮。 In November 2010, Towngas Head of Corporate Communications Wong Sau Ying was invited to attend the Commendation Ceremony for 'Age-Friendly' organised by HKCSS.



公益愛牙日 Love Teeth Day



煤氣公司一向支持公益金的活動，我們在去年12月9日參加由香港公益金、香港牙醫學會及衛生署口腔健康教育組合辦的「公益愛牙日」籌款活動，籌得善款將為有需要的人提供口腔護理服務。

僱員對是次活動反應熱烈，共籌得66,460元，連同公司的等額捐款，我們合共捐款超過13萬元予公益金，打破往年紀錄。

Towngas has always been a supporter of the Community Chest to raise money for charity purpose. On 9 December 2010, we took part in 'Love Teeth Day' co-organised by the Community Chest, Hong Kong Dental Association and Oral Health Education Unit of the Department of Health to raise money for providing dental service to the needy.

Towngas staff showed great support for this fund-raising activity. They donated \$66,460, and together with donations from the Company, a total of over \$130,000 was raised for the Community Chest, breaking past year's record.

明智環保採購獎(企業界別)白金獎 Green Purchaswi\$e Award (Large Corporation) Platinum Award

煤氣公司貫徹環保採購的承諾，在整體環保採購及推廣等方面表現超卓，得到外界認同，榮獲由環保促進會頒發的「香港綠色企業大獎2010」明智環保採購獎(企業界別)白金獎。

Towngas fulfils its commitment on green purchasing, and our achievement in overall green purchasing and green purchasing promotion gained public recognition. We were honoured with 'Hong Kong Green Award' – Green Purchaswi\$e Award (Large Corporation) Platinum Award presented by Green Council.



▲ 環保工作委員會主席盧永強代表公司接受獎項。
Lo Wing Keung, Chairman of the Environmental Working Committee, received the Award on behalf of the Company.

資本傑出環保大獎2010 CAPITAL Outstanding Green Excellence Awards 2010

煤氣公司的環保工作成效卓著，在2010年又贏得另一個環保獎項——由《資本雜誌》頒發的「資本傑出環保大獎」。該獎項旨在表揚企業在環保管理方面的傑出成就，以及對保護環境的貢獻。

Towngas won another green award - the 'CAPITAL Outstanding Green Excellence Awards' presented by CAPITAL magazine in 2010 for its excellent environmental performance. The Awards aim to recognise a company's achievement on green management and its commitment to environmental protection.



▲ 「資本傑出環保大獎」表揚煤氣公司傑出的環保管理及貢獻。
The 'CAPITAL Outstanding Green Excellence Awards' recognise Towngas' achievement on green management and its commitment to environmental protection.

支持地球之友「良心回收約章」 Support the 'Conscientious Recycling Charter' launched by Friends of the Earth

回收再造是保護環境的有效措施。因此，煤氣公司早於2003年便推行「舊爐具回收計劃」，將舊爐具的零件循環再造；並且全力支持環保團體的回收計劃。

去年，煤氣公司支持由香港地球之友發起的「良心回收約章」計劃，舉辦「廢舊電子產品回收」活動，鼓勵僱員及合作伙伴妥善回收並透過適當的途徑棄置廢舊電子產品。此外，我們把部分可用的舊電子產品轉贈給有需要的人。

是次活動得到僱員及承辦商的鼎力支持，反應非常熱烈，我們共收到超過580件廢舊電子產品。

Recycling is an effective measure to protect the environment. Therefore, Towngas launched the 'Used Gas Appliance Recycling Programme' in 2003 to recycle the parts of old appliances, and support the recycling programmes of the green groups.

Last year, Towngas supported the 'Conscientious Recycling Charter' launched by Friends of the Earth (HK) and organised the 'Used Electronic Products Recycling Programme' which encouraged our employees and business partners to collect and send the used electronic products to the proper recycling channels. Furthermore, we donated some of the products that could still be used to the needy.

This Programme gained strong support from our employees and contractors. We received over 580 used electronic products.

推出「低碳新世代」 網上遊戲

‘Low Carbon Generation’ Online Games

全球暖化的問題日益嚴重，煤氣公司認為向新一代灌輸低碳知識絕對是當前急務，因此與香港教育城合作，推出「低碳新世代」網上遊戲，攜手在學界推動低碳生活，讓學童透過益智有趣的遊戲，包括植樹小遊戲、低碳新煮意遊戲、廢物循環再造遊戲等，加深對能源、環境及低碳生活的認識。

除了網上遊戲外，煤氣公司更為中小學生製作「低碳新世代」教材，並舉辦講座和參觀活動，讓學生認識香港能源發展和低碳生活資訊。

Towngas believes that it is an urgent task to inculcate in the younger generation the way to lead a green life as global warming is constantly aggravating. To promote low carbon living among the students, Towngas launched the ‘Low Carbon Generation’ online games in cooperation with Hong Kong Education City. The students can have a better understanding of energy, environment and low carbon living through a variety of online games including the games for tree planting, low carbon cooking, waste recycling etc.

Apart from the online games, Towngas provides teaching materials for primary and secondary schools, and organises talks and visits for the students to introduce to them the development of energy in Hong Kong and information on low carbon living.



▲同學登入「低碳新世代」遊戲後，須設法爭取綠色能量，用以改造社區。
Students can play a variety of green games to reform the community.



▲遊戲中設有關卡首領，挑戰成功方可晉級。
Students can advance to next levels by passing challenges.



▲遊戲中設有多個益智環保小遊戲，包括環保知識問答、植樹小遊戲、低碳新煮意等。
There is a wide variety of online games including games for tree planting, low carbon cooking, waste recycling etc.

轉用電子賬單實踐低碳生活

Use Towngas eBilling Service to realise Low Carbon Living

為進一步推動「低碳Action!」，煤氣公司於去年舉辦「低碳好賞大抽獎」，鼓勵客戶使用煤氣電子賬單服務，以減少耗用紙張及因郵遞耗用的能源，更可享受便捷的網上服務。每一用戶成功登記電子賬單服務，煤氣公司便會捐出港幣6元，支持香港地球之友的植樹計劃(捐款總額上限為港幣30萬元)，希望在2011年底前種植10,000棵樹，為環保出力。

To further promote ‘Low Carbon Action!’ campaign, Towngas launched the ‘Low Carbon Reward Lucky Draw’ last year to encourage customers to reduce paper usage and save the energy used during postage while enjoy online convenience. Furthermore, for every successful eBilling application processed, Towngas will donate HK\$6 to Friends of the Earth (HK)’s Tree Planting Programme (maximum donation: HK\$300,000) with a target to plant 10,000 trees by 2011.



▲「低碳好賞大抽獎」獎品豐富，吸引了不少客戶轉用煤氣電子賬單。
‘Low Carbon Reward Lucky Draw’ offered fabulous prizes and attracted a lot of customers to use Towngas eBilling Service.

明火煮食推介

Flame Cooking Recipe

花團錦簇

Nori Seaweed Fish Roll



材料 Ingredients

龍脷魚柳	600克	Sole fillet	600g
日式紫菜，切條	8條	Nori seaweed, cut into strips	8 strips
西芹，切幼條	24條	Celery, cut into strips	24 strips
紅蘿蔔，切幼條	24條	Carrot, cut into strips	24 strips
蛋	1隻	Egg	1
白麵包糠	1杯	White breadcrumbs	1 cup

醃料 Marinade

鹽	2/3茶匙	Salt	2/3 tsp
麻油及胡椒粉	少許	Sesame oil and pepper	a little
生粉	1茶匙	Cornstarch	1 tsp
蛋白	2湯匙	Egg white	2 tbsp

做法 Method

1. 龍脷魚柳沖淨及抹乾，切10厘米長薄片，拌入醃料待10分鐘。
 2. 西芹及紅蘿蔔條用魚肉包捲，再捲上一條紫菜。
 3. 魚卷沾上蛋汁，再沾上白麵包糠。
 4. 燒1/4鑊油，放入魚卷以中火炸熟及至金黃香脆，取出上碟。
 5. 食時以酸甜辣汁蘸吃。
1. Rinse and wipe dry sole fillet, slice into 10 cm long pieces, mix with marinade and set aside for 10 min.
 2. Place strips of celery and carrot onto a piece of sole fillet, roll up and tie with a strip of nori seaweed.
 3. Dip fish rolls in beaten egg and coat evenly with breadcrumbs.
 4. Heat 1/4 wok of oil, deep-fry fish rolls in medium hot oil until cooked and golden in color, remove and serve.
 5. Serve fish rolls with sweet and sour chilli sauce.



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Towngas Cooking Centre

www.twongascooking.com

優質服務 贏取讚賞 Quality Service Wins Compliments

煤氣前線僱員以親切誠懇的態度，為客戶提供妥善和高效率的服務，獲不少客戶來函讚賞，於2010年，煤氣公司共收到5,074封讚賞信，成績驕人。我們最近便收到灣仔區區議員鄭琴淵的讚許信，表揚安裝技術員陳裕城為客戶提供專業服務。

客戶家中的煮食爐損壞需要更換，公司派遣安裝技術員陳裕城進行爐具安裝的工作。陳裕城對客戶親切有禮，在工作過程中細心盡責，優良的服務態度備受讚賞。而最令客戶留下深刻印象的是陳裕城在約定時間準時到達，使她不用浪費時間在家等候；他在到達前先致電與客戶聯絡，讓她有足夠時間作好準備。在爐具安裝妥當後，陳裕城詳盡地向客戶介紹新爐的使用方法，服務專業認真，令客戶非常滿意。

謹此感謝鄭議員的來函，對提供優質服務的僱員予以鼓勵。我們必定會繼續努力，使服務更臻完善。

Our friendly, competent and efficient service always wins acclaim from the customers. In 2010, we received a total of 5,074 letters from customers complimenting our quality service. Recently, we received a compliment letter from Wan Chai District Councillor Anna K. Y. Tang, who commended technician Chan Yu Shing for his professional service.

The table top cooker at the customers' home needed to be replaced, and our technician Chan Yu Shing was responsible for the installation work. During his service, Chan Yu Shing was friendly and courteous to the customer, and very attentive and responsible on his work. His excellent service attitude received great acclaim from the customer. She was especially impressed by Chan's punctuality as she didn't need to waste her time waiting at home. In addition, she could have sufficient time to make preparation as Chan gave her a call before he arrived. After installation, Chan offered a detailed explanation of the operation of the cooker. The customer was totally satisfied with his professional service.

We are grateful for the Councillor's compliments to encourage our staff to make persistent efforts in striving for service excellence.

客戶服務關注小組 Customer Focus Team

煤氣公司客戶服務關注小組於1993年成立，是公司與客戶建立有效溝通的重要橋樑，確保服務令客戶稱心滿意。

小組由公司與客戶服務有關的部門組成，主要來自客戶服務部、客戶會計組及零售市務部等。小組平均每月到訪兩個公共屋邨或私人屋苑，在探訪期間傳達有關煤氣服務、煤氣使用安全須知、繳費方法及產品介紹等各項重要資訊。小組亦會收集及解答客戶對公司產品及服務意見，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。

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 buildings 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 to provide even better products and services.

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：

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

If you are interested in a visit from our Customer Focus Team to your housing estate or residential development, please contact our Corporate Communications Department at:

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



▲客戶安裝及服務部陳裕城專業認真，得到客戶讚賞。Chan Yu Shing from Customer Installation and Service Department provided professional and dedicated service.



▲客戶服務關注小組於今年1月20日到訪東頭邨，向居民介紹煤氣公司的各項服務。The Customer Focus Team visited Tung Tau Estate on 20 Jan this year.