

# 2014

服務承諾 Service Pledge



煤氣  
Towngas



# 努力不懈 屢創高峰 Achieving New Heights

煤氣公司於2013年獲得多個獎項，見證了我們過往一年無論在科技創新、客戶服務和環境保護方面，也獲得社會各界的認同。我們會繼續以客為尊，推出更多貼心服務，務求做到精益求精，爭取更佳的成绩！

Towngas received numerous awards in 2013, namely in technology innovation, customer services and environmental protection, a testimony to the broad recognition we received across different sectors. We will continue to uphold our service pledge and provide more efficient and caring services to our customers.

《資本財俊》及《資本企業家》頒發  
「非凡公用業務服務大賞」

Capital CEO x Entrepreneur presented 'Supreme Service Awards 2013'



香港工業總會與恒生銀行頒發  
「恒生珠三角環保大獎 — 銀獎」  
Federation of Hong Kong Industries and Hang Seng Bank presented 'Hang Seng Pearl River Delta Environmental Awards - Silver Award'

《星島日報》頒發「星鑽服務品牌選舉」-  
「最貼心售後服務」大獎

Sing Tao Daily presented 'Sing Tao Excellent Services Brand Award - Excellent After-sales Services Award'



香港工業總會頒發「2013香港工商業獎：創意大獎」

The Federation of Hong Kong Industries presented '2013 HKAI: Innovation and Creativity Grand Award'



# 煤氣公司 2014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2014年服務承諾，由1月起生效，成績將於2015年1月發表。

| 服務承諾   | 服務指標   |
|--|--|
| <b>可靠程度</b><br>源源不絕的煤氣供應<br>因維修或其他工程而需暫停煤氣供應<br>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><br>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><br>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><br>客戶服務熱線<br>接駁或截斷煤氣供應<br>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><br>高效率<br>親切、誠懇和專業的服務                      | <ul style="list-style-type: none"><li>• 8分 (10分為滿分)</li><li>• 8分 (10分為滿分)</li></ul>                          |
| <b>處理客戶意見</b><br>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>           |

\* 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

我們於周一至周六提供11個維修及9個安裝預約時段給住宅客戶選擇，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。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、櫥櫃設計及安裝服務、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（包括名氣卡、Citibank、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www.towngas.com、繳費靈網站 www.pppshk.com或銀行提供的網上理財服務）
- 附有「繳費易」或「繳費服務」標誌的銀行自動櫃員機
- 郵寄支票
- 煤氣客戶中心或「名氣廊」
- 全港郵政局
- 全線7-Eleven、OK、VanGO便利店、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」

### 煤氣客戶中心

為方便客戶，我們20間客戶中心會營業至晚上8時，星期日及公眾假期照常服務。「名氣廊」銅鑼灣店的營業時間至晚上10時，尖沙咀店的營業時間則至晚上8時。



# The Towngas Service Pledge for 2014

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 2014, and the annual reporting on performance results will be announced in January 2015.

| PLEDGES   | TARGET   |
|---|--|
| <b>RELIABILITY</b><br>Uninterrupted gas supply<br>In case of supply interruption (on account of maintenance or engineering work)<br>Restoration of gas supply | <ul style="list-style-type: none"><li>• Over 99.99%</li><li>• 3 days prior notification</li><li>• Within 12 hours</li></ul>  |
| <b>SAFETY</b><br>Emergency teams  | <ul style="list-style-type: none"><li>• Arrive on site within 25 minutes</li></ul>   |
| <b>APPOINTMENTS</b><br>Availability of maintenance and installation services  | <ul style="list-style-type: none"><li>• Within 2 working days</li></ul>  |
| <b>SPEED AND CONVENIENCE</b><br>Customer Service Hotline<br>Connect or disconnect gas supply<br>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><br>Efficiency<br>Courteous and friendly attitude   | <ul style="list-style-type: none"><li>• 8 out of a total score of 10</li><li>• 8 out of a total score of 10</li></ul>  |
| <b>HANDLING SUGGESTIONS</b><br>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> |

\* 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. 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 11 time slots for residential maintenance and 9 time slots for installation appointments on weekdays and Saturdays. 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 services and free disposal of old appliances. Other fee-based installation services, including workbench opening, kitchen cabinets design and 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 by bank account or credit cards (including Towngas Card, Citibank, Bank of China and American Express)
- Payment by Phone Service
- Payment on Internet Service (Towngas online customer centre: [www.towngas.com](http://www.towngas.com), PPS website: [www.ppskh.com](http://www.ppskh.com), or other online services provided by banks)
- 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
- Convenience stores including 7-Eleven, Circle K, VanGO, CRVanguard Superstore or CRVanguard Shop
- Bank of East Asia branches
- Cheque Deposit Machine at Bank of China (HK)

### CUSTOMER CENTRES

In order to provide convenient and efficient services, 20 of our Customer Centres are open to 8:00pm, including Sundays and public holidays. Towngas Avenue Causeway Bay branch and Tsim Sha Shui branch are open until 10:00pm and 8:00pm respectively.



# 2013 煤氣公司服務承諾成績

## Results of Towngas Service Pledge

|  | 成績 Results                                     |  |
|--|--|--|
|  | 2013   | 2012   |
| <b>可靠程度 Reliability</b>  |  |  |
| 源源不絕的煤氣供應 (超逾99.99%)<br>Uninterrupted gas supply (over 99.99%)   | 99.992%  | 99.991%  |
| 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)<br>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<br>Restoration of gas supply within 12 hours   | 100%   | 100%   |
| <b>安全程度 Safety</b>   |  |  |
| 緊急搶修隊於30分鐘內抵達現場<br>Emergency Team arrived on site within 30 minutes  | 95.84%   | 95.60%   |
| <b>預約服務 Appointments</b>   |  |  |
| 於兩個工作天內提供維修及安裝服務<br>Availability of maintenance and installation services within 2 working days  | 平均1.13天<br>Average 1.13day                     | 平均1.05天<br>Average 1.05 day                    |
| <b>效率和方便程度 Speed and Convenience</b>   |  |  |
| 客戶服務熱線 (來電於四聲鈴響內接聽)<br>Customer Service Hotline (calls answered within 4 rings)  | 94.06%   | 94.53%   |
| 一個工作天內接駁或截斷煤氣供應<br>Connect or disconnect gas supply within 1 working day   | 100%<br>(因應客戶的要求)<br>(upon customer's request) | 100%<br>(因應客戶的要求)<br>(upon customer's request) |
| 截斷煤氣兩小時後客戶中心退回開戶按金<br>Deposit refunded at Customer Centres (2 hours after disconnection of gas supply)                                   | 100%<br>(因應客戶的要求)<br>(upon customer's request) | 100%<br>(因應客戶的要求)<br>(upon customer's request) |
| <b>服務質素 Service Quality</b>  |  |  |
| 高效率 <sup>1</sup><br>Efficiency <sup>1</sup>  | 8.79   | 8.79   |
| 親切、誠懇和專業的服務 <sup>1</sup><br>Courteous and friendly attitude <sup>1</sup>   | 8.80   | 8.80   |
| <b>處理客戶意見 Handling Suggestions</b>   |  |  |
| 於三個工作天內處理書面建議<br>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<br>Resolution, or a statement of when the matter will be resolved, within 2 weeks                                 | 100%   | 100%   |

1. 根據獨立資料研究公司於2013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 2013 by an independent research company. Our target is to exceed a score of eight out of ten.



#### 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 |

香港中華煤氣有限公司  
香港北角渣華道三六三號

The Hong Kong and China Gas Company Limited  
363 Java Road, North Point, Hong Kong  
[www.towngas.com](http://www.towngas.com)