

# 煤氣收費事宜

## 計算煤氣用量

煤氣是以熱值兆焦耳為收費單位。煤氣用量一度相等於熱值48兆焦耳。

煤氣錶用度 X 48兆焦耳 = 煤氣用量 (兆焦耳)

例如：若本月的煤氣錶度數是7519，而上月的度數是7491，兩者相差28度，煤氣用量即為28 X 48 = 1344兆焦耳

## 煤氣錶度數

煤氣錶上由左讀起的白色數字就是煤氣錶的度數；無須理會紅色數字。

## 報讀度數

客戶可根據煤氣賬單上所顯示的報錶日期，登入煤氣公司的報錶網頁[www.towngas.com/sr](http://www.towngas.com/sr)、或下載流動應用程式「Towngas煤氣公司」、或掃描煤氣單上的報錶二維碼或致電24小時報錶熱線2880-5522報讀煤氣錶度數。客戶在其他日期報讀度數，將用作評估下期煤氣用量的參考。

## 抄錶度數

煤氣公司的抄錶員會定期到客戶家中抄讀煤氣錶度數。若抄錶員到訪不遇，會留下通知卡，提醒客戶報讀煤氣錶度數。

## 評估度數

若我們未能抄錄客戶的煤氣錶度數，我們會根據客戶以往的煤氣用量紀錄，評估煤氣用量。若有任何偏差，我們會在接獲抄錶或客戶報讀度數後，作出調整。

## 收費

### 煤氣收費

我們每月會按照當時有效的收費表計算煤氣費。客戶可於各客戶中心索取煤氣收費表或登入本公司網頁[www.towngas.com](http://www.towngas.com)查閱。

### 每月基本收費

如果客戶的煤氣月費少於基本收費金額，我們將收取基本收費。煤氣收費表及煤氣單背頁上均印有每月基本收費金額。

### 燃料調整費

燃料調整費是根據煤氣用量和每月的燃料價格計算。實際原料成本\*以相當於石腦油價格每千升1,420港元為基本價格。按此基本價格，實際原料成本每增加或減少1港元，則每兆焦耳煤氣費相應增收或減收0.004仙。

\*以等熱值計算生產煤氣原料的平均成本。

### 保養月費（只適用於住宅客戶）

賬單上的保養月費包括下列各項服務的費用：

- 維修爐具的人工費
- 預約檢查爐具服務
- 定期安全檢查服務
- 安全檢查服務：包括檢查煤氣爐具、用戶喉管和室外立管
- 24小時客戶服務熱線

保養月費不包括檢查及維修非煤氣爐具以及另有維修合約的煤氣產品。

### 其他收費

我們會就其他服務收取費用，包括但不限於：

- 更換爐具零件
- 更換煮食爐具膠喉或不銹鋼織網軟喉
- 維修或更換內喉
- 維修或更換室外立管
- 拆卸及接駁爐具
- 測試煤氣錶是否準確

### 空置單位

假如客戶居住的單位暫時空置，可致電客戶服務熱線2880 6988或致函香港北角渣華道363號22樓客戶會計組，說明煤氣錶度數以及該單位的空置期。

在接獲閣下的通知後，我們會將閣下於該段期間的煤氣用量估計為零度，只收取每月基本收費及煤氣保養月費。

若我們在客戶申報的空置期內接獲抄錶或報讀度數，便會按照該度數計算煤氣費。

倘若單位的空置期有所更改，請隨時致電客戶服務熱線2880 6988通知我們。

### 終止煤氣服務及取回按金

- 煤氣按金不可轉讓。
- 截氣工程必須於客戶家中進行。
- 請於終止煤氣服務前最少兩個工作天，登入煤氣公司網頁[www.towngas.com](http://www.towngas.com)或致電客戶服務熱線2880 6988或親臨客戶中心辦理手續。
- 請於終止服務時提供客戶號碼、煤氣錶所處的單位地址及電話，以及用戶的聯絡電話及通訊地址，方便我們稍後寄上按金\*和最後一期的賬單。
- 若需拆除煤氣爐具，請說明爐具的型號。拆爐的費用將根據爐具的型號而定。
- 住宅客戶毋須寄回按金收據。按金會用以扣除最後一次的煤氣收費，餘額將悉數以支票寄回給客戶。\*

\*如退回的金額不超過港幣二千元，客戶可要求親臨任何一間客戶中心取回現金。

此煤氣收費事宜從2006年10月1日起開始生效，並替代及取代舊有公佈的煤氣收費事宜。

# Town Gas Fees & Charges

## Calculating Gas Consumption

Town gas is charged per level of megajoules consumed. Each unit registered by the gas meter represents town gas with a heat value of 48 megajoules has been consumed.

Unit registered by gas meter x 48 megajoules = town gas consumed (in megajoules)

For example: if the customer's gas meter displays a reading of 7519 for the current month, while the meter reading for the last month was 7491, the difference between the two readings is 28 units. The town gas consumption will be 28 units x 48 megajoules = 1344 megajoules.

## Meter Reading

The meter reading can be obtained by reading the white digits from the left to the right. The red digits can be ignored.

### Reporting Your Meter Reading

Customers can report their meter reading through our website [www.towngas.com/en/sr](http://www.towngas.com/en/sr), Towngas App "Towngas 煤氣公司", Self-reading QR Code on gas bill or 24-hour Self-reading Hotline 2880-5522 to us on the date specified on the gas bill. Meter reading received on other dates will be used as reference for the next bill.

### Meter Reading by Meter Reader

Our meter readers will visit the customers' premises regularly to obtain the meter reading. If the meter reader fails to reach the customer during the visit, the meter reader will leave a "Self-reading Notice" reminding to customer to report his/her meter reading.

### Estimating the Meter Reading

If we are not able to record the customer's meter reading, we will estimate the gas consumption based on the customer's previous gas consumption. If there is any deviation, we will make the adjustment upon recording the customer's meter reading or receiving his/her self-report of the meter reading.

## Charges

### Gas Charge

We will calculate the monthly gas charges in accordance with our Company's prevailing tariff. Town Gas Tariff Table is available at any Customer Centers or on our website: [www.towngas.com](http://www.towngas.com).

### Monthly Initial Charge

If the customer's gas charge is less than the Monthly Initial Charge, the Monthly Initial Charge will be levied. Monthly Initial Charge is stated in the Town Gas Tariff Table and on the back of the gas bill.

### Fuel Cost Adjustment

The fuel cost adjustment is calculated based on the gas consumption and the fuel costs of each month. For every complete multiple of HK\$1 by which the effective feedstock cost\* rises above (or falls below) the equivalent of HK\$1,420 per kilolitre of naphtha, the charge for gas will be increased (or reduced) at the rate of 0.004 of a cent per MJ.

\*Effective feedstock cost is the weighted average cost (based on energy content) of different feedstock used for production of town gas.

### Monthly Maintenance Charge (For Residential Customers only)

The Monthly Maintenance Charge covers a variety of services such as:

- Labour charges for appliance maintenance and repairs
- Appointment for appliance check-ups
- Regular safety inspection
- Safety inspections including checking the gas appliances, gas installation pipes and external gas pipes (service risers)
- 24-hour Customer Service Hotline

The Monthly Maintenance Charge does not cover non-town gas appliances and appliances under separate maintenance contracts.

### Charges for Other Services

We will charge for certain services including but not limited to:

- Replacement of spare parts of appliance
- Replacement of rubber hoses or stainless-steel braided flexible hoses for cooking appliances
- Repair or replacement of internal gas pipes
- Repair or replacement of external gas pipes (service risers)
- Appliance disconnection and reconnection
- Testing of gas meter accuracy

## Vacant Premises

If the customer's premises are temporarily vacant, he/she may contact our Customer Service Hotline at 2880 6988 or write to our Customer Accounts Section at 22/F, 363 Java Road, North Point, Hong Kong informing us of the present meter reading and the period of vacancy.

Upon receiving the customer's notification, we will estimate his/her gas consumption at zero unit during the vacancy period and will only charge him/her the Monthly Initial Charge and the Monthly Maintenance Charge.

If we observe any meter reading or receive any reading reported during the vacancy period, we will calculate the gas charge based on that reading.

If there is any change to the vacancy period, please notify our Customer Service Hotline at 2880 6988.

## Disconnect Gas Supply and Deposit Refund

- The gas deposit held by us is non-transferable.
- Disconnection of the gas supply has to be carried out at the customer's premises.
- If customers want to arrange for disconnection, please visit our website [www.towngas.com](http://www.towngas.com) or call our Customer Service Hotline at 2880 6988 or visit one of our Customer Centres at least two working days beforehand.
- When making disconnection request, please provide us with information such as the customer account number, address, telephone number of the premises where the gas meter is located, phone number and correspondence address in order for us to refund the deposit\* and send the last gas bill by post.
- If customers want to remove any appliances, please specify the model(s) of the relevant appliance(s). Disconnection charge will depend on the model of the appliance.
- Residential customers are not required to return to us the deposit receipt. Your deposit will be set off against any outstanding gas charge. Any remaining amount of the deposit will be refunded to the customers by cheque through the post.\*

\*If the amount of the refund does not exceed HK\$2,000, you may request receiving the refund in cash at any of our Customer Centres.

These Town Gas Fees & Charges have taken effect on 1st October 2006 and have superseded and replaced the previously published Town Gas Fees & Charges.