

環保煮食小貼士 Green Cooking Tips



煎、炒、炸

Frying and Deep Frying

使用平底鍋煎炒較少量的食物時，避免將食物放於鍋的中心與邊緣位置

When pan frying small amounts of food, try moving the food in a circle around the centre of the pan, keeping away from the edges

可減少能源開支、碳排放及煮食時間達10%。

Your energy cost, carbon emission and cooking time may be reduced by up to 10%.

溫馨提示 Extra Tip:

盡量於同一時間煎炒較多的食物，這可令更多的熱能從平底鍋轉送到食物中，從而增加煮食時的能源效益

Try cooking more food at one time so that heat from the pan is not wasted and the food is cooked more efficiently

-30%

碳排放
carbon emission

炸食物時，盡量使用薄鑊代替平底鍋，可減少食油的用量

When deep frying, try a thin-walled wok instead of a frying pan so that less oil will need to be preheated

可減少在食油預熱時的能源開支、碳排放及煮食時間高達30%。

Your energy cost, carbon emission and cooking time may be reduced by up to 30%.

Low Carbon Action

榮獲「亞洲區最受推崇知識型機構大獎」、 「香港最受推崇知識型機構大獎至高獎項」及 「最佳知識分享文化獎」

Three Honours for Towngas at This Year's
MAKE Awards

煤氣公司憑著多年知識管理經驗，早前榮獲「亞洲區最受推崇知識型機構大獎」，亞洲地區共有20個機構獲獎。此外，公司亦於香港榮獲「最受推崇知識型機構大獎至高獎項」及「最佳知識分享文化獎」，足見知識管理表現備受讚賞。

「最受推崇知識型機構大獎」自2008年由理大知識管理及創新研究中心引入香港及內地，藉以表揚表現優秀的企業。這項國際大獎是知識管理最佳作業方式的一項國際性基準。



煤氣公司執行董事暨公用業務營運總裁黃維義(前右二)代表公司接受「亞洲區最受推崇知識型機構大獎」。

Towngas Executive Director and Chief Operating Officer - Utilities Business Peter WY Wong (second from the right, front row), received the Asian Most Admired Knowledge Enterprise Award.

Towngas has been awarded the Asian Most Admired Knowledge Enterprise (MAKE) Award, recognising the Company's many years of experience in knowledge management. Towngas was one of 20 Asian companies who won the award. The company was also named Top Winner of the Hong Kong Most Admired Knowledge Enterprise Award and the Best in Knowledge Culture Award, for excellent performance in knowledge management.

The MAKE Awards was first introduced to Hong Kong and mainland China in 2008 by The Knowledge Management and Innovation Research Centre of The Hong Kong Polytechnic University. This international award is now considered a benchmark of best practice knowledge management.

煤氣公司商務總監-香港公用業務黃霖生(右)代表公司接受「香港最受推崇知識型機構大獎至高獎項」。

Towngas Head of Commercial-Hong Kong Utilities Peter LS Wong (right), received the Hong Kong Most Admired Knowledge Enterprise Award.



煤氣
Towngas

低碳能源 清新空氣
Greening up your life



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2014年服務承諾，由1月起生效，成績將於2015年1月發表。
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 2014, and the annual reporting on performance results will be announced in January 2015.

服務承諾 Pledges	服務指標 Target	2013 成績 Results
可靠程度 Reliability		
源源不絕的煤氣供應 Uninterrupted gas supply	超逾99.99% Over 99.99%	99.992%
因維修或其他工程而需暫停煤氣供應 In case of supply interruption on account of maintenance or engineering work	三天前預先通知客戶 3 days prior notification	100%
恢復煤氣供應 Restoration of gas supply	12小時內 Within 12 hours	100%
安全程度 Safety		
緊急搶修隊 Emergency Teams	於25分鐘內抵達現場 Arrive on site within 25 minutes	95.84% 於30分鐘內抵達現場 arrived on site within 30 minutes
預約服務 Appointments		
提供維修及安裝服務 Availability of maintenance and installation services	於兩個工作天內提供服務 Within 2 working days	平均1.13天 Average 1.13day
效率和方便程度 Speed and Convenience		
客戶服務熱線 Customer Service Hotline	來電於四聲鈴響內接聽 Calls answered within 4 rings	94.06%
接駁或截斷煤氣供應 Connect or disconnect gas supply	一個工作天內 Within 1 working day	100% (因應客戶的要求) (upon customer's request)
取消煤氣戶口 Deposit refunded at Customer Centres	截斷供氣兩小時後到客戶中心退回開戶按金* 2 hours after disconnection of gas supply*	100% (因應客戶的要求) (upon customer's request)
服務質素 Service Quality		
高效率 Efficiency	8分 (10分為滿分)	8.79 ¹
親切、誠懇和專業的服務 Courteous and friendly attitude	8分 (10分為滿分)	8.80 ¹
處理客戶意見 Handling Suggestions		
書面建議 Written comments or suggestions	三個工作天內回覆客戶已收到函件 Reply within 3 working days	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%

* 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。
To enjoy this service, residential customers are advised to inform us of their request for refunds at the time of making capoff service appointment. The maximum refund amount is HK\$2,000.

1. 根據獨立資料研究公司於2013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 2013 by an independent research company. Our target is to exceed a score of eight out of ten.

服務優質 以客為尊 CUSTOMER SATISFACTION IS OUR TOP PRIORITY

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。

Apart from the above pledges, we also offer other services to cater for different needs of our customers.

維修及安裝服務 APPOINTMENTS

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。

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.

付款方法 BILL PAYMENT

客戶可選擇任何一種繳費方法，方便快捷。
Customers can settle their bills by any of the following methods:

- 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
Autopay by bank account or credit cards (including Towngas Card, Citibank, Bank of China and American Express)
- 「繳費靈」電話繳費服務
Payment by Phone Service
- 網上繳費 (煤氣網上客戶中心 www.towngas.com、繳費靈網站 www.ppshk.com 或銀行提供的網上理財服務)
Payment on Internet Service (Towngas online customer centre: www.towngas.com, PPS website: www.ppshk.com, or other online services provided by banks)
- 附有「繳費易」或「繳費服務」標誌的銀行自動櫃員機
Bank Automated Teller Machines with "JET Payment" or "Bill Payment Service" signage
- 郵寄支票
By Post (by cheque)
- 煤氣客戶中心或「名氣廳」
Counter payment at Customer Centres and Towngas Avenue
- 全港郵政局
Post Offices
- 全線7-Eleven、OK、VanGO便利店、華潤萬家生活超市或便利超市
Convenience stores including 7-Eleven, Circle K, VanGO, CRVanguard Superstore or CRVanguard Shop
- 東亞銀行各分行
Bank of East Asia branches
- 中銀香港之「存支票機」
Cheque Deposit Machine at Bank of China (HK)

煤氣客戶中心 CUSTOMER CENTRES

為方便客戶，我們20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。「名氣廳」銅鑼灣店的營業時間至晚上10時，尖沙咀店的營業時間則至晚上8時。

In order to provide convenient and efficient services, 20 of our Customer Centres are open to 8:00pm, including Sundays and public holidays. Towngas Avenue Causeway Bay branch and Tsim Sha Shui branch are open until 10:00pm and 8:00pm respectively.