

How to Report Your Meter Reading

Visit our eService Centre (www.towngas.com/eService) and report your meter reading.



Download Towngas App and login to eService to report meter reading. (iPhone/Android/Nokia versions available)



Call our 24-hour Self-reading Hotline at 2880 5522 which is equipped with a voice recognition function. You can either key in the data or read it out over the phone, following the telephone instructions.

Register for our "Self-reading Reminder Service", we will remind you either by phone or email to give us your meter reading. If you would like to subscribe for this service, please visit our eService Centre (www.towngas.com/eService) or login to Towngas smartphone App.

Account Number - -

Monthly Meter Reading Record

Date	Meter Reading	Date	Meter Reading
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Privacy Policy Statement

The main provisions of the Personal Data (Privacy) Ordinance (the "Ordinance") came into force on 20 December 1996. This Statement sets out the obligations and policies of The Hong Kong and China Gas Company Limited (the "Company") under the Ordinance.

Personal Data

The Company keeps personal details of its customers on file such as names, addresses, ID numbers, telephone numbers, account numbers and information relating to gas consumption and billing, together with other information which may be necessary for the provision of the Company's services.

Customers are required to supply the Company with this kind of data in connection with the opening or operation of gas accounts, and when the Company provides other related facilities and services.

Purpose

The purposes for which data may be used include:

- the daily operation of the Company's services
- conducting customer, product and service surveys
- direct marketing of products and services and appeals for donation
- handling customer complaints and enquiries
- making disclosure under the requirements of any law applicable
- any other directly related matters

Without such data, the Company may not be able to provide services to their customers.

Transfer of Personal Data

Personal data of customers held by the Company will be kept confidential but the Company may provide such information to:

- subsidiaries and associated companies within the Company's group (the "Group")

- any agent, contractor or third party service provider who provides services to the Group in connection with the operation of the Company's business
- the media (only in relation to the handling of customer complaints and enquiries referred to the Company by the media)
- any person to whom the Group is under an obligation to make disclosure under any law applicable to the Group
- any person who owes a duty of confidentiality to the Group

Access and Correction of Personal Data

Customers have the right under the Ordinance:

- to check whether the Company holds records of their personal data
- to obtain a copy of that data
- to correct any data which is inaccurate

Requests for access to data or correction of data should be made in writing to:

Data Protection Officer
The Hong Kong and China Gas Company Limited
PO Box 60088, Tsat Tsz Mui Post Office

Customers may be asked to pay a small handling charge to cover data access processing.

Direct Marketing

Customers who do not wish to receive any direct marketing materials (excluding information that directly relates to the Company's services) should write to the Company's Data Protection Officer (stating relevant account number, name and address), the Company will then not use the customer's personal data for direct marketing purposes. Processing of such requests will be free of charge.

(If there is any inconsistency or conflict between the English version and Chinese version of this Statement, the English version shall prevail.)

