

FOCUS 客戶通訊

香港中華煤氣有限公司
THE HONG KONG AND CHINA GAS COMPANY LIMITED

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回歸十週年 攜手創未來 HK SAR's 10th Anniversary Inspires New Hopes for the Future

2007年是香港回歸祖國十週年；煤氣公司希望藉此回顧本港及公司過去十年的重要發展，並向各位對本公司的支持致以衷心謝意。

2007 marks the 10th anniversary of Hong Kong's handover to the motherland. We would like to take this opportunity to review the major developments of the territory and Towngas over the past ten years, and express our sincere gratitude for your unwavering support.

1997

1997年，回歸未幾即遇上亞洲金融風暴及禽流感，影響民生。我們與市民共度時艱，在該年後一直沒提出加價申請。公司為新機場和東涌發展而建造的高壓海底管線，正於當年竣工。

Not long after the 1997 handover, Hong Kong was beset by the Asian financial crisis and the bird flu epidemic. To help Hong Kong people through this difficult period, Towngas refrained from increasing its tariffs since that year. The construction of the submarine gas pipeline for the new airport and Tung Chung was also completed in the same year.

1998

1998年，香港經濟持續低迷，煤氣公司卻提出「三不」政策——不加價、不裁員、不減薪，提升員工士氣，促進本港經濟競爭力。

Amid the persistent economic downturn in 1998, Towngas unveiled a "three no" policy, pledging no tariff increase, no lay-off and no pay cut to enhance staff morale, and the territory's competitive edge.



1999



1999年，我們將大埔船灣堆填區的沼氣應用於煤氣生產。當年有一宗涉及無煙道式熱水爐的不幸意外，公司迅速化解危機。公司於1999年奪得香港管理專業協會的「優質管理獎」大獎。

In 1999, we began to utilise the landfill gas from the Shuen Wan Landfill for town gas production. While an accident involving the use of a flueless water heater occurred in the year, we handled that crisis successfully. In the year, Towngas received the HKMA Quality Award from Hong Kong Management Association.

2000

2000年，公司成立易高能源公司，進軍車用石油氣市場。我們亦將煤氣生產過程所產生的二氧化碳加工，製成乾冰，開展環保業務；並與英國輝信公司合作，在中山市設廠生產聚乙烯管材。煤氣溫馨義工隊於同年成立。

ECO Energy Company was established in 2000, marking our entry into the vehicular LPG market. At the same time, we diversified into green business by capturing the carbon dioxide emitted during the town gas production process to make dry ice. We also established a manufacturing base in Zhongshan in partnership with the UK company Fusion Group (Holdings) for the production of polyethylene fittings for pipe systems. The Towngas Volunteer Team was set up in the same year.

踏入21世紀，公司計劃「以經營燃氣業務為本，致力發展成為亞洲首屈一指的潔淨能源供應商及優質服務商」，並矢志發展內地燃氣市場。

As we entered the 21st Century, our goal was to become Asia's leading clean energy supplier and quality service provider, with a primary focus on gas, and we also aimed at developing the mainland gas market.

2001

2001年，911事件令油價跌至不足20美元一桶。公司於尖沙嘴開設首家餐廳——名氣廊。同年，公司購入蘇州工業園區的燃氣項目；我們同時亦於宜興市投資燃氣項目。

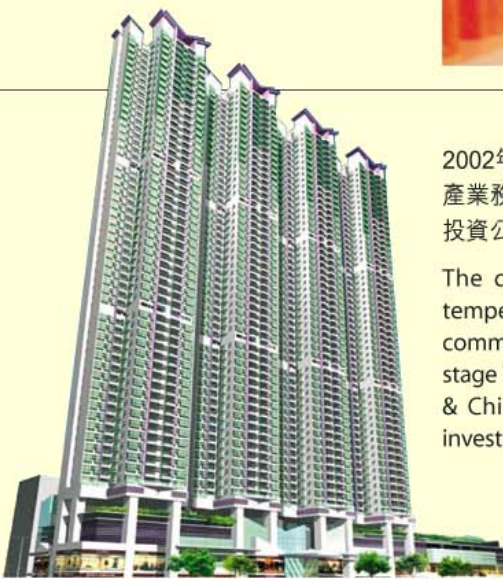
The oil price dropped to less than US\$20 a barrel in 2001 after the September 11 attacks. The year also saw the launch of our first signature restaurant, Towngas Avenue, in Tsim Sha Tsui, and our gas investments in the Suzhou Industrial Park and Yixing on the mainland.



2002

2002年經濟依然疲弱，平均氣溫比過去高，影響公司業績。但公司的地產業務取得重大進展，翔龍灣地產項目正式展開。我們在深圳成立港華投資公司，統籌內地投資項目。

The continuous sluggish economy and the higher-than-average temperatures in 2002 had taken a toll on our performance results. The commencement of the Grand Waterfront project signified an important stage in our property development. During the year, we set up Hong Kong & China Gas Investment in Shenzhen to coordinate our mainland investments.





2003



2003年，「沙士」肆虐，經濟低迷。政府停售居屋，影響公司爐具和煤氣的銷量。兩宗沙井蓋意外後，公司於次年完成更換所有鑄鐵管的工作。我們於同年成立名氣通，開展電訊業務。內地業務方面，年內共獲12個城市燃氣項目。

2003 was marred by the rage of SARS and the persistent economic downturn. Our appliance and gas sales were both dampened by the government's HOS sales moratorium. Subsequent to two manhole-related accidents, we completed the replacement of all of our cast iron pipes in the following year. The establishment of Towngas Telecom during the year signified our entry into the telecom sector. Meanwhile, we acquired 12 additional mainland city piped gas projects.

2004

2004年，經濟續有改善；公司名氣通獲發電訊固網牌照。10月，西氣東輸主幹線全面通氣，中國進入天然氣年代，為我們的內地燃氣項目創造巨大商機。

The territory's economy regained its vitality in 2004, the year when Towngas Telecom was awarded a fixed-line telecom licence. China entered into its natural gas era in October with the full commissioning of its West-to-East gas pipeline, which created great opportunities for our mainland gas ventures.

2005



2005年，公司持有50%權益的地產項目嘉亨灣落成。內地多個燃氣項目完成天然氣置換，令燃氣銷售量增加。公司於同年進軍中國水務市場，成立三家華衍水務公司，並推出內地爐具品牌「港華紫荊」。

In 2005, our 50%-owned property project Grand Promenade was completed. A number of our mainland gas projects recorded increases in sales following the completion of natural gas conversion projects. We also made a foray into the mainland's water supply sector with the establishment of three Hong Kong and China Water companies. In the same year, we unveiled the "Bauhinia" brand of gas appliances in the mainland market.

2006

2006年經濟復蘇，公司市值於2月達至1,000億港元。4月，偉景樓發生歷來最嚴重的煤氣事故。煤氣公司員工通力合作，派員到偉景樓替住戶送上熱飯及進行維修。年底，公司引進天然氣，為用戶節省煤氣費。在內地，我們除了獲得西安項目，還開展了山西煤層氣、陝西天然氣的液化項目，以及我們在吉林省的第一個天然氣氣井項目。12月，我們宣佈與百江燃氣結盟。



Hong Kong's economy continued to recover in 2006, and in February our market capitalization amounted to HK\$100 billion. Following the gas incident at Wai King Building in April, the most serious one in our record, our employees demonstrated great team spirit in handling the crisis, and offered meals and renovation services to the affected residents. We began to introduce natural gas for town gas production to bring savings to our customers' gas bills. On the mainland, the year saw the acquisition of a Xian project, and the commencement of a coalbed methane gas project in Shanxi, a natural gas liquefaction project in Shaanxi and our first natural gas well project in Jilin Province. We also announced a partnership with Panva Gas Holdings Limited in December.

煤氣公司過去得以茁壯發展，全賴市民支持。我們會與香港市民一起努力，拓展更光輝的前景！

Public support has always been the key to Towngas' robust growth over the year. We look forward to continue working hand-in-hand with the whole community to create a better and brighter future.

常務董事 陳永堅榮膺「2006年度傑出董事獎」

Director of the Year – Alfred Chan

煤氣公司常務董事陳永堅憑其領導才能和管理作風，去年年底獲香港董事學會頒發「2006年度傑出董事獎」。

煤氣公司一直致力透過良好管治，建立投資者、社會、客戶和僱員等對公司的信心。作為煤氣公司常務董事，陳永堅認為良好管治應強調問責精神及公司透明度。「董事會肩負中華煤氣的公司管治，對集團的業務、策略及財務表現承擔最終責任。此外，我們亦致力增加公司內部政策的透明度，確保公司各同事能透過有效的溝通，了解公司的使命。」

對內，煤氣公司透過舉行高級行政人員會議及委任業務發展策略大使等渠道，向員工闡述公司最新的業務發展，並收集同事意見，向公司管理層反映，達致雙向溝通。對外，公司亦適時向股東及公眾披露財務及商業資料，讓有關人士了解公司的營運狀況。公司除於每年4月及9月寄發年報及中期報告書予股東外，並會不時向股東匯報最新業務發展，去年4月也曾致函股東，闡述引進天然氣代替部分石腦油生產煤氣的事宜。此外，公司亦會透過傳媒，向股東及公眾發佈公司新聞及資訊。



(上) 常務董事陳永堅從行政會議成員李業廣太平紳士(右)及傑出董事籌委會主席黃紹開(左)手上接過「2006年度傑出董事獎」。

(Upper) Executive Councillor Lee Yeh Kwong, JP (right), and Chairman of the Directors of the Year Awards 2006 Organizing Committee Peter Wong Shiu-hoi (left), presented the award to Towngas Managing Director Alfred Chan.

(下) 煤氣公司管理層到場祝賀常務董事陳永堅獲得殊榮。

(Lower) Management staff members from Towngas together congratulated Towngas Managing Director Alfred Chan.

With strong leadership and management prowess, Towngas Managing Director Alfred Chan was named a recipient of the Directors of the Year Award 2006 by the Hong Kong Institute of Directors.

Practicing good corporate governance has been crucial to Towngas' success in building the trust of investors, community members, customers and employees. As the company's Managing Director, Alfred Chan believes that accountability and transparency are keys to good governance. He said, "Overseeing Towngas' corporate governance, the Board of Directors holds the ultimate responsibility regarding the company's operations, strategies and financial performance. We also strive to enhance internal transparency to ensure our missions are clearly delivered to all staff through effective communication channels."

To achieve two-way communications, Towngas explains its latest developments to staff and reflect their opinions to the senior management through various channels, such as senior executive meetings and appointment of Strategy Ambassadors. Externally, the company discloses its financial and business-related information to shareholders and the public in a timely manner to ensure transparency of its operational status. In addition to dispatching the Annual Report and Interim Report every April and September, we also keep shareholders updated about our latest developments on an ad hoc basis. In April last year, for instance, we sent a letter to inform them of our initiative to partially replace naphtha with natural gas in town gas production. From time to time, we also disseminate our news and information to shareholders and the public through the media.

對於獲頒傑出董事獎，陳永堅感到十分榮幸，他認為這獎項是對煤氣公司董事會及上下員工的一個肯定，並藉此感謝董事會對他的支持及信任。

現時煤氣公司董事會由三位執行董事及七位非執行董事組成，其中三位為獨立非執行董事。董事會成員中，常務董事陳永堅負責管理集團業務，並向董事會作出匯報、領導公司管理層執行董事會的決定。

To Alfred Chan, the Award is more than just a personal honour - it recognises the whole of Towngas, including its Board of Directors and all staff. He is grateful for the support and trust given to him by his fellow Board members.

Towngas' Board of Directors is currently composed of three executive directors and seven non-executive directors, including three independent non-executive directors. Alfred Chan, being both the company's Managing Director and a Board member, manages the company's operations, reports progress to the Board, and guides the senior management in executing Board decisions.



常務董事陳永堅(前排左八)與煤氣公司高級行政人員分享得獎榮譽。
Managing Director Alfred Chan (8th from left; front row) shared his honour with senior executives from Towngas.

職訓局榮譽顧問 關育材

Vocational Training Council Honorary Adviser – James Kwan

煤氣公司執行董事暨營運總裁關育材去年底獲委任為職業訓練局榮譽顧問，關育材於職訓局畢業典禮上，從行政會議成員范鴻齡手中取得委任狀。

煤氣公司與職訓局是長期伙伴，過去二十多年來曾以不同形式合作；例如，煤氣公司曾就職訓局的氣體工程課程提供支援，並贊助職訓局轄下的中華廚藝學院；公司亦積極聘用職訓局的畢業生，更先後有不同公司經理獲委任為職訓局訓練委員會成員。是次關育材成為職訓局榮譽顧問，進一步促進煤氣公司與職訓局的合作關係。

Towngas Executive Director and Chief Operating Officer James Kwan was appointed as an Honorary Adviser of the Vocational Training Council (VTC) at the end of last year. He received the appointment certificate from Executive Councillor Henry Fan at a graduation ceremony of the VTC.

Towngas and the VTC have been close partners for over 20 years – Towngas assisted the VTC in running courses on gas engineering and offered sponsorship to the Chinese Cuisine Training Institute, which is a subsidiary of the VTC. Towngas recruited VTC graduates, while its own managers were appointed as members of the VTC's Training Boards. The appointment of James Kwan as an Honorary Adviser to the VTC will further help the collaboration between Towngas and the VTC.



執行董事暨營運總裁關育材(左)從行政會議成員范鴻齡手中取得委任狀，成為職訓局榮譽顧問。
Executive Director and Chief Operating Officer James Kwan (left) was appointed as VTC's Honorary Adviser and received the certificate from Executive Councillor Henry Fan.

天然氣 創新里程

Natural Gas Makes Milestone

煤氣公司於2006年10月引進天然氣，不僅為客戶節省逾百份之十的煤氣費，亦令煤氣供應更穩定、煤氣生產過程更環保，是本公司業務發展的一大里程碑。

位於大埔煤氣廠的天然氣接收站，於2006年11月16日正式啟用；該日舉行的啟用儀式標誌著煤氣服務已踏入一個嶄新里程。

Towngas' introduction of natural gas in October 2006 signified a major milestone in the company's development, and enabled us to bring over 10% savings in customers' gas bills, enhance gas supply stability, and ensure a more environmentally-friendly production process.

The Natural Gas Receiving Station at the Tai Po Gas Production Plant was commissioned on 16 November 2006. The inauguration ceremony marked a significant step forward in Towngas' development.

特首光臨 Visit by CE :

煤氣公司的天然氣啟用儀式，承蒙特首曾蔭權應邀出席主禮，並由常務董事陳永堅向特首介紹天然氣接收站的運作。

The station's inauguration ceremony marked Chief Executive Donald Tsang's first presence in Towngas' events. Managing Director Mr Alfred Chan explained the station's operational features to him.



運轉藍天 Dramatic change in "sky" colour :

煤氣公司舉行天然氣接收站啟用儀式當日，背後的「天空」本來一片灰濛濛(見圖右)，但經(見下圖)特首曾蔭權(左二)、主席李兆基(右二)、經濟發展及勞工局局長葉澍堃(右)、常務董事陳永堅(左)轉動天然氣接收站閥門的仿製品後，他們身後的「天空」即轉為一片藍天，寓意天然氣令煤氣生產過程更環保，有助改善香港的空氣質素。

The "sky" was hazy during the inauguration ceremony for the Natural Gas Receiving Station was held (right), but after (below) Chief Executive Donald Tsang (second from left), Chairman Lee Shau-kee (second from right), Secretary for Economic Development and Labour Stephen Ip (right) and Managing Director Alfred Chan (left) activated the replica valve of the station, the "sky" behind them immediately turned blue. The dramatic change in the colour of the "sky" symbolised the company's contribution to better air quality by making town gas production more environmentally-friendly with the adoption of natural gas.



左起：煤氣公司非執行董事李家誠、李家傑及經濟發展及勞工局局長葉澍堃。
From left: Towngas Non-executive Directors Lee Ka-shing and Lee Ka-kit, and Secretary for Economic Development and Labour Stephen Ip.



左起：煤氣公司執行董事陳建雄、主席李兆基、獨立非執行董事李國寶、常務董事陳永堅、執行董事暨營運總裁關育材。
From left: Towngas Executive Director Ronald Chan, Chairman Lee Shau-kee, Independent Non-executive Director David Li, Managing Director Alfred Chan, and Executive Director and Chief Operating Officer James Kwan.



立法會議員李華明(左三)及陳鑑林(右二)應邀出席儀式，關育材(左二)及煤氣公司高級行政人員親自歡迎。
Legislative Council members Fred Li (third from left) and Chan Kam-lam (second from right) were warmly welcomed by James Kwan (second from left) and Towngas senior executives.



煤氣公司非執行董事林高演(左)與獨立非執行董事梁希文。
Towngas Non-executive Director Colin Lam (left) and Independent Non-executive Director Leung Hey-man.

名人雲集大埔廠 Assembly of pre-eminent business leaders at plant :

是日眾多政商界人物應邀出席天然氣啟用儀式，眾多名人濟濟一堂，雲集在大埔煤氣廠參與盛事。

The ceremony was a huge gathering of pre-eminent political and business leaders at the Tai Po Gas Production Plant.

煤氣公司2007年服務承諾 引進天然氣 服務臻完美



Natural Gas Reinforces Quality Service 2007 Towngas Service Pledge



In May 2006, the UK-based Institution of Gas Engineers presented the "2006 Gas Company of the Year" award to Towngas, commending both our safe and reliable gas supply as well as our quality customer service. It was the second time that Towngas received this great honour, manifesting our leading position in the gas industry.

In the coming year, we aim to achieve new heights in customer service through continuous innovation and creativity.

2006煤氣公司服務承諾成績 2006 Results of Towngas Service Pledge	成績 Results	
	2006	2005
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%	99.994%
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	100%	99.998%
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	93.66%	93.01%
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天 Average 1 day	平均1.1天 Average 1.1 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)	96.70%	95.63%
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還開戶安全 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 ² Efficiency ²	8.74	8.68
親切、誠懇和專業的服務 ² Courteous and friendly attitude ²	8.77	8.73
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%	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%

煤氣公司於2006年10月引進天然氣，為客戶節省逾百份之十的煤氣費，提供更經濟、更環保的煤氣供應。同時，利用天然氣與石腦油雙原料生產煤氣，亦能令煤氣供應更加穩定，我們去年的供應可靠程度便達到99.994%。安全一向是煤氣公司對客戶的重要承諾，我們去年加強檢測工作，將每年巡查次數倍增，去年煤氣供應的安全程度較2005年更高，達93.66%。

煤氣公司於去年5月獲英國燃氣專業學會頒發「2006年最佳燃氣公司獎」，表揚煤氣公司安全可靠的卓越表現，以及優質的客戶服務。這次是煤氣公司繼1999年後再度獲此殊榮，充份肯定煤氣公司在燃氣業界的地位。

我們會繼續推陳出新，令煤氣公司的客戶服務質素更上一層樓。

In October 2006, we introduced natural gas, a cleaner fuel, to produce town gas, providing customers with over 10 per cent saving on gas bills. Using dual feedstock comprising naphtha and natural gas also ensures a more reliable gas supply, and we are pleased to report a reliability rate of 99.994% for last year. At Towngas, a safe gas supply is an all-time important pledge to our customers. By doubling our safety inspection visits during the year, we attained a safety rate of 93.66% in 2006, which is higher than that of 2005.

1. 平均為19.91分鐘
Average 19.91 minutes
2. 根據獨立資料研究公司於2006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 2006 by an independent research company. Our target is to exceed a score of eight out of ten.



煤氣烹飪中心三十週年 嘉賓雲集 滿堂喜慶

30th Anniversary of Towngas Cooking Centre Celebrating with prominent chefs and food lovers

煤氣烹飪中心成立至今30周年，為隆重其事，中心已準備一連串慶祝活動，打開序幕的是「阿一鮑魚明火賀金輝」，請來有「世界御廚」之稱的楊貴一先生親自示範，與眾分享煮鮑魚、炒魚翅等六款菜式，以及傳授烹調秘技，讓大家煮得開心，食得滋味。

累積數十年烹飪經驗的一哥強調說：「煮鮑魚一定要用明火，明火的好處在於火力均勻，大火細火容易調控。若選用其他方法烹調，火力控制稍遜，立即會破壞鮑魚的食味和營養價值。」

一哥還道出明火煮食另一優勝之處，他說：「明火調控快慢得心應手，方便快捷，更有助煮食思維。」原來明火既可煮出美味食物，還能幫助思巧設計菜式，怪不得一哥經常給大家驚喜。好像由他首創的「咖啡雞」，既有香濃咖啡味，雞肉也嫩滑可口。此外，一哥還在席上炮製「鮑汁琵琶豆腐」、「炒魚翅」等名貴菜式，同樣令學員獲益良多。

一哥表示烹調食物最重要花點心思和智慧，才可以煮出美味食物。他的烹飪金石良言就是：「人無你有，人有你優」，意思是別人做不到而你做得到，別人做得到，你要比別人更勝一籌。他以「煎金蠔」為例，一定要用大火蒸熟再用細火煎香，若火力太猛，只要將鑊提高離火，便可將鑊降溫，但食物仍能保持溫度和香味。

煤氣烹飪中心除了邀請一哥示範菜式外，還請來美食專家梁玳寧同場協助主持。這位美食家從來亦是明火烹飪的認同者，對煤氣烹飪中心的完善設備更推崇備至。



為慶祝煤氣烹飪中心成立30周年，常務董事陳永堅(右三)、執行董事陳達雄(右二)、執行董事暨營運總裁關育材(左二)、高級商務經理蕭錦誠(左一)及零售市務經理王佩兒(左三)，與名廚楊貴一(中)及美食專家梁玳寧一起切蛋糕慶祝。
To celebrate the 30th anniversary of Towngas Cooking Centre, Towngas Managing Director Alfred Chan (third from right), Executive Director Ronald Chan (second from right), Executive Director and Chief Operating Officer James Kwan (second from left), Senior Commercial Manager Philip Siu (first from left), Retail Marketing Manager Catherine Wong (third from left), together with the renowned chef Yeung Koon Yat and food critic Doreen Leung performed the birthday cake-cutting ceremony.

In the first of a series of celebrations for the 30th anniversary of the Towngas Cooking Centre, Yeung Koon-yat, well known as a "chef de chef", was invited to demonstrate the making of six dishes, including "King of Abalone" and "Supreme Shark's Fin" to share his secrets of achieving culinary excellence.

Yeung emphasised that "abalone must be cooked with flame, so as to ensure an even distribution of heat, and achieve an ideal control of the heat level with great ease. With other cooking methods, it is not so easy to control the heat level, and will cause a defective effect on the flavour and nutritional values of abalone."

Flame cooking not only is the key to the making of delectable dishes, but also a source of inspiration for innovative cuisines. "With easier and more convenient heat control, flame cooking helps to extend the possibilities of cooking," Yeung continued. One of his innovations – "coffee-flavoured chicken" – is characterised by its strong coffee flavour and tender meat. His live demonstration of the making of such valued dishes as "Deep-fried Mashed Bean Curd in Abalone Sauce" and "Supreme Shark's Fin" also won great applause.

Yeung said one must cook with a cup of creativity and another of wisdom. His motto is: make what the others cannot make, and make it better if the others can make it. This is how he makes his "Sautéed Oyster" better: the oyster has to be steamed with a strong flame before being sautéed with a mild one. If the flame is too strong, his advice is to lift the wok above the flame to reduce the wok temperature – this will retain both the heat and the flavour of the dish.

Besides Yeung, well-known food critic Doreen Leung was also invited to co-host the cooking demonstration courses. Leung has long recognised the values of flame cooking, and she is impressed by the comprehensive range of facilities available at the Towngas Cooking Centre.



梁玳寧與楊貴一向嘉賓介紹烹煮鮑魚的秘方。
Yeung Koon Yat and Doreen Leung talked on the secret recipe of cooking abalone.

工商業夥伴午餐聚會

Luncheon with Industrial and Commercial Partners

煤氣公司為讓工商業客戶了解公司引進天然氣後帶來的益處，於2006年10月12日假九龍香格里拉酒店舉行「工商業夥伴午餐聚會」，獲多位業界代表應邀出席，分享煤氣公司最新業務資訊，並即場展示一系列高效能煤氣蒸爐，吸引嘉賓踴躍諮詢有關爐具的詳情。

Towngas held a luncheon for its industrial and commercial partners at the Kowloon Shangri-la on 12 October 2006, to explain to them the benefits of using natural gas in town gas production. Towngas executives took the chance to update industry representatives with the company's latest developments, and showed them a series of gas-efficient steam cabinets. Many of the participants expressed great interest in the appliances.



業界翹楚雲集午餐會，熱鬧非常。煤氣公司執行董事暨營運總裁關育材(右五)、高級商務經理蕭錦誠(左四)及工商市務經理黃維安(左五)與各嘉賓合照。

Towngas Executive Director and Chief Operating Officer James Kwan (5th from right), Senior Commercial Manager Philip Siu (4th from left) and C&I Marketing Manager Duncan Wong (5th from left) hosted the large gathering with a group of business leaders.

天然美食巡禮 Natural Flavours, Special Treats

煤氣資訊站 二〇〇七年 一月/二月

用心準備 燃點驚喜滋味

熱戀天然美食巡禮

煤氣公司於去年10月引進天然氣，令客戶受惠更多。為了慶祝天然氣的來臨，我們搜羅了各式美食優惠，獻上「熱戀天然美食巡禮」，與您一起分享天然氣帶來的優質生活。

您只需於1月19日至4月30日期間，憑優惠券到指定食肆消費，即可享有美食優惠。

優惠券亦可於以下地方索取：

- 煤氣公司網站www.towngas.com
- 煤氣烹飪中心
- 各名氣廚
- 各煤氣客戶中心

煤氣 Towngas 熱戀好生活 源自天然氣

公司自2006年10月起引進天然氣，以改善空氣質素，並為客戶節省了煤氣費用，讓市民能享受生活。

所謂「民以食為天」，好的生活除了環境，亦在口腹，以明火烹調的食物，更見滋味。有見及此，公司為客戶搜羅了40家食府，當中包括中西、東南亞各式美食，讓客戶能有更全面、更多元化的選擇。

秉承以客為尊的精神，讓客戶能更方便取得此優惠，由1月19日至4月30日，客戶可到煤氣公司網站及各煤氣客戶中心下載或索取優惠券。客戶憑優惠券到指定食府用膳，包括大家樂、大快活、美心MX、太湖海鮮城、麻布茶房、梨花園等40間指定食府，即可享受以明火烹調的佳餚，品嚐美味的食物，燃點生活的樂趣。

Towngas' introduction of natural gas since October 2006 has helped to enhance Hong Kong people's quality of life through improvement of air quality and savings on gas bills.

However, just as the Chinese saying goes: "Food is people's paramount concern", quality of life is not just about having a good living environment, but also about having satisfying meals. With flame cooking, food tastes better! That's why Towngas has lined up with 40 restaurants serving different types of cuisines (Chinese, Western, Southeast Asian, etc) to offer customers a diversified choice of delectable dishes at discounted prices.

Enjoying such discounts is easy as Towngas strongly believes in "customers first". Dining coupons can be conveniently downloaded from Towngas' website, or collected from any Towngas Customer Centre between 19 January and 30 April. The coupons entitle customers to discounts when they enjoy mouthwatering dishes cooked with flame at any of the 40 participating restaurants, including Café De Coral, Fairwood, Maxim's MX, Tai Woo Restaurant, Azabusabo and Lee Fa Yuen Korea House Restaurant.



巡迴話劇 推廣環保

Roving Drama Performances to Enhance Environmental Awareness



為向年輕人宣揚環保意識，煤氣公司與中英劇團合作，於2006年11月至2007年2月期間到訪多間中小學及特殊學校，演出100場以環保為題材的話劇《絕地線上的天鵝》，將環保信息傳達予一萬名學生，提升年輕人對天然氣的認識，並喚起他們的環保意識。

三名大學生為完成少數民族專題報告，展開尋找蒙古天鵝之旅。
Three university students embark on their search for Mongolian swans for their study projects on ethnic minorities.

在《絕地線上的天鵝》中，三名大學生為完成少數民族專題報告，展開尋找蒙古天鵝之旅，從而反思民生發展與自然生態的關係。該劇導演盧俊豪說：「故事旨在引導學生反思自己的生活態度；人類為追求安定舒適的生活環境，不斷開發和建設，引發全球多場天然災害，直接威脅人類性命。」

To promote environmental awareness among the youth, Towngas and Chung Ying Theatre Company have jointly staged 100 roving performances of the environmentally-themed play "The Swan on the Horizon" for about 10,000 primary, secondary and special school students throughout Hong Kong between November 2006 and February 2007. The performances have helped to enhance students' knowledge of natural gas and stimulate their interest in environmental protection.

"The Swan on the Horizon" presents the experience of three university students who embark on their search for Mongolian swans for their study projects on ethnic minorities. The journey inspires them to reflect on the relationship between human development and natural ecology. Director William Lo said, "In pursuit of stability and comfort in life, human beings have been using up scarce resources on earth through continuous exploitation and development, leading to the occurrence of life-threatening natural catastrophes. The aim of this play is to guide students to rethink their life attitude."



綠色歌唱為未來 Singing Green Contest

環保組織綠色力量在煤氣公司的支持下，於2006年年底舉辦第八屆「綠色歌唱為未來」歌唱比賽，請來兒歌唱作人李紫昕 (Purple) 在決賽日擔任評判及表演嘉賓，並為該活動創作一首環保歌曲。

「綠色歌唱為未來」是本港最大型的學界環保歌唱活動，旨在讓學生及大眾透過欣賞環保歌曲汲取環保知識。過往7年，參與該活動的學校超過800間次，近二萬名學生參加，由幼兒園到小六學生不等。

Under the support of Towngas, Green Power held its 8th "Singing Green Contest" at the end of 2006. Local singer/songwriter Purple Lee, who is known for her repertoire of children's songs, was invited as the adjudicator and performing guest at the finals of the event, for which she had also written a theme song.

"Singing Green Contest" is the largest green singing event at the school level, and is aimed at spreading messages of environmental protection to students and the public. Participation at the event has amounted to more than 800 school-times over the past seven years, representing a combined audience of nearly 20,000 kindergarten and primary school students.

學童透過環保歌曲領略環保信息。

Green songs help enhance environmental awareness among school children.



安全及環保同樂日 *Safety and Environmental Day*

煤氣公司2006年安全及環保同樂日以「熱戀好生活，源自天然氣」為題，由公司企業行政部及康體會合辦，並已於2006年12月3日順利舉行。

是日不少政府官員、立法會議員及環保團體應邀出席活動；除了開幕儀式及頒獎典禮外，還有安全駕駛比賽及數十個以安全及環保為題的有獎攤位遊戲，令參與的職員及職員家屬度過了一個愉快的下午。



常務董事陳永堅為一對醒獅進行點睛儀式。
Managing Director Alfred Chan officiated the eye-dotting ceremony.

The 2006 Safety and Environmental Day of Towngas, themed "Natural Gas: Igniting Your Passion for Life", was successfully co-organised by the Corporate Administration Department and the Sports and Recreation Club on 3 December 2006.

Joined by a number of government officials, legislators and green group representatives, the event not only featured an inauguration ceremony and an award-presentation ceremony, but also comprised a safe driving competition and dozens of game booths on safety and environmental protection, bringing a dose of felicity to Towngas employees, their families and all other guests.



執行董事暨營運總裁關育材與眾同樂，參與攤位遊戲。
Executive Director and Chief Operating Officer Mr James Kwan took part in the game booth.

國際綠色採購會議 *International Green Purchasing Congress*

由環保促進會主辦的「2006年國際綠色採購會議」，早前以「如何保護及改善環境」為演講題目，向環保團體、政府部門及大型企業(包括煤氣公司)分享推動綠色採購及環保活動的經驗，讓各參與組織更了解全球綠色採購的發展。

煤氣公司一直重視環保及綠色採購工作；是次會議派出公司物料供應部經理李健明代表出席。

Organised by the Green Council, the "International Green Purchasing Congress 2006" provided a platform for presentations, discussion and exchanges of knowledge and opinions on recent green purchasing initiatives and advancements around the world. As a longstanding supporter of environmental protection and green purchasing, Towngas appointed Supplies Manager Felix Lee to share the industry's experience in green purchasing.



物料供應經理李健明(後排左一)應邀出席「2006年國際綠色採購會議」，席上與其他公司經理合照。
Towngas Supplies Manager Felix Lee (back row, first from left) attended the "International Green Purchasing Congress 2006".



迎豬年 添溫馨 煤氣愛心送暖迎新歲

Towngas Shares Festive Joy with the Elderly

公司在農曆新年前舉辦「愛心送暖迎新歲」活動，在義工的協助下，於本年2月4日向居住於東涌及大嶼山的長者送上3,000個愛心蘿蔔糕及賀年禮包，令他們在佳節期間倍感溫馨。

這項活動得到離島民政事務署及東涌安全健康城市全力支持，以及得到社區義工全力協助。愛心滿溢的「煤氣義工隊」，親身步行至白芒、石磧頭及沙螺灣等較偏遠村落，親手把蘿蔔糕送給村內有需要的長者，將愛心和美食一併奉上。

煤氣公司執行董事暨營運總裁關育材、離島民政事務專員林聖傑及離島區議會副主席暨東涌安全健康城市督導委員會主席周轉香在當日主持誓師儀式，隨後更親身探訪區內有需要的長者。



執行董事暨營運總裁關育材(右八)、離島區議會副主席暨東涌安全健康城市督導委員會主席周轉香(右七)、愛心之星胡杏兒及王喜率領眾嘉賓主持誓師儀式。

James Kwan, Towngas Executive Director and Chief Operating Officer (eighth from right); Chau Chuen-heung, Vice Chairman of the Islands District Council and Chairman of the Steering Committee of the Tung Chung Safe and Healthy City (seventh from right); and event ambassadors Myolie Wu and Wong Hei officiated at the kick-off ceremony along with other guests.



執行董事暨營運總裁關育材與愛心之星胡杏兒正合力與長者刨蘿蔔。
The elderly were joined by James Kwan, Towngas Executive Director and Chief Operating Officer and event ambassador Myolie Wu in a turnip peeling competition.

公司還特別邀請了藝人胡杏兒及王喜擔任愛心之星，聯同「煤氣溫馨義工隊」及東嶼區內的義工團體，在東涌富東邨富東商場向在場長者派發賀年福袋，以及與他們唱歌和玩遊戲。在開幕儀式進行後，胡杏兒、王喜及一眾嘉賓與長者比賽刨蘿蔔，又派發愛心蘿蔔糕及賀年禮包，逗得長者們笑逐顏開。

煤氣執行董事暨營運總裁關育材表示，公司一向鼓勵員工主動參與義務工作，積極關心社會。這次「愛心送暖行動」，讓義工隊伍有機會身體力行，服務離島區的長者，讓長者感受到農曆新年的歡樂，以及社會對他們的關懷。他承諾煤氣公司會繼續服務社群，秉承企業公民責任，回饋社會。

關育材(右一)、周轉香(左三)、離島民政事務專員林聖傑(右三)等，到訪區內有需要的長者，並為他們送上蘿蔔糕及賀年禮包。

James Kwan (first from right), Chau Chuen-heung (third from left) and Islands District Officer Byron Lam (third from right) visited needy elderly in the district and brought them turnip cakes and festive gift packs.



On 4 February, two weeks before the Lunar New Year, Towngas delivered 3,000 packs of turnip cakes and festive gifts to elderly people living in Tung Chung and Lantau to share our love and care.

The activity was successfully held with the enthusiastic support of the Islands District Office, the Tung Chung Safe and Healthy City, and a large number of local volunteers. Members of the Towngas Volunteer Team walked to remote villages such as Pak Mong, Shek San Tau and Sha Lo Wan to warm the hearts of the elderly and bring them tasty turnip cakes.

Officiating at the kick-off ceremony were James Kwan, Towngas Executive Director and Chief Operating Officer, Byron Lam, Islands District Officer, and Chau Chuen-heung, Vice Chairman of the Islands District Council and Chairman of the Steering Committee of the Tung Chung Safe and Healthy City. They visited some of the elderly in the district after the ceremony.

Artistes Myolie Wu and Wong Hei were ambassadors of the event. Together with the Towngas Volunteer Team and various voluntary organisations of eastern Lantau, they sang songs and played games with the elderly in the Fu Tung Shopping Centre at Fu Tung Estate, Tung Chung. They also participated in a turnip peeling competition and distributed turnip cakes and gift packs to the elderly, bringing them much warmth and laughter.

"Towngas has always encouraged its employees to participate in voluntary activities to express their care for the community," said James Kwan. "The event provided an opportunity for members of the Towngas Volunteer Team to serve elderly people living in the Islands District, bringing them festive joy and blessings." He promised that Towngas would continue to deliver its corporate social responsibility and express its care for the community.



支持藝術共融 惠澤社群

Towngas Supports Social Inclusion through Arts



執行董事暨營運總裁關育材於開幕禮上，從衛生福利及食物局局長周一嶽手中接獲「國際共融藝術節」的紀念品。
James Kwan, Executive Director and Chief Operating Officer, received a festival souvenir from Dr York Chow, Secretary for Health, Welfare and Food.

由衛生福利及食物局與香港展能藝術會合辦的首屆「國際共融藝術節」，於2006年12月2日至10日期間舉行；煤氣公司亦全力支持，致力推廣傷健共融的信息。公司執行董事暨營運總裁關育材於「國際共融藝術節」開幕禮上，與逾萬名傷健人士一同參與「維港兩岸響」大匯演。在香港中樂團藝術總監閻惠昌的指揮下，大家運用環保鼓，以及用水樽和綠豆製成的環保樂器，合奏一曲《雷霆萬鈞》，成為迄今最多人以鼓擊樂器奏樂的匯演，成功打入健力士世界紀錄大全。

Towngas gave its full support to the first International Festival of Inclusive Arts co-presented by the Health, Welfare and Food Bureau and the Arts with the Disabled Association Hong Kong. Held from 2 to 10 December 2006, the festival aimed to drive home the message of "A Society for All". Towngas Executive Director and Chief Operating Officer James Kwan joined more than 10,000 people with or without disabilities at a gala performance during the opening ceremony. Occupying both sides of the Victoria Harbour, the participants played a Chinese percussion piece The Earth Shall Move using instruments made of daily utensils, plastic bottles and green beans, under the baton of Yan Huichang, Artistic Director of the Hong Kong Chinese Orchestra. The performance achieved a Guinness World Record for having the largest number of percussionists in a single performance.

千名長者同理髮 共度國際長者日

Free Haircuts for 1,000 Senior Citizens

煤氣公司於2006年11月19日，首次與民建聯合辦「響應國際長者日——千人理髮顯愛心 健康耆英展活力」活動，動員聖雅各福群會、工聯會及煤氣公司合共百多名理髮義工，為近千名長者理髮，響應一年一度的國際長者日，場面熱鬧；並邀請民政事務局局長何志平、全國人大代表葉國謙、立法會議員蔡素玉擔任主禮嘉賓。

Towngas joined hands with the Democratic Alliance for the Betterment and Progress of Hong Kong (DAB) in offering free haircuts for nearly 1,000 senior citizens on 19 November 2006. More than 100 volunteers from St. James' Settlement, the Hong Kong Federation of Trade Unions and Towngas were mobilised to participate in this meaningful event to manifest the spirit of the annual International Day for the Elderly. Secretary for Home Affairs Patrick Ho, National People's Congress delegate Ip Kwok-him and legislative councillor Choy So-yuk officiated at the kick-off ceremony.



榮獲「商界展關懷」五年大獎

Towngas Receives Caring Company Scheme's Five-Year Award



企業傳訊總監黃秀英(右四)與其他恒基集團成員公司一同接受「商界展關懷」標誌殊榮。
Wong Sau Ying, Head of Corporate Communications of Towngas (fourth from right) received the Caring Company Logo with members of the Henderson Group.

煤氣公司今年再次榮獲香港社會服務聯會頒發「商界展關懷」標誌，以表揚公司積極實踐企業公民的責任。自2002年起，煤氣公司已連續五年獲頒此殊榮，所以今年公司更特別獲嘉許「五年大獎」。

Towngas was awarded the Caring Company Logo from the Hong Kong Council of Social Service again this year in recognition of its commitment to corporate citizenship. Being a recipient of the logo for five consecutive years since 2002, Towngas was also presented a five-year award from the Council this year.

四川粉蒸肉 Steamed Szechuan Peppered Pork Slices



材料		Ingredients		調味料		Seasonings	
枚頭肉	240 克	Pork loin	240 g	甜麵醬	1 茶匙	Sweet bean paste	1 tsp
南瓜	160 克	Pumpkin	160 g	豆板醬	1/2 茶匙	Shanghainese chilli paste	1/2 tsp
薑茸	1/2 茶匙	Ginger (chopped)	1/2 tbsp	紹酒	1 湯匙	Shaoshing wine	1 tbsp
蒜茸	1/2 茶匙	garlic (chopped)	1/2 tbsp	生抽	1 湯匙	Light soya sauce	1 tbsp
紅椒絲	1 茶匙	Red chill shreds	1 tsp	水	1 湯匙	Water	1 tbsp
炒香粉料		Seasoned flour		油	1 湯匙	Oil	1 tbsp
粘米粉	2 湯匙	Rice flour	2 tbsp	糖	1/2 茶匙	Sugar	1/2 tsp
川椒(剁碎)	3/4 茶匙	Szechuan peppercorn (ground)	3/4 tsp	薑茸	1 茶匙	Ginger (chopped)	1 tsp
五香粉	1/4 茶匙	Five spice powder	1/4 tsp	蔥茸	1 湯匙	Spring onion (chopped)	1 tbsp
鹽	1/2 茶匙	Salt	1/2 tsp	麻油	少許	Sesame oil	a little
雞粉	1/2 茶匙	Chicken powder	1/2 tsp				

做法

1. 枚頭肉切片，拌入調味，醃1/2小時。
2. 粘米粉放白鑊內炒熱，加入川椒粉、五香粉、鹽及雞粉炒透。
3. 南瓜去皮切件。燒2湯匙油，爆香薑茸及蒜茸，加入南瓜略炒，洒少許鹽及麻油調味。
4. 將南瓜排放蒸籠仔內，鋪上肉片及香粉料，洒少許紅椒絲，隔水蒸約10分鐘，即成。

Method

1. Slice pork loin, marinate with seasonings for 1/2 hour.
2. Fry rice flour with Szechuan peppercorn, five spice powder, salt and chicken powder until fragrant.
3. Slice pumpkin, saute in 2 tablespoons of oil with chopped ginger and garlic. Season with a little salt and sesame oil.
4. Arrange pumpkin in steamers, top with pork slices and seasoned flour. Sprinkle red chilli shreds on top, steam for 10 minutes. Serve hot.

煤氣烹飪中心查詢電話
Towngas Cooking Centre
2576 1535
www.towngascooking.com



客戶禮讚

Compliments

優質服務 準時周到 *Saving Time for Customers*

煤氣公司每月接獲多封客戶寄來的讚賞信，當中大部份都是讚揚職員做事效率高，每每能在最方便客戶的時段上門維修或安裝，省卻客戶在家中呆等的時間。

早前一位住在跑馬地的客戶在網上預約上門維修服務，剛剛做好申請，便立即收到電話，確定上門的時間。該客戶要求同事下午4時半後才上門維修，客戶服務運作部的梁光華在上門前致電該客戶，表示已在附近等候，只要客戶致電他，他便可立即上門；而維修工作亦於數分鐘內迅速完成。由預約到維修，我們都以客戶的方便為前提，為客戶節省不少時間。這位客戶更在讚賞信中說：「這世界上已經很難再找到這 種貼心的服務！」



Towngas receives written compliments from a large number of customers every month, most of which express appreciation for our high quality of service. Our customers are pleased that we are able to provide maintenance or installation services at their convenient time and in an efficient manner.

A customer who lives in Happy Valley wrote us recently to commend our service. She was very much impressed by our almost instant response to her online booking for a maintenance service; and praised us for accommodating her request to provide the service after 4:30pm. She was also pleased that Towngas staff member, Leung Kwong Wah of the Customer Service Operation Department, called her before entering the residential building so as to ensure that she was ready for the visit. Leung also managed to complete the maintenance service within just a few minutes. Our efficiency impressed her so much that she wrote in the letter, "Such a caring service can't be found anywhere else in the world!"



客戶服務關注小組 *Customer Focus Team*

客戶服務關注小組於1993年成立，為公司與客戶建立有效的溝通橋樑，確保服務能令客戶稱心滿意。小組由與客戶服務有關的部門管理人員組成，平均每月最少探訪兩個公共屋邨或私人屋苑，並在探訪時講解煤氣服務、煤氣安全、繳費方法及煤氣爐具等方面的問題，同時聆聽客戶意見，務求進一步改善產品及服務質素。客戶服務關注小組去年合共探訪公共屋邨和私人屋苑27次，與各區的煤氣用戶建立了良好的關係。

客戶服務關注小組成員來自與客戶服務有關之部門，包括零售市場部、客戶服務部、客戶會計組、客戶服務熱線及緊急服務部和企業傳訊部。小組在會上解答用戶關注的事項，和向用戶代表傳達有關煤氣的重要資訊，如煤氣安全、繳費方法及爐具使用等。同時，小組會收集客戶對公司產品及服務的意見，以改善服務質素，進一步加強公司與客戶之間的聯繫。



Since its inception in 1993, the Customer Focus Team has proved to be an effective communication channel between Towngas and its customers, helping ensure that our services meet customer expectations. Comprising managers from customer-related departments, the Team visits two public or private housing estates every month to discuss issues related to Towngas service, including gas safety, bill payments and gas appliances. The team also solicits comments from customers with a view to perfecting our products and services. The Customer Focus Team has visited 27 public and private housing estates last year and has built up a solid relationship with our customers.

Every month, senior staff from the Retail Marketing, Customer Service, Customer Accounts, Hotline and Emergency Service, and Corporate Communications Department visit different housing estates to listen to customers' views on our services and products. The Team also conveys the latest gas safety messages, bill payment methods and appliance maintenance services.

如閣下所居住的屋邨或屋苑有意邀請客戶服務關注小組到訪，請與我們聯絡：

地址：香港北角渣華道363號15樓煤氣公司企業傳訊部
電話：2963 3483
傳真：2516 7368
電子郵件：ccd@towngas.com

If you are interested in organising a visit by our Customer Focus Team to your housing estate or residential development, please contact us 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
Facsimile：2516 7368
Email：ccd@towngas.com