

# 2010

## 煤氣公司 服務承諾

### Towngas Service Pledge



煤氣  
Towngas



香港工商業獎  
2009  
HONG KONG  
AWARDS FOR  
INDUSTRIES

顧客服務大獎  
CUSTOMER SERVICE  
GRAND AWARD



# 立定目標 勝券在握

## Setting Targets for Greater Achievements

繼去年榮獲「2008香港工商業獎：生產力及品質大獎」，煤氣公司今年再度獲得工商業界的支持，獲頒發「2009香港工商業獎：顧客服務大獎」，以表揚我們多年來不斷提升的客戶服務質素和以客為尊的服務精神。

此外，煤氣公司作為本港的低碳潔淨能源供應商，致力以保護環境為己任。我們在2009年舉辦一連串以「低碳Action」為名的環保活動，旨在鼓勵大家實踐低碳生活。我們在未來一年會再接再厲，將低碳生活帶進煤氣客戶的家中。

煤氣公司會繼續秉承以客為尊的服務精神，注入更多創新意念，為客戶帶來更佳的煤氣生活體驗。



Towngas was this year's winner of the "2009 Hong Kong Awards for Industries - Customer Service Grand Award" after winning the "2008 Hong Kong Awards for Industries- Productivity and Quality Grand Award". This is a good recognition from the business sector to confirm our belief in "Customer First" and our continuous improvement in our customer services.

As the leading supplier of low carbon clean energy, it is our commitment to protect the environment. We launched a series of "Low Carbon Action" environmental activities in 2009 to encourage public participation in experiencing a low carbon living. We will bring in other low carbon activities to our customers' daily lives in this year.

In 2010, we will continue to keep our customers satisfied through our excellent services and innovative ideas, bringing the best of towngas living to you and your family.



# 煤氣公司2010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2010年服務承諾，由1月起生效，成績將於2011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>• 超過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>• 90%遇求助時於30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> 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。

## 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7個維修及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(假日照常)。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、拆窗枝配合安裝熱水爐的需要、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。

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|---|--|
| <ul style="list-style-type: none"><li>- 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</li><li>- 「繳費靈」電話繳費服務</li><li>- 網上繳費 (煤氣網上客戶中心 <a href="http://www.towngas.com">www.towngas.com</a>、繳費靈網站 <a href="http://www.ppskh.com">www.ppskh.com</a> 或銀行提供的網上理財服務)</li><li>- 附有「繳費易」或「繳費服務」標誌的銀行自動櫃員機</li></ul> | <ul style="list-style-type: none"><li>- 郵寄支票</li><li>- 煤氣客戶中心或「名氣廊」</li><li>- 全港郵政局</li><li>- 全線7-Eleven、OK、VanGO便利店、華潤萬家生活超市或便利超市</li><li>- 東亞銀行各分行</li></ul> |
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### 煤氣客戶中心

為方便客戶，我們15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」的服務時間則為上午10時至晚上10時。



# The Towngas Service Pledge for 2010

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 2010, and the annual reporting on performance results will be announced in January 2011.

PLEDGES	TARGET
<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>• 3 days prior notification</li><li>• Within 12 hours</li></ul>
<b>SAFETY</b> Emergency teams	<ul style="list-style-type: none"><li>• Arrive on site within 30 minutes, at 90% of the times</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 out of a total score of 10</li><li>• 8 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 request for refunds at the time of making call-off service appointment.

## 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 7 time slots on weekdays and Saturdays for residential maintenance and installation appointments. Upon request, we can provide maintenance and installation service within the same day or 24 hours even on weekends. 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, dismantling of window or balcony grilles for water heater 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, the 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.ppskhk.com](http://www.ppskhk.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

### CUSTOMER CENTRES

In order to provide convenient and efficient services, 15 of our Customer Centres are open to 8:00pm, including Sundays and public holidays. Towngas Avenue is open from 10:00am to 10:00pm.



# 2009 煤氣公司服務承諾成績

## Results of Towngas Service Pledge

	成績 Results	
可靠程度 Reliability	2009	2008
源源不絕的煤氣供應 (超逾99.99%) Uninterrupted gas supply (over 99.99%)	99.992%	99.993%
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 (3 days prior notification)	100%	100%
12小時內恢復煤氣供應 Restoration of gas supply within 12 hours	100%	100%
安全程度 Safety		
緊急搶修隊 (90%遇求助時於30分鐘內抵達現場) <sup>1</sup> Emergency Team arrived on site within 30 minutes (at 90% of the times) <sup>1</sup>	93.91%	93.62%
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1.04天 Average 1.04 day	平均1.08天 Average 1.08 day
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)	96.96%	95.84%
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)	99.93% (因應客戶的要求) (upon customer's request)
服務質素 Service Quality		
高效率 <sup>2</sup> Efficiency <sup>2</sup>	8.67	8.70
親切、誠懇和專業的服務 <sup>2</sup> Courteous and friendly attitude <sup>2</sup>	8.67	8.65
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%	97.22%

1. 平均為20.49分鐘  
Average 20.49 minutes

2. 根據獨立資料研究公司於2009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 2009 by an independent research company. Our target is to exceed a score of eight out of ten.



煤氣  
Towngas

**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

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