

2013

服務承諾 Service Pledge



煤氣
Towngas



服務傳暖意 環保見佳績

Heartwarming service and environmental achievement win acclaim

煤氣公司一直為客戶提供親切友善的客戶服務，並深明效率十分重要，因此我們已於星期一至六全面實施一小時維修服務時段，將可供選擇的維修服務時段增至每天11個，為客戶提供更多選擇之餘，最重要是縮短了客戶在家的等候時間。此外，我們亦將每天最早的預約維修服務時段提前至早上八時至九時，讓客戶能更靈活安排時間。

煤氣公司多年來致力提倡環境保護。去年，煤氣公司獲環保促進會頒發「企業綠色管治獎」大獎、「企業綠色管治獎」企業領導，以及「優越環保管理獎(企業)」金獎，充分肯定我們為客戶提供安全、可靠和潔淨的能源外，對保護環境及實踐企業綠色管治也有超卓成就。

Towngas is committed to providing our customers with friendly and competent service, and we understand that efficient service is also of vital importance. Therefore, the new arrangement of one-hour time slot for maintenance service has been fully implemented on weekdays and Saturdays, increasing the time slots to 11 per day. It not only offers more choices for our customers, but also reduces the waiting time for maintenance service. Moreover, we have added an earlier time slot from 8:00 to 9:00a.m, so that our customers can have more flexibility in managing their time.

Over the years, Towngas has made great efforts in protecting the environment. Last year, Towngas was presented with 'Corporate Green Governance Award - Grand Award', 'Corporate Green Governance Award - Corporate Leadership' and 'Green Management Award (Corporate) - Gold Award' by Green Council in recognition of our achievements in environmental protection and corporate green governance in addition to the provision of a safe and reliable supply of green energy for our customers.





煤氣公司 2013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2013年服務承諾，由1月起生效，成績將於2014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30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分 (10分為滿分)• 8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11個維修及9個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。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呔吋、櫥櫃設計及安裝服務、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（包括名氣卡、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www.towngas.com、繳費靈網站 www.ppskh.com或銀行提供的網上理財服務）
- 附有「繳費易」或「繳費服務」標誌的銀行自動櫃員機
- 郵寄支票
- 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」

煤氣客戶中心

為方便客戶，我們19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 2013

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 2013, and the annual reporting on performance results will be announced in January 2014.

PLEDGES	TARGET
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%• 3 days prior notification• Within 12 hours
SAFETY Emergency teams	<ul style="list-style-type: none">• Arrive on site within 30 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 out of a total score of 10• 8 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 request 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 11 time slots for residential maintenance and 9 time slots for installation appointments on weekdays and Saturdays. 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 services and free disposal of old appliances. Other fee-based installation services, including workbench opening, kitchen cabinets design and 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, Bank of China and American Express)
- Payment by Phone Service
- Payment on Internet Service (Towngas online customer centre: www.towngas.com, PPS website: www.ppschk.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
- Cheque Deposit Machine at Bank of China(HK)

CUSTOMER CENTRES

In order to provide convenient and efficient services, 19 of our Customer Centres are open to 8:00pm, including Sundays and public holidays. Towngas Avenue is open from 10:00am to 10:00pm.



2012 Results of Towngas Service Pledge

煤氣公司服務承諾成績

	成績 Results	
	2012	2011
可靠程度 Reliability		
源源不絕的煤氣供應 (超逾99.99%) Uninterrupted gas supply (over 99.99%)	99.991%	99.992%
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 (95%遇求助時於30分鐘內抵達現場) Emergency Team arrived on site within 30 minutes (at 95% of the times)	95.60%	96.18%
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1.05天 Average 1.048day	平均1.03天 Average 1.031 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)	94.53%	95.33%
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)	100% (因應客戶的要求) (upon customer's request)
服務質素 Service Quality		
高效率 ¹ Efficiency ¹	8.79	8.77
親切、誠懇和專業的服務 ¹ Courteous and friendly attitude ¹	8.80	8.79
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%

1. 根據獨立資料研究公司於2012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 2012 by an independent research company. Our target is to exceed a score of eight out of ten.



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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