

煤氣公司

服務承諾

2006

Towngas Service Pledge



煤氣
Towngas



高瞻遠矚 目標在望

Achieving New Heights in Service

煤氣服務見佳績

過去一年，煤氣公司全力為客戶提供優質服務。我們秉承一貫「以客為尊」的服務精神，在各個服務範疇也取得佳績。

安全、可靠的煤氣供應對客戶非常重要。因此，我們去年煤氣供應的可靠程度達到99.994%。而去年我們再度榮獲2005香港「Q」嘜優質服務認證，再次確定了公司在客戶安裝和服務方面的高質素水平。

煤氣公司深明待客之道，上下一心，為客戶提供最優質的服務。我們定必繼續以創新意念，服務客戶，令我們的家居變得更為舒適。



Another Year of Service Excellence

Towngas continued to live up its pledge to deliver quality services to customers in the past year. We remained firm in our belief in "Customer First" as we worked to excel in every aspect of our service targets.

We endeavoured to provide a safe and reliable gas supply service as this is of paramount importance to our customers, and we are pleased to report a reliability rate of 99.994% for last year. Our service excellence continued to earn recognition, as our customer installation and services was once again accredited under the Hong Kong Q-Mark Service Scheme in 2005.

At Towngas, customers' best interests are first and foremost. So our goal for the coming year is to continue to keep you satisfied through innovation and excellent services, bringing you and your family the best of modern living.





煤氣公司 2006年 服務承諾

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2006年服務承諾，由1月起生效，成績將於2007年1月發表。

服務承諾	服務指標
可靠程度 源源不絕的煤氣供應 因維修或其他工程而需暫停煤氣供應 恢復煤氣供應	<ul style="list-style-type: none">• 超逾99.99%• 3天前預先通知客戶• 12小時內
安全程度 緊急搶修隊	<ul style="list-style-type: none">• 90%遇求助時於30分鐘內抵達現場
預約服務 提供維修及安裝服務	<ul style="list-style-type: none">• 於兩個工作天內提供服務
效率和方便程度 客戶服務熱線 接駁或截斷煤氣供應 取消煤氣戶口	<ul style="list-style-type: none">• 來電於4聲鈴響內接聽• 1個工作天內• 截斷供氣兩小時後到客戶中心退回開戶按金*
服務質素 高效率 親切、誠懇和專業的服務	<ul style="list-style-type: none">• 8分 (10分為滿分)• 8分 (10分為滿分)
處理客戶意見 書面建議	<ul style="list-style-type: none">• 3個工作天內回覆客戶已收到函件• 兩星期內解決問題或告知客戶解決方法和所需時間

* 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。

服務優質 以客為尊

除了上述的服務承諾外，煤氣公司還提供不同的優質服務，全面照顧客戶的需要。

維修及安裝服務

我們於週一至週六提供7個維修及安裝預約時段給客戶選擇。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(假日照常)。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，為客戶更改灶台開口呎吋、拆窗枝配合安裝熱水爐的需要、連接煤氣爐的標準電力工程等安裝服務。

付款方法

客戶可選擇任何一種繳費方法，方便快捷。

- 自動轉賬
- 「繳費靈」電話繳費服務
- 「繳費靈」網上繳費(www.ppskh.com) /
- 「繳費易」網上自動轉賬機 (www.jetco.com.hk)
- 「名氣卡」自動轉賬繳費
- 東亞銀行各分行
- 附有「繳費易」或「繳費服務」標誌的銀行自動轉賬機
- 郵寄支票
- 煤氣客戶中心和「名氣廊」
- 全港郵政局

煤氣客戶中心

為方便客戶，我們10間客戶中心的服務時間已延長至晚上8時，星期日及公眾假期照常服務，而另外3間的服務時間為上午10時至晚上7時。「名氣廊」的服務時間則為上午10時至晚上10時。



The Towngas Service Pledge for 2006

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 2006, and the annual reporting on performance results will be announced in January 2007.

PLEDGES	TARGET
<p>RELIABILITY</p> <p>Uninterrupted gas supply In case of supply interruption (on account of maintenance or engineering work) Restoration of gas supply</p>	<ul style="list-style-type: none"> • Over 99.99% • 3 days prior notification • Within 12 hours
<p>SAFETY</p> <p>Emergency teams</p>	<ul style="list-style-type: none"> • Arrive on site within 30 minutes, at 90% of the times
<p>APPOINTMENTS</p> <p>Availability of maintenance and installation services</p>	<ul style="list-style-type: none"> • Within 2 working days
<p>SPEED AND CONVENIENCE</p> <p>Customer Service Hotline Connect or disconnect gas supply Deposit refunded at Customer Centres</p>	<ul style="list-style-type: none"> • Calls answered within 4 rings • Within 1 working day • 2 hours after disconnection of gas supply*
<p>SERVICE QUALITY</p> <p>Efficiency Courteous and friendly attitude</p>	<ul style="list-style-type: none"> • 8 out of a total score of 10 • 8 out of a total score of 10
<p>HANDLING SUGGESTIONS</p> <p>Written comments or suggestions</p>	<ul style="list-style-type: none"> • Reply within 3 working days • Resolution, or a statement of when the matter will be resolved, within 2 weeks

* To enjoy this service, customers are advised to inform us of their request for refunds at the time of making cap-off service appointment.

CUSTOMER SATISFACTION IS OUR TOP PRIORITY

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

APPOINTMENTS

We offer 7 time slots on weekdays and Saturdays for maintenance and installation appointments. Upon request, we can provide maintenance and installation service within the same day or 24 hours even on weekends. For domestic appliances after sales, we offer 3-year warranty for spare parts services and free disposal of old appliances. Other fee-based installation services, including workbench opening, dismantling of window or balcony grilles for water heater installation and electrical wiring for installation of gas appliances, are also provided to our customers.

BILL PAYMENT

Customers can settle their bills by any of the following methods:

- Autopay
- Payment by Phone Service
- Payment on Internet (www.ppskh.com/) / (www.jetco.com.hk)
- Autopay by "Towngas Card"
- Bank of East Asia branches
- Bank Automated Teller Machines with "JET Payment" or "Bill Payment Service" signage
- By Post (by cheque)
- Counter payment at Customer Centres and Towngas Avenue
- Post Offices

CUSTOMER CENTRES

In order to provide more convenient and efficient services, 10 of our Customer Centres are open to 8:00pm, including Sundays and public holidays, the other 3 Centres are open from 10:00am to 7:00pm. Towngas Avenue is open from 10:00am to 10:00pm.



2005 煤氣公司服務承諾成績

Results of Towngas Service Pledge

	成績 Results	
	2005	2004
可靠程度 Reliability		
源源不絕的煤氣供應 (超逾99.99%) Uninterrupted gas supply (over 99.99%)	99.994%	99.997%
因維修或其他工程而需暫停煤氣供應 (三天前預先通知客戶) In case of supply interruption on account of maintenance or engineering work (3 days prior notification)	100%	100%
12小時內恢復煤氣供應 Restoration of gas supply within 12 hours	99.998%	99.95%
安全程度 Safety		
緊急搶修隊 (90%遇求助時於30分鐘內抵達現場) ¹ Emergency Team arrived on site within 30 minutes (at 90% of the times) ¹	93.01%	94.24%
預約服務 Appointments		
於兩個工作天內提供維修及安裝服務 Availability of maintenance and installation services within 2 working days	平均1.1天 Average 1.1 days	平均1.08天 Average 1.08 days
效率和方便程度 Speed and Convenience		
客戶服務熱線 (來電於四聲鈴響內接聽) Customer Service Hotline (calls answered within 4 rings)	95.63%	96.55%
一個工作天內接駁或截斷煤氣供應 Connect or disconnect gas supply within 1 working day	100% (因應客戶的要求) (upon customer's request)	100% (因應客戶的要求) (upon customer's request)
截斷煤氣兩小時後到客戶中心退回開戶按金 Deposit refunded at Customer Centres (2 hours after disconnection of gas supply)	100% (因應客戶的要求) (upon customer's request)	99.96% (因應客戶的要求) (upon customer's request)
服務質素 Service Quality		
高效率 ² Efficiency ²	8.68	8.69
親切、誠懇和專業的服務 ² Courteous and friendly attitude ²	8.73	8.80
處理客戶意見 Handling Suggestions		
於三個工作天內處理書面建議 Reply within 3 working days	100%	95.29%
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%	95.23%

1. 平均為19.77分鐘
Average 19.77 minutes

2. 根據獨立資料研究公司於2005年1月至12月每月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 monthly surveys conducted from January to December 2005 by an independent research company. Our target is to exceed a score of eight out of ten.



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重要電話號碼

緊急事故熱線 (二十四小時服務) 2880 6999
客戶服務熱線 2880 6988
報錶熱線 (二十四小時服務) 2880 5522
服務承諾熱線 (辦公時間) 2856 1331

Useful Telephone Numbers

24-hour Emergency Hotline 2880 6999
Customer Service Hotline 2880 6988
24-hour Self-reading Hotline 2880 5522
Service Pledge Hotline (office hours) 2856 1331

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