



煤氣
Towngas



環保生活每一天
Go Green Every Day

2020

服務承諾 Service Pledge





提升服務質素 持續追求卓越

Improving Service Quality Through Continued Pursuit of Excellence

煤氣公司由1994年開始，每年均就公司各範疇的服務訂下服務承諾，作為全體僱員的工作指標，確保客戶能享受更優質的服務。過去17年，公司每年在客戶調查中獲得的評分均高於承諾的8分。

2020年，煤氣公司繼續精益求精，並進一步提升服務承諾，將指標提升至8.5分。此外，煤氣公司在今年一月優化了虛擬助理Tinny的服務，增加在線客服對話功能，為家居客戶提供更全面及快捷的線上解答服務。客戶只需登入chatbot.towngas.com或透過掃描以下的二維碼，Tinny便會即時解答各項家居客戶的查詢。



Since 1994, Towngas has published a service pledge detailing the quality of service to which the company is committed. This serves as a benchmark for all its employees with the aim of ensuring the standard of the Towngas customer experience. For the past 17 years, Towngas has consistently received scores higher than 8 points on its customer surveys, which surpasses the customer satisfaction index specified in the service pledge.

In 2020, Towngas will continue to strive for excellence and further improve its service by raising the target customer satisfaction index to 8.5 points. What's more, Towngas has made enhancements to its virtual assistant Tinny by providing live chat function in January this year, thereby offering more comprehensive and efficient assistance to residential customers. Customers can simply log on to chatbot.towngas.com or scan the QR code below to interact with Tinny and have their questions addressed in real time.

虛擬助理 Tinny

你好！「家居客戶」有疑難，隨時搵我幫手！

掃描煤氣虛擬助理—Tinny 的二維碼
Scan the following QR Code for Towngas' virtual assistant, Tinny





煤氣公司 2020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2020年服務承諾，由1月起生效，成績將於2021年1月發表。

服務承諾	服務指標
可靠程度 源源不絕的煤氣供應 因維修或其他工程而需暫停煤氣供應 恢復煤氣供應	<ul style="list-style-type: none">• 超逾99.99%• 3天前預先通知客戶• 12小時內
安全程度 緊急搶修隊	<ul style="list-style-type: none">• 於25分鐘內抵達現場
預約服務 提供維修及安裝服務	<ul style="list-style-type: none">• 於兩個工作天內提供服務
效率和方便程度 客戶服務熱線 接駁或截斷煤氣供應 取消煤氣戶口	<ul style="list-style-type: none">• 來電於4聲鈴響內接聽• 1個工作天內• 截斷供氣兩小時後到客戶中心退回開戶按金*
服務質素 高效率 親切、誠懇和專業的服務	<ul style="list-style-type: none">• 8.5分 (10分為滿分)• 8.5分 (10分為滿分)
處理客戶意見 書面建議	<ul style="list-style-type: none">• 3個工作天內回覆客戶已收到函件• 兩星期內解決問題或告知客戶解決方法和所需時間

* 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

除了上述服務承諾外，煤氣公司亦提供不同的優質服務，全面照顧客戶需要。

維修及安裝服務

我們在周一至周日均向住宅客戶提供預約維修及安裝服務，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（只限安裝新爐的同一地址）。我們亦提供其他收費服務，如為客戶更改灶台開口呎吋、廚櫃設計及安裝服務、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Towngas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<https://eservice.towngas.com>、繳費靈網站www.ppskhk.com或其流動應用程式「繳費靈手機服務」、或銀行提供的網上/流動應用程式理財服務）
- 附有「繳費易」或「繳費服務」標誌的銀行自動櫃員機
- 郵寄支票

- 經煤氣公司電子郵箱e-Cheque@towngas.com、或透過中銀香港網頁或其流動應用程式的「電子支票繳付賬單」服務遞交電子支票
- 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」
- AlipayHK或TNG電子錢包
- 轉數快

煤氣客戶中心

為方便客戶，我們21間客戶中心的營業時間為早上10時至晚上8時，星期日及公眾假期照常服務。

* 周日只提供一般安裝服務。



The Towngas Service Pledge for 2020

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 2020, and the annual reporting on performance results will be announced in January 2021.

PLEDGES	TARGETS
RELIABILITY Uninterrupted gas supply In case of supply interruption (on account of maintenance or engineering work) Restoration of gas supply	<ul style="list-style-type: none">• Over 99.99%• Customer notification 3 days in advance• Within 12 hours
SAFETY Emergency Teams	<ul style="list-style-type: none">• Arrive on site within 25 minutes
APPOINTMENTS Availability of maintenance and installation services	<ul style="list-style-type: none">• Within 2 working days
SPEED AND CONVENIENCE Customer Service Hotline Connect or disconnect gas supply Deposit refunded at Customer Centres	<ul style="list-style-type: none">• Calls answered within 4 rings• Within 1 working day• 2 hours after disconnection of gas supply*
SERVICE QUALITY Efficiency Courteous and friendly attitude	<ul style="list-style-type: none">• 8.5 out of a total score of 10• 8.5 out of a total score of 10
HANDLING SUGGESTIONS Written comments or suggestions	<ul style="list-style-type: none">• Reply within 3 working days• Resolution, or a statement of when the matter will be resolved, within 2 weeks

* To enjoy this service, residential customers are advised to inform us of their requests 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 maintenance and installation* service, by appointment, on Mondays to Sundays. Upon request, we can provide maintenance and installation service within the same day or 24 hours. For domestic appliances aftersales, we offer 3-year warranty for spare parts and free disposal of old appliances (only apply to the installation address of new appliance). Other fee-based installation services, including workbench opening, kitchen cabinets design and installation and electrical wiring for installation of gas appliances, are also available 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 (PPS)
- Online payment (Towngas eService Centre: <https://eservice.towngas.com>, PPS website: www.pps.hk.com or its mobile app "PPS on Mobile", or Internet / Mobile App banking service offered by any banks)
- Bank Automated Teller Machines with "JET Payment" or "Bill Payment Service" signage
- Cheque by post
- e-cheque via Towngas email e-Cheque@towngas.com or "e-Cheque Bill Payment" service at Bank of China (HK)'s website or mobile app
- 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)
- AlipayHK or TNG Wallet
- Faster Payment System (FPS)

CUSTOMER CENTRES

In order to provide convenient and efficient services, 21 of our Customer Centres are open from 10:00am to 8:00pm, including Sundays and public holidays.

* Only general installation service will be provided on Sundays.



2019

煤氣公司 服務承諾成績

Results of Towngas Service Pledge

	成績 Results	
	2019	2018
可靠程度 Reliability		
源源不絕的煤氣供應 (超逾99.99%) Uninterrupted gas supply (over 99.99%)	99.988%	99.990%
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 : customer notification 3 days in advance	100%	100%
12小時內恢復煤氣供應 Restoration of gas supply within 12 hours	99.98%	100%
安全程度 Safety		
緊急搶修隊平均到達現場時間 (於25分鐘內) Emergency Team average arrival time (within 25 minutes)	平均21.52分鐘 Average 21.52 minutes	平均22.80分鐘 Average 22.80 minutes
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1.15天 Average 1.15 days	平均1.10天 Average 1.10 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)	96.66%	96.13%
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回開戶按金 Deposit refunded at Customer Centres (2 hours after disconnection of gas supply)	99.75% (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† Efficiency†	8.95	8.92
親切、誠懇和專業的服務† Courteous and friendly attitude†	8.93	8.88
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%

† 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 was to exceed a score of eight out of ten.



重要聯絡方法
Useful Contact Methods

緊急事故熱線 (24小時服務) 24-hour Emergency Hotline	2880 6999
客戶服務熱線 (24小時服務) 24-hour Customer Service Hotline	2880 6988
報錶熱線 (24小時服務) 24-hour Self-reading Hotline	2880 5522
服務承諾熱線 Service Pledge Hotline	2856 1331
手機短訊熱線 SMS Hotline	6496 5898
煤氣網上客戶中心 Towngas eService Centre	https://eservice.towngas.com

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