

推出「轉數快」 退還按金及結餘服務

Service Enhancement: FPS Refund

我們不斷提升服務質素，客戶現可在結束賬戶時，選擇以「轉數快」取回港幣8,000以下的按金及結餘，有關款項將會直接存入客戶已登記「轉數快」之銀行賬戶，既方便又環保。

As a result of our continuous service enhancements, Towngas account holders can now choose to have their deposit and any credit balance under HK\$8,000 directly transferred via FPS (Faster Payment System) to their bank accounts in an efficient and environmentally friendly manner.

「轉數快」賬戶姓名必須與煤氣賬戶姓名完全相同。

FPS registered name must be identical to that of the Towngas account holder.



關注我們 Follow us

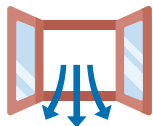


如何處理煤氣洩漏

How to Handle Gas Leaks

如察覺或懷疑煤氣洩漏，請即採取下列措施：

If you smell gas or suspect a gas leak, please take the following actions:



1

保持空氣流通，讓煤氣散發。

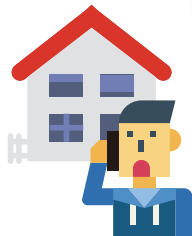
Keep good ventilation and allow the gas to disperse.



2

熄滅所有火種，如在室內，關掉煤氣總掣。

Extinguish all naked flames. Turn off the gas meter control valve in your premises.



3

無論在室內或室外，如察覺或懷疑煤氣洩漏，請即遠離有煤氣味的地點，並致電煤氣公司24小時緊急事故熱線 2880 6999或999。

No matter whether you are indoors or outdoors, if you smell or suspect a gas leak, keep away from the area and call Towngas' 24-hour Emergency Hotline at 2880 6999 or 999 immediately.



切勿觸動任何電掣(如開燈或關燈)。

Do not touch any electrical switches (such as switching lights on or off).



切勿在現場使用電話，包括無線電話。

Do not use telephones on site, including mobile phones.

煤氣資訊站

TOWNGAS NEWSFLASH

2020-21

12月-2月
DEC - FEB



多元化網上服務 方便又環保

Diverse Online Services for Convenience and Environmental Protection



登記煤氣網上賬戶 盡享星級服務

Apply for Towngas eAccount to Enjoy Our Quality Service

煤氣公司為客戶提供全天候貼心服務。只需一個煤氣網上賬戶，你便可隨時隨地管理多個煤氣賬戶及享有更便捷網上服務，包括：



Towngas remains at your service anytime, anywhere. With a Towngas eAccount, you can enjoy the full range of our services:



同時管理多個煤氣賬戶
Managing multiple gas accounts



網上繳交煤氣費
Settling payment online



網上查閱煤氣用量及繳費紀錄
Keeping track of gas consumption and payment records



更改賬戶資料
Editing account details



報讀煤氣錶度數
Reporting meter reading



報錶提示服務
Getting meter reading reporting reminders



預約維修
Making maintenance appointments



獲取煤氣公司的最新資訊及優惠詳情
Receiving Towngas' latest news and offers

申請電子賬單 為環保打打氣

Go Green and Apply for eBilling Service



於登記網上賬戶時，加入電子賬單服務選項，即可於網上閱覽賬單。轉用電子賬單，可減省耗用紙張及因郵遞所用的能源，每年減碳316克，方便又環保。

When you apply for a Towngas eAccount, simply opt for eBilling service to view your gas bill online.

Opting for our eBilling service amounts to a carbon emission reduction of 316 grams annually in terms of paper and postage saved.



網上預約維修服務 簡單方便

Schedule Maintenance Appointments Online with Ease

如客戶家中爐具有任何問題，亦可於網上預約維修服務。只需於登入網上賬戶後，選擇維修項目、日期和時段即可。

Should any problems arise with your gas appliances, simply log in to your eAccount and select a date and time slot to make a maintenance appointment online.



請即登入 www.towngas.com/eservice
申請網上賬戶。

Sign up for a Towngas eAccount now
at www.towngas.com/eService



掃描二維碼 Scan to sign up



網上電子錢包 助你輕鬆繳費

Easy Payment with Online eWallet



我們提供多元化的繳費方法，你現可選用以下電子支付渠道繳交煤氣費：

We offer a wide range of bill payment methods with the following new digital additions:

WeChat Pay HK

- 登入 WeChat 流動應用程式，打開「WeChat Pay」
Log in to the WeChat app and click "WeChat Pay"
- 於「生活繳費」服務選擇「煤氣費」
Select "Gas Bill" under "Utilities" service
- 綁定煤氣客戶號碼後即可進行繳款
Proceed with bill payment after registering with your Towngas account number
- 於「繳費記錄」內可查看繳款紀錄
Check the transaction record under "Transactions"

客戶服務熱線
Customer
Service Hotline
3929 1666

AlipayHK

- 登入 AlipayHK 流動應用程式
Log in to the AlipayHK app
- 於「繳費服務」選擇「公用事業機構」，然後選擇「香港中華煤氣」
Select "Public Utility" under "Bill payment", and then select "Hong Kong & China Gas (Towngas)"
- 綁定煤氣客戶號碼後或透過「單次繳費」即可進行繳款
Proceed with bill payment after registering with your Towngas account number or opt for "One-time payment"
- 於「交易紀錄」內可查看繳款紀錄
Check the transaction record under "Transaction History"

客戶服務熱線
Customer
Service Hotline
2245 3201

TNG 電子錢包 TNG Wallet

- 登入 TNG 電子錢包流動應用程式
Log in to the TNG Wallet app
- 於「本地繳費」服務選擇「香港中華煤氣有限公司」
Select "The Hong Kong and China Gas Company Limited" under "Local Bill Payment" service
- 輸入煤氣客戶號碼及繳費金額，或掃描煤氣賬單上的條碼或電子賬單電郵的二維碼進行繳款
Enter your Towngas account number and billed amount, or scan the barcode on the gas bill or the QR code on the eBilling email to proceed with bill payment
- 於「活動紀錄」內可查看有關繳款紀錄
Check the transaction record under "Transaction History"

客戶服務熱線
Customer
Service Hotline
3951 6268