鵬飛萬里 開創新天
Expanding to New Horizons for a Bright Future

香港核心業務

去年是煤氣公司成立150周年。我們是香港歷史最悠久的公用事業公司，一個半世紀以來，陪伴香港人一起成長，從第一盞煤氣街燈照亮中環繁華之地開始，至今已成為香港人優質生活及現代家居的象徵。

煤氣公司亦與香港人一起努力為家園，緊貼及配合城市的拓展，把管道鋪設到全港各區，為千家萬戶提供安全可靠的煤氣及優質服務。同時，公司亦為工商界提供方便、經濟的環保能源。

Hong Kong Core Business

Last year marked the 150th anniversary of Towngas. As the territory’s first utility company, Towngas has grown together with Hong Kong over the century and a half since we set up the first street lamp in the bustling Central district. Today, Towngas has become a symbol of quality and contemporary living.

Like all other Hong Kong people, we have worked relentlessly in this place that we call home. We have expanded our pipeline network in tandem with the city’s development, and made sure town gas is available to hundreds of thousands of homes across the territory. We also ensure that our commercial and industrial customers have easy and reliable access to this convenient, economical and environmentally-friendly energy.
百多年來，煤氣公司在市場競爭中力求進取，憑藉充沛的活力，歷久常新，更不斷開拓新領域。至今我們已發展成為亞洲地區一家以發展環保能源為主，以研究及應用先進科技為輔的領先公用事業公司，晉身全球500強企業，市值超過1,900億港元。

We have also succeeded and thrived in the face of constant market competition. With our vibrant energy and drive to explore new horizons, Towngas has grown to be Asia’s leading public utility with a focus on environmentally-friendly energy, supplemented by advanced technology. Today, Towngas is one of the world’s top 500 corporations, with a market capitalisation of over HK$190 billion.

環境保護

煤氣公司先後採用重油及石腦油取代煤生產煤氣，大大降低溫室氣體、硫及氮氧化物的排放，使煤氣的應用更加環保。2006年，我們更簽訂25年澳洲液化天然氣合約，這不但令煤氣生產過程更環保，亦降低了煤氣的價格，使客戶節省不少金錢，令煤氣更具市場競爭力。

近十年來，煤氣公司在堆填區發展沼氣利用項目，又在多個地點營運加氣站，服務以石油氣代替柴油作為燃料的小巴及的士，為改善市區空氣質量出一分力。

Environmental Protection

On the environmental front, our company has progressed from using coal to heavy oil to naphtha to produce town gas. In doing so, we have substantially reduced the emissions of greenhouse gases, sulphur and nitrogen oxides, thus making town gas a greener fuel. With the 25-year contract to ship liquefied natural gas from Australia signed in 2006, we also began using natural gas in our production, making town gas cheaper and even more environmentally-friendly, thus generating savings for our customers and enhancing town gas’s competitiveness.

Over the past decade, Towngas has begun using landfill gas and operating LPG filling stations to replace diesel as a vehicular fuel in a bid to improve the air quality in Hong Kong’s urban areas.

企業社會責任

煤氣公司在關懷社會方面亦不遺餘力。除了贊助各類型的公益慈善活動外，我們的義工隊伍通過舉辦和參加各項社會服務，關懷及照顧社會有需要的人士，用行動實踐我們的企業公民責任。

Corporate Social Responsibility

Towngas’ efforts in caring for the community have been second to none. Apart from sponsoring various charity events, our corporate volunteers organise and regularly take part in a number of social services to extend care to those in need. We “walk the talk” of corporate social responsibility by bringing genuine care and concern to underprivileged members of our community.
Mainland Utilities Business

Last year, our Hong Kong core business grew steadily and our utilities business on the mainland fared well. As at December 2012, we operated 150 projects on the mainland, 122 of them upstream, midstream and city-gas projects and water business serving over 15 million households. We expect gas sales to reach 12 billion cubic meters. Sales of our Bauhinia brand gas appliances have risen steadily, with an accumulated sales record of over 1.5 million appliances. Our joint ventures are also gaining momentum in their businesses.

New Energy Business

Business prospects for our new energy business are promising, and ECO has set up 21 projects on the mainland. This brings the Group's new energy projects to 23, including the LPG filling stations and an aviation fuel storage facility in Hong Kong. In 2012, ECO broke its first new ground beyond greater China with an oilfield project in Thailand, completing a more balanced production line from upstream to midstream and downstream.

Meanwhile, we successfully developed six telecommunications projects on the mainland that are progressing well, playing a part in fulfilling the Group's long-term development objectives.

Expanding New Horizons

Looking ahead, we see a bright future for our businesses. As we have passed the significant landmark of our 150th anniversary, our management theme will change from "Reaching New Heights", which we have used for five years to "Expanding New Horizons", meaning we will exert ourselves to a higher level and in new ways to achieve a bright future. Relying on our team of committed, passionate, united and professional employees, Towngas will be sure to spread its wings even wider to stretch our horizons and contribute even more to the success of the Group.
提升效率 服务更完善
Heartwarming Services Bring Greater Convenience

煤气公司一直为客户提供亲切友善的服务，并不断提升效率。我们已公布2013年的服务承诺，并推出多项新服务：于星期一至六全面实施一小时维修服务时段，将可选择的维修服务时段增至每天11小时，为客户提供更多选择的同时，也缩短了客户等候时间。此外，我们亦将每天最早的预约维修服务时段提前至早上八时至九时，让客户可享更灵活的服务选择。

At Towngas, we are committed to providing our customers with friendly and helpful services. Our 2013 Service Pledge has been published with a number of new initiatives, reducing the waiting time for maintenance services and offering our customers greater flexibility and choice, we improved our service hours with the introduction of one-hour time slots for maintenance visits on weekdays and Saturdays. Together with the addition of an earlier time slot from 8:00 to 9:00am, this increases the number of available slots to 11 per day.

*住宅客户如有需要增加取回按键金，將於预约服务时提出有關要求，最高退款金额為港幣2,000元。
* To enjoy this service, residential customers are advised to inform us of their request for refunds at the time of making cancellation service appointment. The maximum refund amount is HK$2,000.
Corporate News

企業新聞

煤氣公司入選「港股100強」

Towngas listed among “Top 100 Hong Kong-listed Companies”

煤氣公司憑藉超卓的業績及營運實力，入選由騰訊網及財華社聯合主辦的2012年度「香港上市公司100強」主榜。該項評選根據各上市公司的市值、營業額、淨利潤、股東回報率及股息回報率五大財務指標以加權計算，得分最高的100家公司方可晉身主榜。

另外，煤氣榮獲入選大會今年新設的「港股100強」子榜，成為「股價升幅10強」之一，並獲頒「價值獎」。

Towngas’ robust financial results and operating performance were acknowledged in the “Top 100 Hong Kong-listed Companies Awards 2012”, organised by QQ.com and Quanmet. Companies were ranked according to the weighted average of five financial benchmarks: market capitalisation, turnover, net profit, shareholder return and return on equity.

In addition, Towngas China won recognition on the newly introduced subsidiary list, a supplement to the main list of 100 companies. Towngas China was named one of the “Top Ten Performers” in its stock price and received a special award.

煤氣公司揚威聯合國世界移動信息峰會大獎

Demonstrating our IT strength at the “United Nations’ World Summit Award”

煤氣公司手機應用程式在「2012聯合國世界移動信息峰會大獎」中首獲殊榮。是次大獎共有435個來自102個國家及地區之作品參賽，有三家香港公司獲獎，是本港參賽以來得獎最多的一次。

世界移動信息峰會大獎，號稱IT界奧斯卡，自2003年起舉辦，旨在挑選世界出色及創新的資訊科技應用程式。

Achieving yet another first during the year, our Towngas mobile phone app was a winning entry at the “United Nations’ World Summit Award 2012”. A total of 435 entries from 102 countries and regions took part in the contest this year with three Hong Kong companies winning an award, the largest number ever since Hong Kong’s initial participation in the event.

The World Summit Award, the Oscars of the IT industry, has been organised since 2003. The winning entries consist of creative IT apps from across the globe.

煤氣公司再度入選「全球華商1000」排行榜

Towngas becomes “1000 Worldwide Chinese Companies” again

煤氣公司在2012年再度入選《亞洲週刊》「全球華商1000」排行榜，並在香港十大華商榜中，由2011年的第8名上升至第6名，成績斐然。

《亞洲週刊》的「全球華商1000」排行榜是以世界主要華人集中地的華商企業為評選對象，範圍包括中國大陸、香港、台灣、馬來西亞、新加坡等多地，根據上市公司市值作排名依據。

Towngas was selected as one of Yazhou Zhongkan’s “1000 Worldwide Chinese Companies” again in 2012, and ranked the sixth in Hong Kong. Yazhou Zhongkan’s “1000 Worldwide Chinese Companies” is an award aims to acclaim top 1000 Chinese companies worldwide, e.g. in mainland China, Hong Kong, Taiwan, Malaysia, Singapore etc. The listed companies were ranked by their market values.
Towngas Donates $1.5 million to Launch Fresh Food Aid Programme

Towngas has collaborated with the Hong Kong Council of Social Service, CookEasy by the Tung Wah Group of Hospitals and the Salvation Army to launch Hong Kong's first “Towngas Warmth and Care Fresh Food Aid Programme”. A total of $1.5 million has been contributed by Towngas to this programme, which will be used to provide fresh nutritious food packs to single-parent CSSA households. The programme has begun in Tung Chung and Kwai Chung where 150 single-parent families have received fresh, nutritious food packs twice a week.

Former Towngas Executive Director and Chief Operating Officer James Kwan said, “We hope to help alleviate financial burden, improve nutrition and growth of children in the single-parent families, at the same time to promote family harmony through cooking.”

Tung Wah Group of Hospitals 5th Vice-Chairman Katherine Ma said, “CookEasy is a food pack delivery social enterprise employing people with disabilities or low income. Under the new food assistance programme, we have recruited three more staff with disabilities and two trainees for the programme, and thus created more meaningful work opportunities for the less fortunate.”
再度榮獲星鑽服務品牌「最貼心售後服務大獎」

Receiving Excellent Services Brand Award

2012年，煤氣公司第五度榮獲由《星島日報》主辦的「星鑽服務品牌選舉」之「最貼心售後服務大獎」。

「星鑽服務品牌選舉」是經過讀者在意見調查中提名，再由讀者投票後選出，證明了煤氣公司提供親切和專業服務的宗旨，獲得外界一致認同；同時，能連續多年獲得此獎項，實在是對同事一貫努力不懈的成果，相信這也是對同事的最大鼓勵和推動力。

In 2012, Towngas was honoured to receive the “Excellent Aftersales Service Award” for a consecutive five years at the “Sing Tao Excellent Services Brand Award” organised by Sing Tao Daily.

The award was nominated and elected by readers of Sing Tao Daily, which reflects that the “professional and caring services” of Towngas have met with the public’s recognition.

Go Snap! 氣蓋趣拍大賽圓滿結束

“Go Snap! Pit Cover Photo Contest” hugely popular

「Go Snap！氣蓋趣拍大賽」經過圓滿結束，我們在這次攝影比賽中共收到約500份作品。作品先由專業評判團選出冠、亞、季軍，優異獎及入圍作品50份，然後於網上舉行公開投票，讓公眾選出心目中的「最like」作品。網民反應熱烈，投票接近10,000票！煤氣公司於二月初舉行簡單而隆重的頒獎典禮，並展出各得獎作品。

The “Go Snap! Pit Cover Photo Contest” was well received by the public. We received around 500 entries, from which a panel of judges comprising professionals selected the top awards and shortlisted 50 for the public to vote on the ‘most like award’ over the Internet. The online voting received nearly 10,000 votes! The prize presentation ceremony was held in early February, and the winning entries were displayed.

TGC煤氣乾衣機「雙重」優惠

TGC Gas Dryer Double Bonus Promotion

煤氣公司自家研發的煤氣乾衣機特設智能溫度感應功能，乾衣效果深受用家讚賞。由即日起至2013年6月18日，購買TGC煤氣乾衣機（4公斤或6公斤），可享$800現金折扣及$200萬寧現金券。優惠數量有限，售完即止。

TGC’s intelligent gas dryer gives softer, bouncier clothes whatever the weather.

From now until 15 May 2013, customers can enjoy HK$800 discount and HK$200 Mannings cash coupon on purchase of any TGC gas dryer (4 kg or 6 kg), available while stock lasts.
首次參加香港工展會
Debut presence at Hong Kong Brands and Products Expo

Towngas made its debut appearance at the annual Hong Kong Brands and Products Expo, held on December 2012 to January 2013. We showcased our classic products and vintage publicity materials as the last leg of our 150th Anniversary Exhibition tour. Modern gas appliances were also on display and special promotions were offered on selected models.

In the Miss Exhibition Pageant competition, our staff member Zhang Xu, from Qiqihar in Heilongjiang Province, was named first runner-up and clinched three coveted awards: “The Most Charming Award”, “The Best Eloquence Award” and “The Most Talent Award”.

漁農美食迎春嘉年華2013
Farmfest 2013

Towngas is a familiar face at the annual “Farmfest” as we are keen to promote the culture of healthy eating. At “Farmfest 2013” held from 18 to 20 January, we offered a variety of quality and environmentally-friendly products, and invited skincare expert Ling Lee to share tips on skin care. To beat the winter chill, Flame at Towngas Avenue brought visitors a myriad of splendid flame-cooked food and snacks.

As part of “Farmfest”, the “2013 Farmfest Organic Planting and Flame Cooking Competition (Secondary School)” was held on 19 January. Koleyl Leung, our Towngas Cooking Centre tutor, was one of the judges. She shared useful tips on flame cooking with the participating students.

煤氣公司推出Windows 8 Apps
Towngas Launched Windows 8 Apps

Towngas and Microsoft jointly promote Towngas Windows 8 Apps. Customers can enjoy online service and check inbox messages through Windows 8 Apps. There are also over 1,000 recipes for customers’ selection. To promote this new app, Towngas had set up the Windows 8 kiosks in designated customer centres. Customers can join a promotion game through the Windows 8 kiosks installed at Towngas Customers Centres or Towngas website by simply answering 3 questions. Two winners were being drawn and awarded prizes valued over $10,000, including a Windows 8 Tablet.
**Corporate Social Responsibility**

煤氣溫馨義工隊再度獲獎

**Towgas Volunteer Service Team receives further recognition**

社會福利署在去年12月16日舉辦「2012香港義工嘉許禮」，煤氣公司溫馨義工隊再度榮獲最高服務時數獎（私人團體-最積極動員客戶參與獎）冠軍，以及最高服務時數獎（私人團體-組別一）優異獎。屢次獲獎，證明我們積極動員客戶參與義務工作及所舉辦的社區活動均得到廣泛認同。

The Towgas Volunteer Service Team has again received the Champion Award (Private Organisations- Best Customer Participation) from the Social Welfare Department. At the Hong Kong Volunteer Award Presentation Ceremony 2012 held on 15 December, Towgas also received the Merit Award (Private Organisations - Category 1) in the “Highest Service Hour Award” category. These awards further reflect the wide recognition given to our community initiatives and our efforts to mobilise customers to participate in volunteer work.

![Towgas Volunteer Service Team was again awarded Champion Award.](image)

公益愛牙日

**Love Teeth Day**

煤氣公司一向支持公益金的活動，我們於去年12月5日參加公益金。香港牙醫學會及衛生署口腔健康教育組合辦的「公益愛牙日」籌款活動，所籌得善款用作為有需要人士加強口腔護理服務。

煤氣公司同事對是次活動反應非常熱烈，共有過千位同事參加，共籌得76,490元，連同公司的等額捐款，合共捐款超過150,000元予公益金，打破往年紀錄。

Towgas has always been a supporter of the Community Chest to raise money for charity purpose. On 5 December 2012, we took part in the “Love Teeth Day” co-organised by the Community Chest of Hong Kong, The Hong Kong Dental Association and Oral Health Education Unit of the Department of Health to raise money for providing dental service to the needy.

Towgas staff showed great support and over a thousand staff members joined this fund-raising activity. They donated $76,490, and together with donations from the Company, a total of over $150,000 was raised for the Community Chest, breaking past year’s record.
環境

榮獲「香港綠色企業大獎2012」
Receives “Hong Kong Green Awards 2012”

煤氣公司在「香港綠色企業大獎2012」頒獎典禮中獲環保
促進會頒發「企業綠色管治獎」大獎及企業領導獎，以及「優秀環保管理獎（企業）」金奬。

隨著企業愈來愈重視環保管理，大會今年增設「企業綠色
管治獎」、「企業綠色管治獎」、「企業綠色管治獎」，就企業使命、管理系統、環境監測及報告、持
份者參與，以及企業領導五個範疇進行評審，煤氣公司憑
藉在環保管理方面的傑出表現，成功擊敗近百家參加
的企業，勇奪「企業綠色管治獎」大奬及企業領導奬，印
證公司在保護環境及實踐企業綠色管治方面不遺餘力。

Towngas received the Grand Award and the Corporate Leadership Award in the “Green Management” category, and the Gold Title in the “Corporate Green Governance” category in the “Hong Kong Green Awards 2012” organised by the Green Council.

In response to the increasing emphasis on green governance, the Council introduced the “Corporate Green Governance” award category this year to recognise companies that have performed exceptionally in this field. Companies were assessed on five aspects of green governance: corporate mission, management system, environmental monitoring and reporting, stakeholders engagement and corporate leadership. Towngas eclipsed around 100 participating companies with its exceptional environmental management and reaped two awards in this category, testifying to our achievements in protecting the environment and practising green management.

勇奪「恒生珠三角環保大奬 - 銀奬」
Wins “Hang Seng Pearl River Delta Environmental Grand Awards – Silver Award”

煤氣公司的環保項目從188家機構合共672個項目中脫穎而出，榮獲2011/12年度
「恆生珠三角環保大奬 - 銀奬」、「恆生珠三角環保大奬」由香港工業總會與恆生銀行合辦。頒奬典禮
於今年2月4日舉行。

煤氣公司是次得奬項目包含一籃子環保產品和措施，其中包括針對工商業市場需
要而推出的「銅心四寶」爐具系列。該系列利用廢蒸氣回收技術，回收煮食時產
生的熱量，藉此提升熱能效率，並降低廚房的室內溫度。此外，公司為提高
內部能源效益，於大廈糧房推行餘熱回收計劃，將廠房內的零餘熱力回收利用，
減省製氣過程所需的燃料，並於每年減少碳排放約2,400公噸。公司亦為屯門的倉
庫換上節能耐用的無極燈，節省更多電力，進一步減少碳排放。

Outshining 672 environmental projects from 188 companies/organisations, Towngas received the Silver Award in the “Hang Seng Pearl River Delta Environmental Awards 2011/12” at the award presentation ceremony held on 4 February 2013. The Awards were jointly organised by the Federation of Hong Kong Industries and Hang Seng Bank.

Our winning environmental achievements included the “Cool Kitchen 4 Treasures” gas appliance series, which is a range of four essential cooking appliances tailored to meet the needs of industrial and commercial customers. The series uses patented heat recovery techniques to collect and reutilise the waste heat produced during cooking, thus enhancing energy efficiency while making kitchens cooler. To improve energy efficiency, we installed a waste heat recovery system at our Tai Po Production Plant to recycle waste heat and thus reduce the usage of fuel in the gas production process, reducing carbon emissions by 2,400 tonnes annually. In addition, we replaced existing lighting with more energy-efficient and durable induction lamps at our warehouse in Tuen Mun, to save electricity while further cutting carbon emissions.
鮮果蜜汁鴨脯

Duck Breast with Fruit in Honey Sauce

做法
1. 鴨胸肉切片，調味，醃 15 分鐘。
2. 蜜桃隔水，啤梨去皮，切大件。
3. 燒 3 湯匙油，炒熟鴨片，加入生果及芡汁，拌勻。
4. 離火，最後拌入蜜糖，上碟。

Method
1. Slice duck breast, mix in seasonings and marinate for 15 minutes.
2. Drain peach, peel pear and cut fruits into large chunks.
3. Heat 3 Tbsp oil in wok, stir-fry duck pieces until cooked. Add fruits and sauce, mix and cook until sauce thickened.
4. Remove and stir in honey. Dish.

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<td>Peach (canned)</td>
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</tr>
<tr>
<td>Pear</td>
<td>1 pc</td>
</tr>
<tr>
<td>Honey</td>
<td>2 Tbsp</td>
</tr>
</tbody>
</table>

Seasonings

<table>
<thead>
<tr>
<th>Seasonings</th>
<th>数量</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salt</td>
<td>1/2 tsp</td>
</tr>
<tr>
<td>Sugar</td>
<td>1/2 tsp</td>
</tr>
<tr>
<td>Cornstarch</td>
<td>1/2 tsp</td>
</tr>
<tr>
<td>Light soya sauce</td>
<td>1/2 Tbsp</td>
</tr>
<tr>
<td>Ginger juice</td>
<td>1 Tbsp</td>
</tr>
</tbody>
</table>

Sauces

<table>
<thead>
<tr>
<th>Sauces</th>
<th>数量</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peach juice (from can)</td>
<td>3 Tbsp</td>
</tr>
<tr>
<td>Salt</td>
<td>1/4 tsp</td>
</tr>
<tr>
<td>Sugar</td>
<td>1 tsp</td>
</tr>
<tr>
<td>Vinegar</td>
<td>1 tsp</td>
</tr>
</tbody>
</table>

新地址 New Address:

香港新都會波斯富街99號
利華商業9A
Shop 9A, Lee Theatre Plaza,
99 Percival Street, Causeway Bay

Towngas Cooking Centre is moving to a new home from 29 Mar, 2013. We will see you again in mid-2013 in Lee Theatre to offer you with better facilities, service and a brand new flame cooking experience!
Quality Service Wins Compliments

Our friendly, competent and efficient service always wins acclaim from the customers. In 2012, we received a total of 5,627 letters from customers complimenting our quality service, representing an increase of over 7% as compared to 2011.

Recently, we received a compliment letter from Yang Chen House, an elderly branch of Christian Family Service Centre, commending our technician Ng Kai Leung. One of the centre's kitchen gas appliances was malfunctioning and required parts to be replaced. As the kitchen is handling catering service for the centre, this would cause much inconvenience to the elderly occupants. Ng responded very efficiently in getting quotes and order of spare parts to avoid delay. His sound judgement and professionalism gained applause from the elderly centre.

Customer Focus Team

Since its inception in 1993, the Customer Focus Team has proven to be an effective communication channel between Towngas and our customers, helping to ensure that our services fully meet customer expectations.

Consisting of senior staff from Customer Services, Customer Accounts and Retail Marketing, the team visits two public housing estates or private residential developments every month to discuss issues related to Towngas services, such as gas safety, bill payment and gas appliances. The team also solicits comments and views from customers so as to provide even better products and services.