

## Towngas Honoured with “2009 Hong Kong Awards for Industries: Customer Service Grand Award”



Towngas Managing Director Alfred Chan (left) receives the award from Donald Tsang, Chief Executive of the HKSAR Government.

Towngas was honoured to receive the “Hong Kong Awards for Industries: Customer Service Grand Award” in January. The award not only provides testimony to our high levels of service excellence, it will further enhance our service quality.

Our one-stop-shop services include gas supply and the purchase of appliances to a full range of installation and maintenance after-sales services, to bring our customers both greater convenience as well as levels of service beyond their expectations. Our 24-hour Customer Service Hotline provides a direct human interface. Our Customer Service Officers answer customers directly with regard to every type of service or enquiry.

Our Towngas Customer Centre has been refurbished and redesigned to provide continuous customer service improvements. Apart from offering bill payment services and the purchase of appliances, they also provide a view of the modern Towngas lifestyle. New and delicious delicacies are available at our Towngas Avenue restaurant, offering a great dining experience to customers while also promoting the advantages of flame cooking. In recent years, we have also promoted fair trade products and a low-carbon dining, as additional options for our health- and green-conscious customers.

We thank for your continuous support and commit to enhance our service quality, to bring greater value to customers.



煤氣  
Towngas

Greening up your life

## Setting Targets for Greater Achievements

Towngas pledges to continue improving our service and to set higher targets, aiming at providing our customers with best possible service. In 2010, we will continue to keep our customers satisfied through our excellent services and innovative ideas, bringing the best of Towngas living to you and your family.

### 2009 Results of Service Pledge

PLEDGES	RESULTS
<b>RELIABILITY</b>	
Uninterrupted gas supply (over 99.99%)	99.992%
In case of supply interruption on account of maintenance or engineering work (3 days prior notification)	100%
Restoration of gas supply within 12 hours	100%
<b>SAFETY</b>	
Emergency team arrived on site within 30 minutes (at 90% of the times) <sup>1</sup>	93.91%
<b>APPOINTMENTS</b>	
Availability of maintenance and installation services within 2 working days	Average 1.04 day
<b>SPEED AND CONVENIENCE</b>	
Customer Service Hotline (calls answered within 4 rings)	96.96%
Connect or disconnect gas supply within 1 working day	100% (upon customer's request)
Deposit refunded at Customer Centres (2 hours after disconnection of gas supply)	100% (upon customer's request)
<b>SERVICE QUALITY</b>	
Efficiency <sup>2</sup>	8.67
Courteous and friendly attitude <sup>2</sup>	8.67
<b>HANDLING SUGGESTIONS</b>	
Reply within 3 working days	100%
Resolution, or a statement of when the matter will be resolved, within 2 weeks	100%

1. Average 20.49 minutes

2. The result was based on monthly surveys conducted from January to December 2009 by an independent research company. Our target is to exceed a score of eight out of ten.



### Service Pledge for 2010

PLEDGES	TARGET
<b>RELIABILITY</b>	
Uninterrupted gas supply	• Over 99.99%
In case of supply interruption (on account of maintenance or engineering work)	• 3 days prior notification
Restoration of gas supply	• Within 12 hours
<b>SAFETY</b>	
Emergency teams	• Arrive on site within 30 minutes, at 90% of the times
<b>APPOINTMENTS</b>	
Availability of maintenance and installation services	• Within 2 working days
<b>SPEED AND CONVENIENCE</b>	
Customer Service Hotline	• Calls answered within 4 rings
Connect or disconnect gas supply	• Within 1 working day
Deposit refunded at Customer Centres	• 2 hours after disconnection of gas supply*
<b>SERVICE QUALITY</b>	
Efficiency	• 8 out of a total score of 10
Courteous and friendly attitude	• 8 out of a total score of 10
<b>HANDLING SUGGESTIONS</b>	
Written comments or suggestions	• Reply within 3 working days • Resolution, or a statement of when the matter will be resolved, within 2 weeks

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



You are welcome to join our low carbon initiatives. Make your pledge at our "Low Carbon Action!" website, [www.towngas.com/lowcarbonaction](http://www.towngas.com/lowcarbonaction), and help to relieve global warming.