

推出「煤氣愛心爐具暖萬家計劃」 攜手關懷弱勢社群

APR
14

Launched Gas Appliances for the Community Programme
Spreading Warmth and Care to the Less Fortunate



勞工及福利局局長張建宗(前排左七)、煤氣公司常務董事陳永堅(前排左八)、煤氣公司商務總監 - 香港公用業務黃森生(前排左九)、煤氣公司區議會聯絡小組總監王佩兒(前排左六)聯同18區區議會代表於啟動禮。

Secretary for Labour and Welfare Matthew Cheung (front row, seventh from left), Towngas Managing Director Alfred Chan (front row, eighth from left), Towngas Head of Commercial - Hong Kong Utilities Peter Wong (front row, ninth from left), Towngas Head of District Council Focus Teams Catherine Wong (front row, sixth from left) and representatives from the 18 District Councils celebrate the launch of the programme.



受惠長者袁伯(右)非常感謝煤氣公司送贈的新爐具，讓他今後煮食更方便和安全。

The beneficiary Mr. Yuen (right) was grateful to receive the new cooker from Towngas, which provided a safe and convenient cooking environment.

4月14日，煤氣公司舉行「煤氣愛心爐具暖萬家計劃」啟動禮，宣布將與全港18個區議會合作，送贈10,000台煤氣煮食爐予全港18區的60歲以上的獨居及雙老長者和綜援家庭，並會安排煤氣技術人員上門安裝及講解使用煤氣的安全知識，希望藉此幫助有需要人士改善生活。

Towngas proudly launched the "Gas Appliances for the Community Programme" on 14 April 2015. Towngas has partnered with Hong Kong's 18 District Councils to distribute 10,000 free gas cookers to single or couple elderly aged 60 or over and families receiving CSSA, to help further improve their quality of life. The programme includes on-site installation and household gas safety reminders by fully qualified Towngas technicians.



常務董事陳永堅與勞工及福利局局長張建宗更探訪一位獨居長者黎婆婆，瞭解黎婆婆的日常生活，並為她親自下廚，送上愛心老火湯，為黎婆婆帶來一個溫馨愉快的下午。

勞工及福利局局長張建宗(左)與受惠長者黎婆婆一同試用新煮食爐炮製美食。

Secretary for Labour and Welfare Matthew Cheung (left) visited programme beneficiary Ms Lai and cooked dishes with the new Towngas cooker.

Towngas Managing Director Alfred Chan and Secretary for Labour and Welfare Matthew Cheung visited Ms Lai, an elderly lady. They took the opportunity to show their care by cooking hot soup and delicious food for her.



一眾長者欣賞懷舊金曲，笑逐顏開。
The elderly enjoyed old-time pop songs at the event.



「煤氣愛心爐具暖萬家計劃」

捐贈10,000台煮食爐
予長者及綜援家庭

Gas Appliances
for the Community Programme

Donating 10,000 Gas Stoves to
the Elderly and Needy Families



煤氣
Towngas

低碳能源 清新空氣
Greening up your life

榮獲「傑出伙伴合作計劃獎」

Winning Outstanding Partnership Project Award



煤氣公司執行董事暨公用業務營運總裁黃維義(左三)代表公司領取獎項。

Towngas Executive Director and Chief Operating Officer – Utilities Business Peter Wong (third from left) received the award on the company's behalf.

3月25日，煤氣公司在「商界展關懷」計劃2014/2015嘉許禮上，與東華三院一同獲頒「傑出伙伴合作計劃獎」，煤氣公司早於2007年與東華三院開展CookEasy煮餸易社會企業。

2013年，公司撥捐港幣150萬元，推出「煤氣溫馨家庭『餸』暖計劃」，已累計送出31,200份新鮮餸菜包給有需要的家庭。

At the Caring Company Scheme Award Presentation 2014/15 on 25 March, Towngas was honoured to receive the Outstanding Partnership Project Award with Tung Wah Group of Hospitals (TWGHs). Towngas began cooperating with TWGHs with the launch of the social enterprise “CookEasy” in 2007.

In 2013, Towngas contributed HK\$1.5 million to launch the “Towngas Warmth and Care Fresh Food Aid Programme”. The initiative has now distributed over 31,200 fresh food packs to needy families.

優質服務屢獲殊榮

Recognition for Quality Services

煤氣公司於3月期間獲多家傳媒機構頒發獎項，足證公司全方位的優質服務，得到市民的認同及支持。

In March, Towngas was honoured to receive awards from various media organizations. This string of recognition attests to a growing level of public support for our all-round and caring services.

獎項 Award	頒獎機構 Presented by
「星鑽服務品牌選舉」之「最佳售后服务大獎」 Sing Tao Service Awards - After Sales Service	《星島日報》 Sing Tao Daily
「香港服務大獎 - 公共能源」 Hong Kong Service Awards - Public Utilities	《東周刊》 East WWeek
「星級公用事業大獎」 Ming Pao Elite Awards - Public Utilities	《明報周刊》 Ming Pao WWeekly



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2015年服務承諾，由1月起生效，成績將於2016年1月發表。
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 2015, and the annual reporting on performance results will be announced in January 2016.

服務承諾 Pledges	服務指標 Target	2014 成績 Results
可靠程度 Reliability		
源源不絕的煤氣供應 Uninterrupted gas supply	超過99.99% Over 99.99%	99.992%
因維修或其他工程而需暫停煤氣供應 In case of supply interruption on (account of maintenance or engineering work)	三天前預先通知客戶 3 days prior notification	100%
恢復煤氣供應 Restoration of gas supply	12小時內 Within 12 hours	100%
安全程度 Safety		
緊急搶修隊 Emergency Teams	於25分鐘內抵達現場 ¹ Arrive on site within 25 minutes ¹	平均21.18分鐘 21.18 minutes
預約服務 Appointments		
提供維修及安裝服務 Availability of maintenance and installation services	於兩個工作天內提供服務 Within 2 working days	平均1.11天 Average 1.11 days
效率和方便程度 Speed and Convenience		
客戶服務熱線 Customer Service Hotline	來電於四聲鈴響內接聽 Calls answered within 4 rings	92.99%
接駁或截斷煤氣供應 Connect or disconnect gas supply	一個工作天內 Within 1 working day	100% (因應客戶的要求) (upon customer's request)
取消煤氣戶口 Deposit refunded at Customer Centres	截斷供氣兩小時後到客戶中心退回開戶按金* 2 hours after disconnection of gas supply*	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分 (10分為滿分) 8 out of a total score of 10	8.81
親切、誠懇和專業的服務 ² Courteous and friendly attitude ²	8分 (10分為滿分) 8 out of a total score of 10	8.78
處理客戶意見 Handling Suggestions		
書面建議 Written comments or suggestions	三個工作天內回覆客戶已收到函件 Reply within 3 working days	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%

* 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。
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.

1. 2014年開始，計算緊急搶修隊抵達現場的時間改為平均時間。

Results of Emergency Team's arrival time has been released in form of average arrival time since 2014.

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