



煤氣
Towngas

2012

煤氣公司 服務承諾
Towngas Service Pledge





溫馨傳暖意 服務屢創新

Towngas provides caring and creative services

煤氣公司為緊貼客戶的需要，已分別推出iPhone、Android及Nokia手機應用程式，讓客戶透過手機隨時可讀取超過1,000款網上食譜，一機在手即可炮製佳餚美食，方便環保。同時，此應用程式亦提供報表及電子賬單提示服務，簡單省時。

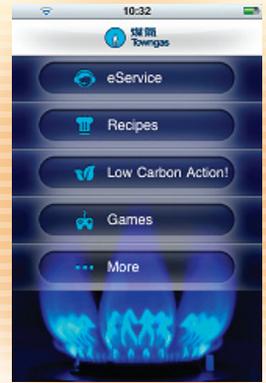
煤氣公司無論對客人或是僱員，也關懷備至。煤氣公司去年榮獲「傑出家庭友善僱主獎項」，由此反映我們推廣的家庭核心價值得到社會認同。此外，煤氣義工隊去年底更獲頒「10,000小時義工服務獎」、「最高服務時數獎（私人團體 - 最積極動員客戶參與獎）」，以及「2011傑出社企摯友大獎」。

煤氣公司會繼續履行企業社會責任，除了提供可靠和安全的能源外，也將關懷社會的溫馨文化帶給客戶。

To satisfy the customers' need, Towngas has launched iPhone, Android and Nokia Apps respectively to provide a convenient and environmentally friendly way for users to access over 1,000 recipes with their mobile phones and the easy-to-use eServices which enable customers to report meter readings and receive eBill alerts.

We care for our customers as well as our employees. Last year, Towngas won the "Distinguished Family-Friendly Employer Award", demonstrating that the family core values we promoted have gained public recognition. In addition, Towngas Volunteer Service Team was honoured with the "Award of 10,000 hours for Volunteer Service", "Highest Service Hour Award" (Private Organizations - Best Customers Participation) and "Outstanding Friends of Social Enterprise" Award in 2011.

Towngas will continue to fulfil its corporate social responsibility, not only provide safe and reliable gas supply, but also promote a caring culture within the community.





煤氣公司 2012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2012年服務承諾，由1月起生效，成績將於2013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">• 95%遇求助時於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。

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8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呎吋、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.pppshk.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

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 2012

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 2012, and the annual reporting on performance results will be announced in January 2013.

| 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, at 95% of the times |
| 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.

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 8 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.ppskh.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, 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.



2011

煤氣公司服務承諾成績

Results of Towngas Service Pledge

| | 成績 Results | |
|--|--|--|
| | 2011 | 2010 |
| 可靠程度 Reliability | | |
| 源源不絕的煤氣供應 (超過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 (95%遇求助時於30分鐘內抵達現場) ¹ Emergency Team arrived on site within 30 minutes (at 95% of the times) ¹ | 96.18% | 96.67% |
| 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1.03天 Average 1.03day | 平均1.07天 Average 1.07 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) | 95.33% | 95.20% |
| 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 ² Efficiency ² | 8.77 | 8.69 |
| 親切、誠懇和專業的服務 ² Courteous and friendly attitude ² | 8.79 | 8.69 |
| 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. 平均為19.82分鐘
Average 19.82 minutes

2. 根據獨立資料研究公司於2011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 2011 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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