



煤氣公司  
提供**全新**繳費方法  
Towngas offers  
**NEW** payment method



經煤氣網站遞交電子支票  
e-cheque via Towngas website

我們現提供電子支票繳費服務，客戶可將「電子支票」(支票抬頭寫上「香港中華煤氣有限公司」)連同電子支票相關資料及煤氣客戶號碼傳送至指定電郵地址 e-Cheque@towngas.com，既環保又方便。

We accept payment by e-cheque now, customer can make the e-Cheque payable to "The Hong Kong and China Gas Company Limited" and send to our designated email address e-Cheque@towngas.com. Remember to include the e-Cheque information and Towngas account no. in the email. It is environmentally friendly and convenient.



客戶亦可登入煤氣網站遞交電子支票，詳情請瀏覽：  
Customer can also visit Towngas website to arrange e-cheque payment, please scan for more details:



中文



English

## 環保煮食小貼士 Green Cooking Tips

蒸、燉 Steaming and simmering

盡量減少煮食或蒸煮時所用的水  
Try reducing the amount of water used

例如，增加60%的用水量會增加能源開支、碳排放及煮食時間高達50%。

For example, a 60% increase in water used for preheating might lead to a 50% increase in energy cost, carbon emission and cooking time.

**+50%**  
碳排放  
carbon emission  
若增加60%用水量  
If increase 60% water for preheating



**-25%**  
碳排放  
carbon emission

盡量使用金屬器皿來蒸煮食物  
When possible, steam your food using a metallic container rather than a ceramic one

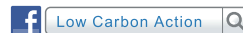
與使用陶瓷器皿相比，可減少能源開支、碳排放及煮食時間高達25%。

Your energy cost, carbon emission and cooking time maybe reduced by up to 25%.



更多環保資訊，請留意煤氣公司全新手機應用程式「Towngas煤氣公司」，或「低碳Action!」Facebook專頁。

For more green activities, please visit our new mobile app "Towngas煤氣公司" or Facebook fanpage of "lowcarbonaction".



2016  
服務承諾  
Service Pledge



煤氣  
Towngas

低碳能源 清新空氣  
Greening up your life



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2016年服務承諾，由1月起生效，成績將於2017年1月發表。  
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 2016, and the annual reporting on performance results will be announced in January 2017.

服務承諾 Pledges	服務指標 Targets	2015 成績 Results
<b>可靠程度 Reliability</b>		
源源不絕的煤氣供應 Uninterrupted gas supply	超逾99.99% Over 99.99%	99.992%
因維修或其他工程而需暫停煤氣供應 In case of supply interruption (on account of maintenance or engineering work)	三天前預先通知客戶 3 days prior notification	100%
恢復煤氣供應 Restoration of gas supply	12小時內 Within 12 hours	100%
<b>安全程度 Safety</b>		
緊急搶修隊 Emergency Teams	於25分鐘內抵達現場 Arrive on site within 25 minutes	平均20.96分鐘 20.96 minutes
<b>預約服務 Appointments</b>		
提供維修及安裝服務 Availability of maintenance and installation services	於兩個工作天內提供服務 Within 2 working days	平均1.12天 Average 1.12days
<b>效率和方便程度 Speed and Convenience</b>		
客戶服務熱線 Customer Service Hotline	來電於四聲鈴響內接聽 Calls answered within 4 rings	93.21%
接駁或截斷煤氣供應 Connect or disconnect gas supply	一個工作天內 Within 1 working day	100% (因應客戶的要求) (upon customer's request)
取消煤氣戶口 Deposit refunded at Customer Centres	截斷供氣兩小時後到客戶中心退回開戶按金* 2 hours after disconnection of gas supply*	100% (因應客戶的要求) (upon customer's request)
<b>服務質素 Service Quality</b>		
高效率 Efficiency	8分 (10分為滿分) 8 out of a total score of 10	8.85 <sup>1</sup>
親切、誠懇和專業的服務 Courteous and friendly attitude	8分 (10分為滿分) 8 out of a total score of 10	8.86 <sup>1</sup>
<b>處理客戶意見 Handling Suggestions</b>		
書面建議 Written comments or suggestions	三個工作天內回覆客戶已收到函件 Reply within 3 working days	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%

\* 住宅客戶如有需要於截氣當天取回按金，請於預約服務時提出有關要求，最高退還款額為港幣2,000元。  
To enjoy this service, residential customers are advised to inform us of their request for refunds at the time of making call-off service appointment. The maximum refund amount is HK\$2,000.

1. 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分以上的成績。  
The result was based on surveys conducted by an independent research company. Our target is to exceed a score of eight out of ten.

## 服務優質 以客為尊 CUSTOMER SATISFACTION IS OUR TOP PRIORITY

除了上述的服務承諾外，煤氣公司亦提供不同的優質服務，全面照顧客戶需要。

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

### 維修及安裝服務 APPOINTMENTS

我們於週一至周六提供11個維修及9個安裝預約時段供住宅客戶選擇，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。我們亦提供其他收費服務，如為客戶更改灶台開口呎吋、櫥櫃設計及安裝服務、連接煤氣爐的標準電力工程等安裝服務。

We offer 11 time slots for residential maintenance and 9 time slots for installation appointments on weekdays and Saturdays. 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. 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.

### 付款方法 BILL PAYMENT

客戶可選擇任何一種繳費方法，方便快捷。  
Customers can settle their bills by any of the following methods:

- 銀行戶口或信用卡 (包括名氣卡、Citibank、中國銀行及美國運通卡) 自動轉賬  
Autopay by bank account or credit cards (including Towngas Card, Citibank, Bank of China and American Express)
- 「繳費靈」電話繳費服務  
Payment by Phone Service
- 網上繳費 (煤氣網上客戶中心 www.towngas.com、繳費靈網站 www.ppsk.com 或銀行提供的網上理財服務)  
Payment on Internet Service (Towngas online customer centre: www.towngas.com, PPS website: www.ppsk.com, or other online services provided by banks)
- 附有「繳費易」或「繳費服務」標誌的銀行自動櫃員機  
Bank Automated Teller Machines with "JET Payment" or "Bill Payment Service" signage
- 郵寄支票  
Cheque by post
- 經煤氣公司網站遞交電子支票 e-cheque via Towngas website
- 煤氣客戶中心或「名氣廊」  
Counter payment at Customer Centres and Towngas Avenue
- 全港郵政局  
Post Offices
- 全線7-Eleven、OK、VanGO便利店、華潤萬家生活超市或便利超市  
Convenience stores including 7-Eleven, Circle K, VanGO, CRVanguard Superstore or CRVanguard Shop
- 東亞銀行各分行  
Bank of East Asia branches
- 中銀香港之「存支票機」  
Cheque Deposit Machine at Bank of China (HK)

### 煤氣客戶中心 CUSTOMER CENTRES

為方便客戶，我們20間客戶中心的營業時間為早上10時至晚上8時，星期日及公眾假期照常服務。

In order to provide convenient and efficient services, 20 of our Customer Centres are open from 10:00am to 8:00pm, including Sundays and public holidays.