



煤氣  
Towngas

100<sup>TH</sup>  
ANNIVERSARY

# 2022

服務承諾 Service Pledge





# 踐行可持續發展 讓智慧燃展未來

## Ignite a Smart Future Through Achieving Sustainable Development

**煤**氣公司致力構建可持續發展的未來，並以創新思維把環境、社會及管治 (ESG) 議題納為業務營運的首要考慮，促進社會邁向低碳未來。過去一年，公司囊括多項可持續發展大獎，包括香港管理專業協會頒發的「大型機構組別—可持續發展大獎」，顯示我們在維持強勁業務發展的同時持續提升ESG表現。

近年，集團積極拓展智慧能源業務，投資和營運多個不同的再生能源項目外，還成功研發及推出全港首創的IoT智能防乾燒嵌入式平面煮食爐，結合全新「煤氣智慧爐具」手機應用程式，客戶可隨時隨地監察爐具使用情況及遙距關火，全面提升家居安全。



全面智能操控  
Smart Control



請掃描二維碼，了解IoT智能防乾燒嵌入式平面爐的詳細資料。

Scan the QR code for the information of Smart (IoT) Anti-scorch Built-in Hob.



Towngas is committed to creating a sustainable future and promoting a low carbon lifestyle with innovative thinking to bring Environmental, Social and Governance (ESG) issues at the forefront of its business operations. In the past year, the Company won various sustainability awards, including the Grand Award (Large Organisations) from the Hong Kong Management Association, demonstrating that we continued to improve our ESG performance while maintaining strong business growth.

In recent years, the Group has been actively expanding its smart energy business through investing in and operating a number of different renewable energy projects, and has also successfully developed and launched Hong Kong's first Smart (IoT) Anti-scorch Built-in Hob. With the use of the new "Towngas Smart Appliance" mobile app, customer can monitor the appliance status and remote shut-off anytime and anywhere, so as to enjoy the convenience brought by enhanced home safety.



# 煤氣公司2022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2022年服務承諾，由1月起生效，成績將於2023年1月發表。

服務承諾	服務指標
<b>可靠程度</b> 源源不絕的煤氣供應 <sup>^</sup> 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"><li>• 超逾99.99%</li><li>• 3天前預先通知客戶</li><li>• 12小時內</li></ul>
<b>安全程度</b> 緊急搶修隊	<ul style="list-style-type: none"><li>• 於25分鐘內抵達現場</li></ul>
<b>預約服務</b> 提供維修及安裝服務	<ul style="list-style-type: none"><li>• 於兩個工作天內提供服務</li></ul>
<b>效率和方便程度</b> 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"><li>• 來電於4聲鈴響內接聽</li><li>• 1個工作天內</li><li>• 截斷供氣兩小時後到客戶中心退回開戶按金*</li></ul>
<b>服務質素</b> 高效率 親切、誠懇和專業的服務	<ul style="list-style-type: none"><li>• 8.5分 (10分為滿分)</li><li>• 8.5分 (10分為滿分)</li></ul>
<b>處理客戶意見</b> 書面建議	<ul style="list-style-type: none"><li>• 3個工作天內回覆客戶已收到函件</li><li>• 兩星期內解決問題或告知客戶解決方法和所需時間</li></ul>

<sup>^</sup>因意外而導致煤氣供應受影響。

\*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。

## 服務優質 以客為尊

除了上述服務承諾外，煤氣公司亦提供不同的優質服務，全面照顧客戶需要。

### 維修及安裝服務

我們在周一至周日均向住宅客戶提供預約維修及安裝<sup>†</sup>服務，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（只限安裝新爐的同一地址）。我們亦提供其他收費服務，如為客戶更改灶台開口呎吋、廚櫃設計及安裝服務、連接煤氣爐的標準電力工程等安裝服務。

### 付款方法

客戶可選擇任何一種繳費方法，方便快捷。

- 銀行戶口或信用卡（包括Towngas卡、中國銀行及美國運通卡）自動轉賬
- 「繳費靈」電話繳費服務
- 網上繳費（煤氣網上客戶中心<https://eservice.towngas.com>、繳費靈網站[www.ppskhk.com](http://www.ppskhk.com)或其流動應用程式「繳費靈手機服務」、或銀行提供的網上/流動應用程式理財服務）
- 附有「繳費易」或「繳費服務」標誌的銀行自動櫃員機
- 郵寄支票

- 經煤氣公司電子郵箱e-Cheque@towngas.com、或透過中銀香港網頁或其流動應用程式的「電子支票繳付賬單」服務遞交電子支票
- 煤氣客戶中心或「名氣廊」
- 全港郵政局
- 全線7-Eleven、OK、VanGO便利店、U購Select、華潤萬家生活超市或便利超市
- 東亞銀行各分行
- 中銀香港之「存支票機」
- AlipayHK、WeChat Pay HK或TNG電子錢包
- 轉數快

### 煤氣客戶中心

為方便客戶，我們於港九新界開設21間客戶中心。

<sup>†</sup> 周日只提供一般安裝服務。



# The Towngas Service Pledge for 2022

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 2022, and the annual reporting on performance results will be announced in January 2023.

PLEDGES	TARGETS
<b>RELIABILITY</b> Uninterrupted gas supply <sup>^</sup> In case of supply interruption (on account of maintenance or engineering work) Restoration of gas supply	<ul style="list-style-type: none"><li>• Over 99.99%</li><li>• Customer notification 3 days in advance</li><li>• Within 12 hours</li></ul>
<b>SAFETY</b> Emergency Teams	<ul style="list-style-type: none"><li>• Arrive on site within 25 minutes</li></ul>
<b>APPOINTMENTS</b> Availability of maintenance and installation services	<ul style="list-style-type: none"><li>• Within 2 working days</li></ul>
<b>SPEED AND CONVENIENCE</b> Customer Service Hotline Connect or disconnect gas supply Deposit refunded at Customer Centres	<ul style="list-style-type: none"><li>• Calls answered within 4 rings</li><li>• Within 1 working day</li><li>• 2 hours after disconnection of gas supply*</li></ul>
<b>SERVICE QUALITY</b> Efficiency Courteous and friendly attitude	<ul style="list-style-type: none"><li>• 8.5 out of a total score of 10</li><li>• 8.5 out of a total score of 10</li></ul>
<b>HANDLING SUGGESTIONS</b> Written comments or suggestions	<ul style="list-style-type: none"><li>• Reply within 3 working days</li><li>• Resolution, or a statement of when the matter will be resolved, within 2 weeks</li></ul>

<sup>^</sup> Unplanned Gas Supply Interruption.

\* To enjoy this service, residential customers are advised to inform us of their requests for refunds at the time of making cap-off service appointment. The maximum refund amount is HK\$2,000.

## 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 maintenance and installation\* service, by appointment, on Mondays to Sundays. 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 (only apply to the installation address of new appliance). 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.

### BILL PAYMENT

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

- Autopay by bank account or credit cards (including Towngas Card, Bank of China and American Express)
- Payment by Phone Service (PPS)
- Online payment (Towngas eService Centre: <https://eservice.towngas.com>, PPS website: [www.pps.hk.com](https://www.pps.hk.com) or its mobile app "PPS on Mobile", or Internet / Mobile App banking service offered by any banks)
- Bank Automated Teller Machines with "JET Payment" or "Bill Payment Service" signage
- Cheque by post
- e-cheque via Towngas email [eCheque@towngas.com](mailto:eCheque@towngas.com) or "e-Cheque Bill Payment" service at Bank of China (HK)'s website or mobile app
- Counter payment at Customer Centres and Towngas Avenue
- Post Offices
- Convenience stores including 7-Eleven, Circle K, VanGO, U Select, CRVanguard Superstore or CRVanguard Shop
- Bank of East Asia branches
- Cheque Deposit Machine at Bank of China (HK)
- Alipay-HK, WeChat Pay HK or TNG Wallet
- Faster Payment System (FPS)

### CUSTOMER CENTRES

In order to provide convenient and efficient services, we have 21 customer centers across Hong Kong Island, Kowloon and New Territories.

\* Only general installation service will be provided on Sundays.



# 2021

## 煤氣公司服務承諾成績

### Results of Towngas Service Pledge

	成績 Results	
可靠程度 Reliability	2021	2020
源源不絕的煤氣供應 <sup>^</sup> (超逾99.99%) Uninterrupted gas supply <sup>^</sup> (over 99.99%)	99.996%	99.996%
因維修或其他工程而需暫停煤氣供應：3天前預先通知客戶 In case of supply interruption on account of maintenance or engineering work : customer notification 3 days in advance	100%	100%
12小時內恢復煤氣供應 Restoration of gas supply within 12 hours	100%	99.99%
安全程度 Safety		
緊急搶修隊平均到達現場時間 (於25分鐘內) Emergency Team average arrival time (within 25 minutes)	平均21.39分鐘 Average 21.39 minutes	平均21.57分鐘 Average 21.57 minutes
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1.16天 Average 1.16 days	平均1.21天 Average 1.21 days
效率和方便程度 Speed and Convenience		
客戶服務熱線 (來電於4聲鈴響內接聽) Customer Service Hotline (calls answered within 4 rings)	95.13%	96.10%
1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)	99.92% (因應客戶的要求) (upon customer's request)	100% (因應客戶的要求) (upon customer's request)
服務質素 Service Quality		
高效率 <sup>†</sup> Efficiency <sup>†</sup>	8.99	9.00
親切、誠懇和專業的服務 <sup>†</sup> Courteous and friendly attitude <sup>†</sup>	8.99	8.98
處理客戶意見 Handling Suggestions		
於3個工作天內處理書面建議 Reply within 3 working days	100%	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%	100%

<sup>^</sup> 因意外而導致煤氣供應受影響。Unplanned Gas Supply Interruption.

<sup>†</sup> 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8.5分以上的成績。

The result was based on surveys conducted by an independent research company. Our target was to exceed a score of eight point five out of ten.



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聯絡方法  
Contact Channels

煤氣客戶中心 Towngas Customer Centres	<a href="https://www.towngas.com/tc/Household/Customer-Services/Customer-Centres">https://www.towngas.com/tc/Household/Customer-Services/Customer-Centres</a> 
煤氣網上客戶中心 Towngas eService Centre	<a href="https://eservice.towngas.com">https://eservice.towngas.com</a> 
客戶服務熱線 (24小時服務) 24-hour Customer Service Hotline	2880 6988
報錶熱線 (24小時服務) 24-hour Self-reading Hotline	2880 5522
服務承諾熱線 Service Pledge Hotline	2856 1331
手機短訊熱線 SMS Hotline	6496 5898
緊急事故熱線 (24小時服務) 24-hour Emergency Hotline	2880 6999

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