



煤氣  
Towngas



環保生活每一天  
Go Green Every Day



# 2021

服務承諾 Service Pledge





# 創新科技 精益求精

## Innovating for quality



煤氣公司多年來積極推動創新文化，不斷引入先進科技，提升服務質素。公司自行研發的煤氣立管智能分析系統，於2020年獲香港優質顧客服務協會頒發「服務數碼優化獎」金獎，表揚公司善用創新技術，精益求精。這套新系統運用人工智能技術取代傳統的「肉眼」檢測及分析立管視頻，優化原有立管檢查工作模式的同時，進一步加強燃氣安全，不僅提高公司職員的工作效率，更大大提升客戶滿意度。



此外，去年我們還推出使用「轉數快」退還結束煤氣賬戶的按金及結餘的服務，全程毋需使用紙張外，還令退款流程更便捷；同時也新增Wechat Pay HK電子錢包繳交煤氣賬單，為客戶提供更多選擇，安坐家中即可輕鬆繳費。

Committed to promoting a culture of innovation, Towngas continues to introduce the latest technologies to improve the quality of its service. In 2020, the Company received the Gold Award - Digital Transformation Award from Hong Kong Association for Customer Service Excellence for its Gas Riser Artificial Intelligence (AI) System created through its own research and development. The award underscores the Company's application of innovative technology towards continuous improvement. The new system replaces the human eye with AI in gas pipe video analysis, thereby enhancing inspection services and further strengthening gas safety. This has increased not only staff efficiency, but also customer satisfaction.

In addition, last year we introduced the option for account holders to receive their deposit and credit balance refund through FPS (Faster Payment System) upon gas account closure, saving on paper as well as offering greater convenience and efficiency. WeChat Pay HK has also been added as a new channel to pay gas bills, providing customers with more choices to settle payments from the comfort of their home.



# 煤氣公司2021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2021年服務承諾，由1月起生效，成績將於2022年1月發表。

服務承諾	服務指標
<b>可靠程度</b> 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"><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> 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> 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> 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"><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> 高效率 親切、誠懇和專業的服務	<ul style="list-style-type: none"><li>• 8.5分 (10分為滿分)</li><li>• 8.5分 (10分為滿分)</li></ul>
<b>處理客戶意見</b> 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<sup>†</sup>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呔吋、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、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.ppskh.com](http://www.ppskh.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、U購Select、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、WeChat Pay HK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 2021

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 2021, and the annual reporting on performance results will be announced in January 2022.

PLEDGES	TARGETS
<b>RELIABILITY</b> 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"><li>• Over 99.99%</li><li>• Customer notification 3 days in advance</li><li>• Within 12 hours</li></ul>
<b>SAFETY</b> Emergency Teams	<ul style="list-style-type: none"><li>• Arrive on site within 25 minutes</li></ul>
<b>APPOINTMENTS</b> Availability of maintenance and installation services	<ul style="list-style-type: none"><li>• Within 2 working days</li></ul>
<b>SPEED AND CONVENIENCE</b> Customer Service Hotline Connect or disconnect gas supply 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> Efficiency Courteous and friendly attitude	<ul style="list-style-type: none"><li>• 8.5 out of a total score of 10</li><li>• 8.5 out of a total score of 10</li></ul>
<b>HANDLING SUGGESTIONS</b> 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 requests for refunds at the time of making capoff 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 after-sales, 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, 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](https://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 [eCheque@towngas.com](mailto:eCheque@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, U Select, CRVanguard Superstore or CRVanguard Shop
- Bank of East Asia branches
- Cheque Deposit Machine at Bank of China (HK)
- AlipayHK, WeChat Pay HK 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.



# 2020

## 煤氣公司服務承諾成績

### Results of Towngas Service Pledge

	成績 Results	
	2020	2019
<b>可靠程度 Reliability</b>		
源源不絕的煤氣供應 (超逾99.99%) Uninterrupted gas supply (over 99.99%)	99.990%	99.988%
因維修或其他工程而需暫停煤氣供應：3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	99.99%	99.98%
<b>安全程度 Safety</b>		
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21.57分鐘 Average 21.57 minutes	平均21.52分鐘 Average 21.52 minutes
<b>預約服務 Appointments</b>		
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1.21天 Average 1.21 days	平均1.15天 Average 1.15 days
<b>效率和方便程度 Speed and Convenience</b>		
客戶服務熱線 (來電於4聲鈴響內接聽) Customer Service Hotline (calls answered within 4 rings)	96.10%	96.66%
1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)	100% (因應客戶的要求) (upon customer's request)	99.75% (因應客戶的要求) (upon customer's request)
<b>服務質素 Service Quality</b>		
高效率 <sup>†</sup> Efficiency <sup>†</sup>	9.00	8.95
親切、誠懇和專業的服務 <sup>†</sup> Courteous and friendly attitude <sup>†</sup>	8.98	8.93
<b>處理客戶意見 Handling Suggestions</b>		
於3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%

<sup>†</sup> 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8.5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 point five out of ten.



**重要聯絡方法**  
**Useful Contact Methods**

煤氣網上客戶中心 Towngas eService Centre	<a href="https://eservice.towngas.com">https://eservice.towngas.com</a> 
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
緊急事故熱線 (24小時服務) 24-hour Emergency Hotline	2880 6999

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