

## 煤氣『糉』有機 關愛共融慶端午 Towngas Organic Rice Dumplings for the Environment



煤氣公司執行董事暨公用業務營運總裁黃維義(後排中間)以及藝人劉心悠、梁祖堯為匡智會學童及煤氣義工打氣。

Towngas Executive Director and Chief Operating Officer – Utilities Business Peter Wong (centre, back row), artists Annie Liu and Joey Leung together with the students of Hong Chi Association and Towngas volunteers.

5月14日，煤氣公司假元朗一有機農莊舉辦「煤氣『糉』有機」活動。公司邀請一班來自匡智會的學童連同「煤氣有機飲食顧問」梁祖堯、「低碳大使」劉心悠一起製作低碳有機糉及體驗有機耕作，為今年的「煤氣萬糉同心為公益」揭開序幕。

Towngas organised "Organic Rice Dumplings for the Environment" at an organic farm in Yuen Long on 14 May. We invited a group of students from Hong Chi Association together with Towngas organic diet consultant Joey Leung and Low Carbon ambassador Annie Liu to wrap low carbon organic rice dumplings and experience organic farming. The activity marks the beginning of this year's "Towngas Rice Dumplings for the Community".

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「煤氣有機飲食顧問」梁祖堯及「低碳大使」劉心悠一同參與包裹低碳有機糰。  
Towngas organic diet consultant Joey Leung and Low Carbon ambassador Annie Liu joined us to wrap low carbon organic rice dumplings.

煤氣公司自1999年推行「煤氣萬糰同心為公益」，是公司每年最大型的社區及公益活動。今年，公司與超過240位立法會議員、區議員及22個社區組織合作，動員全港九新界各區義工包裹25萬隻愛心糰，送贈予獨居長者及有需要人士，並藉著佳節傳揚「關愛共融」。

Since 1999 we have organised "Towngas Rice Dumplings for the Community" campaign, the company's largest annual community and charity event. This year, Towngas co-operated with over 240 Legislative Councillors, District Council members and 22 local organisations to mobilise volunteers from all over Hong Kong to wrap 250,000 rice dumplings that will be distributed to the elderly who live alone and others in need to promote a caring community during the Dragon Boat Festival.



在農莊導師陪同下，匡智會學童充分感受到有機耕種的樂趣。

Under the guidance of the organic farm instructor, students from Hong Chi Association fully enjoyed the fun of organic farming.



地區義工踴躍參與裹糰活動，讓有需要人士也能歡度佳節。  
Local volunteers actively participated in wrapping rice dumplings for the needy people to celebrate Dragon Boat Festival.

## 煤氣龍舟隊再創佳績

### Towngas Dragon Boat Team Won Laurels Again



煤氣公司常務董事陳永堅及管理層與煤氣龍舟隊共享獲獎的喜悅。  
Towngas Managing Director Alfred Chan and senior management as well as Towngas Dragon Boat Team shared the joy of success.

煤氣公司每年均會派隊參加不同地點舉辦的龍舟競賽，今年再創佳績，賽事包括淺水灣小龍競賽(男子小龍慈善賽金碗賽)冠軍，赤柱龍舟熱身賽(男子中龍公開賽金碟賽)冠軍，東區龍舟競渡大賽(男子中龍商行賽銀碟賽)冠軍等。

As in past years, the Towngas Dragon Boat team participated in races around Hong Kong, and this year again won laurels in several Dragon Boat contests. The Team was the champion in "Repulse Dragons Contest – Men's Small Dragon Charity Race – Gold Bowl", "Stanley Dragon Boat Warm-up Match – Men's Standard Dragon Open – Gold Plate" and "Eastern Dragon Boat Race – Men's Standard Dragon Race (Corporate Race).



煤氣龍舟隊在大埔區龍舟競賽中力爭上游。  
Towngas Dragon Boat Team strived for excellence at Tai Po District Dragon Boat Race.

## 港華燃氣榮獲「最佳燃氣公司」獎項 Towngas China Won "Company of the Year Award"



煤氣公司常務董事陳永堅(中)代表公司於倫敦領取獎項。  
Towngas Managing Director Alfred Chan (centre) received the award on behalf of the Company in London.

煤氣集團旗下的港華燃氣於5月榮獲由英國燃氣專業學會、能源及公用事業聯盟聯合頒發的「2014年燃氣行業獎」的「最佳燃氣公司」獎項。

「燃氣行業獎」旨在表彰對燃氣行業發展作出卓越貢獻的企業和個人。港華燃氣憑藉在供氣安全及可靠性方面的優秀表現，獲得「最佳燃氣公司」獎項，成為內地首家獲得該項殊榮的燃氣企業。此前，煤氣公司曾分別於1999年和2006年獲選「最佳燃氣公司」，今次是集團第三次榮獲該獎項。

Towngas Group's subsidiary company Towngas China won "Company of the Year Award" in "Gas Industry Award 2014" jointly presented by The Institution of Gas Engineers and Managers and The Energy and Utilities Alliance in May.

"Gas Industry Award" aims to recognise the companies and individuals that have made tremendous contributions to the gas industry's development. With an outstanding performance in safe and reliable gas supply, Towngas China won the "Company of the Year Award" and became the first gas company in mainland China to receive this Award. Previously, Towngas was presented with "Company of the Year Award" in 1999 and 2006 respectively. This was the third time the Group received the Award.

## 榮獲「傑出綠色貢獻大獎」 Towngas Won "U Green Awards – Public Utilities"

煤氣公司憑藉在保護和改善環境方面所做的努力及貢獻，獲得《U Magazine》頒發「傑出綠色貢獻大獎(公共企業)」，這亦是煤氣公司第三度獲頒此獎項。今年大會以「綠色創意」為主題，共頒發18個組別獎項，以表揚全港對環保做出傑出貢獻的企業或機構，並向大眾宣揚環保訊息。

For the third time, Towngas won the "U Green Awards – Public Utilities" organised by U Magazine in recognition of our efforts and contributions in protecting and improving the environment. This year, the Green Awards, under the theme of "Green Creativity", were presented in 18 categories to companies or organisations in Hong Kong that have made tremendous contributions to the environment.



煤氣公司總經理 - 燃氣生產文偉倡(右)代表公司接受獎項。  
Towngas General Manager - Production Chris Man (right) received the award on behalf of the Company.

## 「2014香港資訊及通訊科技獎—最佳商業方案(應用)獎」金獎

### Towngas Honoured with "Hong Kong ICT Awards 2014 – Best Business Solutions (Application) Award – Gold Award"



煤氣公司雲端燃氣客戶管理系統(TCIS)及智能計量集成方案，榮獲「2014香港資訊及通訊科技獎—最佳商業方案(應用)獎」金獎，足證煤氣公司有效運用資訊科技發展，不斷創新，提高運作效率。

香港資訊及通訊科技獎於2006年成立，由政府資訊科技總監辦公室策動、香港生產力促進局及香港貿易發展局全力支持，旨在表揚及推廣優秀的資訊及通訊科技發明和解決方案，以鼓勵香港業界精英和企業不斷追求創新和卓越。

The Towngas Customer Information System Integrated Cloud Solution was honoured with the "Hong Kong ICT Awards 2014 – Best Business Solutions (Application) Award – Gold Award" in recognition of our effective use of information technology to enhance operational efficiency through continuous innovation.

Steered by the Office of the Government Chief Information Officer and fully supported by Hong Kong Productivity Council and Hong Kong Trade Development Council, "Hong Kong ICT Awards" was launched in 2006 to recognise and promote outstanding ICT inventions and solutions with an aim to encourage business leaders and companies in Hong Kong to strive for innovations and excellence.

煤氣公司企業資訊科技總監孫淑貞(右二)與同事一同分享獲獎喜悅。

Towngas Head of Corporate Information Technology Susanna Shen (second from right) with colleagues at the ceremony.



## 榮獲「都市盛世環保企業獎2014」

### Won the Prime Awards for Eco Business

煤氣公司榮獲《都市盛世》頒發「都市盛世環保企業獎」，以表揚公司對環保所作的貢獻。煤氣公司多年來致力為客戶提供安全可靠的能源和優質服務，積極推行各項環保措施，在項目發展、規劃及管理方面都以保護環境為首要考慮因素。

Towngas won the Prime Awards for Eco Business 2014 presented by MetroBox in recognition of our contributions to the environment. Over the years, we have made every effort to offer safe and reliable energy as well as quality service to our customers. We carry out environmentally friendly measures in every aspect of our operations ranging from business development, strategic planning to management.

第八屆  
Prime Awards  
for Eco-Business  
都市盛世環保企業獎  
2014



煤氣公司企業安全及風險管理總監鄺超靈(左)代表公司接受獎項。  
Towngas Head of Corporate Health Safety and Environment, Victor Kwong (left) received the award on behalf of the Company.

## 區議會聯絡小組周年晚宴

## District Council Focus Teams Annual Dinners



東區區議會一眾議員和東區民政事務專員鄧如欣(中排右七)與煤氣公司執行董事暨公用業務營運總裁黃維義(中排右八)，以及煤氣公司區議會聯絡小組的同事在晚宴前留影。  
Eastern District Councillors and Eastern District Officer of Home Affairs Department Anne Teng (second row, seventh from right) pictured with Towngas Executive Director and Chief Operating Officer-Utilities Business Peter Wong (second row, eighth from right) and Towngas DCFT members before dinner.



在九龍區的遊戲環節，大家玩得非常投入。  
Team members and guests had fun at the games held for Kowloon district.



新界區區議員聚首一堂。  
New Territories District Councillors gathered at the dinner.

5月期間，煤氣公司分別於香港、九龍及新界區舉辦區議會聯絡小組周年晚宴，區議會聯絡小組成員與各區議員及民政事務專員聚首一堂，了解市民對公司服務的意見。

煤氣公司自2000年成立區議會聯絡小組，致力與地區建立緊密聯繫，了解市民的需要，並努力回饋社會。區議會聯絡小組由公司40多位經理組成，負責全港18區的聯絡工作。成立以來，區議會聯絡小組一直透過與區議員和地區人士緊密合作，積極參與和舉辦各項慈善公益活動，以及為弱勢社群提供多項愛心關懷服務等。

Towngas District Council Focus Teams held annual dinners in different regions including Hong Kong Island, Kowloon and the New Territories in May so as to strengthen ties with District Councillors and District Officers, and understand the public views on Towngas' services.

In 2000, Towngas set up Towngas District Council Focus Teams to enhance communications between Towngas and the community in order to understand the needs of the public, and try our utmost in making contributions to the community. Comprising more than 40 Towngas managers, District Council Focus Teams liaise with 18 districts throughout Hong Kong. Since its establishment, the Teams have maintained close links with District Councillors and local representatives, and also actively participated in and organised a variety of charity programmes and community services for the less fortunate to show our love and care.

## 推出明火煮食最新電視廣告「愛•為生活打氣」 New TV Commercial on Flame Cooking – Cook for Love

煤氣公司於4月推出全新廣告，名為「愛•為生活打氣」，有別於以往只介紹明火煮食的好處，是次透過抒情手法，以父親為忙於工作而夜歸的女兒準備明火靚餸及老火湯為題材，帶出煤氣公司不分晝夜為客戶服務、以客為尊的訊息，同樣為大家的生活打氣！

電視廣告備有劇場版，更細緻描寫父母對女兒的愛及她童年的往事，請登上[www.cookforlove.com.hk](http://www.cookforlove.com.hk)欣賞影片。

Towngas introduced a new TV commercial with the theme of “Cook for Love” in April. Unlike the previous ones which focused on the benefits of flame cooking, this commercial features a daughter who is busy at her work and arrives home late to find her father’s love expressed by his preparation of tasty dishes and nutritious long-boiled soup. Just like the father in the commercial, Towngas also shows its care for customers by providing them with excellent service at any time for quality living and cheering them up.

An extended edition of the commercial is also available. It explores the depth of parental love and reveals the daughter’s childhood. For the video, please visit [www.cookforlove.com.hk](http://www.cookforlove.com.hk) to view.



## 最新網上遊戲「家人有約」行動 New Online Game – #cookforlove

為配合電視廣告，鼓勵大家回家吃晚飯，煤氣公司特別推出「家人有約」行動，凡透過Facebook參加指定活動，可儲「打氣積分」換取豐富禮品；包括 Le Creuset 名貴廚具、煤氣烹飪中心烹飪課程、海洋公園門券、「愛•為生活打氣」感熱水杯、馬仔明火「戀戀煮意」文件夾等。

此外，大家更可用遊戲積分參加「愛•為生活打氣」烹飪班，遊戲詳情請瀏覽[www.cookforlove.com.hk](http://www.cookforlove.com.hk)。

The #cookforlove online game works in collaboration with the new TV commercial to encourage us to have dinner at home. Participants of the designated activities on Facebook can get bonus points for fabulous gifts such as Le Creuset deluxe cookware, cooking courses at Towngas Cooking Centre, Ocean Park Tickets, “Cook for Love” heat-sensitive mug, Maggiemarket file folder, and more.

Moreover, you can take part in “Cook for Love” cooking course with the bonus points. For details about the game, please visit [www.cookforlove.com.hk](http://www.cookforlove.com.hk).



## TGC嵌入式平面爐優惠 TGC Built-in Hob Promotion



為了鼓勵大家為家人煮愛心飯，煤氣公司於5月推出嵌入式平面爐優惠，客戶購買指定TGC密封爐頭嵌入式平面爐，可享有\$300現金折扣。如欲獲取更多優惠資訊，請瀏覽[www.towngasappliance.com](http://www.towngasappliance.com)。

In order to encourage our customers to prepare delicious meals for their family, Towngas offered special discount for built-in hobs in May. Customers who purchased designated TGC built-in hob with sealed burner head will be able to receive \$300 discount. For details about other special offers, please visit [www.towngasappliance.com](http://www.towngasappliance.com).

## Scholtès及Mia Cucina首度攜手推出電視廣告 Scholtès and Mia Cucina Jointly Launched First TV Commercial

由煤氣公司引入的法國高級爐具品牌Scholtès已在香港登陸第二年，最近聯同櫥櫃品牌Mia Cucina推出首個電視廣告，以「大師級品味，精臻完美」為主題，於各大電視台播出。廣告內容透過特寫不同樂器的音樂震撼力與品牌產品互相輝映，讓觀眾認識此兩大品牌的獨特外型、專業技術及華麗設計。



In its second year in Hong Kong, our French premium kitchen appliance brand Scholtès recently joined with kitchen cabinet brand Mia Cucina to launch its first TV commercial, titled "Masterpiece is about Perfection". The commercial is a musical and visual manifestation to exude a unique, professional and premium element of both brands.

## 再度榮獲「星鑽服務品牌選舉」 最貼心售後服務大獎

### Won "Excellent Services Brand Award" – Excellent After-sales Services Award Again

煤氣公司一直致力為香港市民提供多元化的優質產品和服務，今年再次獲得由《星島日報》頒發的「星鑽服務品牌選舉2013」最貼心售後服務大獎，足證市民認同煤氣公司全方位和靈活周到的卓越售後服務。

Towngas has been committed to providing diversified quality products and services for our customers. This year, we once again won the "Excellent Services Brand Award" – Excellent After-sales Services Award organised by Sing Tao Daily in recognition of our caring, all-rounded services as well as our excellent after-sales services.



煤氣公司商務總監 - 香港公用業務黃霖生(左)代表公司接受獎項。  
Towngas Head of Commercial - Hong Kong Utilities Peter Wong (left) received the award on behalf of the Company.



## 獲選「我最喜愛的西菜館」

### Awarded "My Favorite Western Cuisine Restaurant"

名氣廊Flame再度勇奪殊榮，獲選為「我最喜愛的西菜館」。今年，由《U Magazine》舉辦的「我最喜愛食肆選舉2014」競爭非常激烈，經超過25,000名市民投票，名氣廊Flame憑着特色菜餚及殷勤服務連續第三年獲選為優質香港食肆，可謂實至名歸。我們將繼續努力，為大家帶來優質的明火美食體驗。

Flame at Towngas Avenue was once again awarded "My Favorite Western Cuisine Restaurant" in the "U Favorite Food Awards 2014" organised by U Magazine. The competition was very fierce in this year's Awards with over 25,000 people casting their votes for their favorite restaurants. With excellent cuisine and service, Flame at Towngas Avenue was awarded one of the Quality Hong Kong Restaurants for the third year. We will continue to do our utmost to bring our customers quality flame cooking experience.



▲ 煤氣公司企業事務總監馮文傑(右)探訪受惠長者。  
Towngas Head of Corporate Affairs Daniel Fung (right) paid visit to an elderly beneficiary.

▶ 為方便長者使用，東華三院的照顧者特別在電動智能廁板上貼上不同形狀的貼紙。  
Stickers of different shapes were affixed to the intelligent electrical toilet seats for the convenience of the elderly.



## 為安老院舍的長者添溫暖 Bringing Warmth to the Needy in Elderly Homes

煤氣公司一直關懷弱勢社群，為有需要的人提供協助。我們關注到安老院舍的長者大多行動不便且視力漸差，他們上洗手間時需要別人照顧。安裝電動智能廁板，不僅可以提高長者的自理能力，也可以減輕護理人員的工作量。

去年，煤氣公司率先為東華三院賽馬會頤養護理安老院安裝電動智能廁板，現時已為10所院舍安裝合共27塊電動智能廁板，計劃將推展至其他資助院舍，讓更多長者受惠。

Towngas is constantly serving the needs of the community. We are aware that most of the elderly who live in elderly homes have limited mobility and poor eyesight, and they normally need help when going to the toilet. The installation of intelligent electrical toilet seats enhances the ability of the elderly to take care of themselves. At the same time, the installation reduces workload of nursing staff.

Last year, we first installed intelligent electrical toilet seats for Tung Wah Group of Hospitals Jockey Club Yee Yeung Care and Attention Home. Up to now, a total of 27 toilet seats have been installed in 10 elderly homes. The plan will be expanded to other subsidised elderly homes to benefit more elderly people.

## 支持「膳心」待用飯計劃 “Heart Warming” Suspended Meals Scheme to Help the Needy

煤氣公司與叙福樓集團攜手獻出愛心，於4月至6月期間推行「膳心」待用飯計劃。「雅虎香港一拍賣」及「Groupon HK」網站每售出四份待用飯券，煤氣公司與叙福樓將多捐出兩份，派發待用飯盒給有需要的人，活動共送出約1萬個。此外，每日另有100份「膳心」飯盒捐贈予黃大仙區內有小孩之在職貧窮家庭，將愛心獻給需要幫助的人群。

Towngas joined with the Lucky House Group (LHGroup) to show our care for the underprivileged through “Heart Warming” Suspended Meals Scheme carried out from April to June. For every four Suspended Meals coupons sold at Yahoo Auction and Groupon HK, Towngas and LHGroup will donate two extra coupons. Under the scheme, we gave away 10,000 suspended meals. Furthermore, we have donated another 100 meal-boxes every day for the low-income working families with children in Wong Tai Sin district to bring love and warmth for the community.



## 獲頒「公益榮譽獎」 Honoured to Receive the Platinum Award

煤氣公司於去年合共捐出港幣逾130萬元，並獲得公益金頒發「公益榮譽獎」，表揚我們熱心慈善工作，持續貢獻社會。公司亦獲得公益金2013/2014籌募年度「十大最高籌款機構」第二名，並於「僱員樂助計劃」中高踞「最高籌款獎」(公司及機構)榜首。公司亦大力捐助及支持「公益行善『折』食日」及「公益愛牙日」籌款活動，表現備受肯定。

Towngas is dedicated to serving the disadvantaged members of the community. We donated a total of more than HK\$1.3 million to the Community Chest of Hong Kong last year and were honoured to receive the Platinum Award. We also ranked second in the “Top Ten Fund-raising Organisation” category, and were presented the “Highest Donation Award” in the Community Assistance Raised by Employees (CARE) Scheme. The Chest also recognised our financial contributions towards, and enthusiastic support of, individual fundraising campaigns such as Skip Lunch Day and Love Teeth Day.



香港公益金商業及僱員募捐計劃籌劃委員會聯席主席施德論GBS太平紳士(右)頒發榮譽獎予煤氣公司首席財務總裁暨公司秘書何漢明。

Co-chairman of Corporate & Employee Contribution Programme Organising Committee John E Strickland, GBS, JP (right) presented the award certification to Towngas Chief Financial Officer and Company Secretary John Ho.



## 綠野先鋒 2014 — 植樹遠足挑戰賽

### Tree Planting Challenge 2014

煤氣公司連續第十年贊助香港地球之友主辦的「綠野先鋒 — 植樹遠足挑戰賽」。今年活動於4月21日在馬鞍山郊野公園舉行，公司並派出三隊健兒參賽。活動自2005年舉辦至今，已種植了83,000棵樹，以舒緩全球暖化。

Towngas has been a sponsor of “Tree Planting Challenge” organised by Friends of the Earth for ten consecutive years. The activity was held in Ma On Shan Country Park on 21 April and three teams from our company participated in the challenge. Since the launch of the “Tree Planting Challenge”, over 83,000 trees have been planted to help alleviate global warming.



煤氣公司代表隊出發前在台上大合照。  
A group photo of Towngas team members.

## 玻璃樽、充電池回收行動

### Recycling Programmes for Glass Bottles and Rechargeable Batteries

為提高同事對固體廢物問題的關注及減輕堆填區的壓力，煤氣公司推行「玻璃樽回收行動」，將同事捐出的玻璃樽交往環保組織Green Glass的回收站，玻璃樽經過處理後可用作製造地磚的原料。

此外，煤氣公司亦進行「充電池回收行動」，在公司的辦公大樓收集充電池，然後運到環保署的環境資源中心回收及處理，經循環再造成有用的物料。

To raise our employees' awareness of solid waste and to reduce pressure on landfills, Towngas launched “Glass Bottle Recycling Programme” to donate the glass bottles collected from our employees to the recycling station of a green group, Green Glass. After treatment, the glass bottles can be used as raw material for making tiles.

In addition, we also implemented “Rechargeable Battery Recycling Programme” to collect rechargeable batteries in our office buildings for recycling and treatment at the Environmental Resource Centre of Environmental Protection Department to produce useful materials.

## 全力支持「地球一小時 2014」

### Showing Full Support for “Earth Hour 2014”



煤氣公司繼續支持在3月29日由世界自然基金會主辦的「地球一小時2014」。公司的廠房、辦公大樓、客戶中心及名氣廊於當晚8時半至9時半將不必要的照明關閉，而內地的公司也一同參加這次熄燈行動。透過活動公司鼓勵大家「惜」用資源，減少碳足印，為環保出一分力！

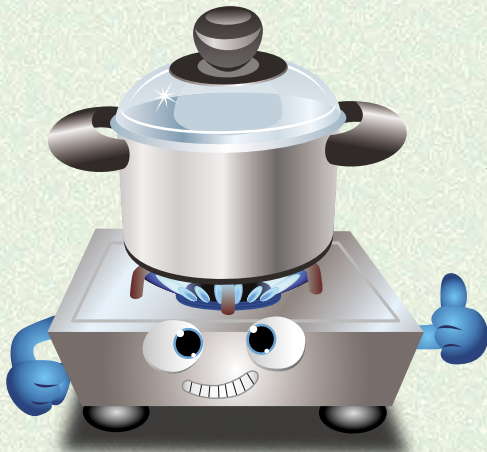
Towngas continued to support WWF's “Earth Hour” which was held on 29 March. The non-essential lighting of the Company's factories, offices, customer centres and Towngas Avenue were switched off from 8:30 to 9:30pm on that day. Our mainland companies also took part in this activity. The campaign encouraged the public to save energy in order to reduce carbon footprints and protect the environment.



## 環保煮食小貼士 Green Cooking Tips



### 一般煮食 General



**選擇大小適中的煮食器具，並確保煮食器具的底部能夠完全把爐火覆蓋**

**Use cookware that is the appropriate size for your stove top, so that the flame is completely covered**

可節省能源開支及減少碳排放高達30%。

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

**-30%**

碳排放  
carbon emission

**煮食前先把冷藏食物完全解凍**

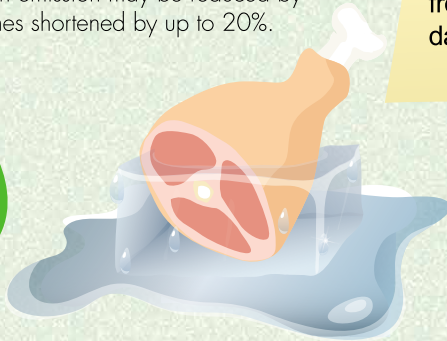
**Defrost your food before cooking it**

可節省能源開支及減少碳排放達25%，也可減少煮食時間達20%。

Your energy cost and carbon emission may be reduced by up to 25%, and cooking times shortened by up to 20%.

**-25%**

碳排放  
carbon emission



### 溫馨提示 Extra Tip:

您可於煮食前一天先把要解凍的食物由冰箱的冷凍室(溫度低於0°C)移到冷藏室(溫度約為5°C)

**Place the frozen food needed to defrost from freezer unit to refrigerator unit the day before you cook it**

煤氣公司於Facebook設立專頁，分享環保訊息，並舉辦有獎問答遊戲及工作坊等。更多精彩活動，請密切留意「低碳Action」專頁。

Join us on Facebook! We have set up a "Towngas Low Carbon Action!" fanpage to share information on environmental protection, organise quizzes and hold workshops to promote low carbon living. For more information on upcoming events, please visit our fanpage.



Low Carbon Action



# 海鮮粟米羹

## Seafood Soup with Sweet Corn



### 做法

1. 將魚肉與蔥及薑片隔水蒸8分鐘，棄掉蔥及薑，把魚肉弄碎，備用。
2. 把蟹斬件，蝦去殼；然後把海鮮沖洗淨，隔水。
3. 燒滾上湯，加入海鮮後慢火煮約5分鐘，然後加入魚肉及粟米粒。
4. 待湯再次燒滾後拌入粟粉水埋芡至適當濃稠，以鹽及胡椒粉調味，拌入蛋白成蛋花，上湯碗時以芫茜葉點綴，趁熱品嚐。

### Method

1. Steam the fish fillet with the spring onion and ginger for 8 minutes. Discard the spring onion and ginger, flake the fish.
2. Dress the crab and shell the prawns. Rinse the seafood, drain well.
3. Bring stock to the boil, lower seafood and cook for 5 minutes. Then add the fish and the corn kernels.
4. Bring the soup back to the boil again, thicken with the cornstarch solution to the right consistency. Season to taste with a little salt and pepper. Then stir in the lightly beaten egg white. Garnish with coriander and serve immediately.

### 材料

魚肉	100 克
蔥	1 條
薑	2 片
蟹	1 隻
中蝦	8 隻
蜆	8 隻
上湯	1000 毫升
粟米粒	3 湯匙
蛋白	1 隻
芫茜	1 棵

### 芡汁

粟粉	2 湯匙
水	4 湯匙

### Ingredients

Fish fillet	100 g
Spring onion	1 stalk
Ginger	2 slices
Small crab	1 pc
Prawn	8 pcs
Clam	8 pcs
Stock	1000 ml
Sweet corn kernel	3 Tbsps
Egg white	1 pc
Coriander	1 Sprig
<b>Thickenings</b>	
Cornstarch	2 Tbsps
Water	4 Tbsps

## 體貼周到 贏得讚賞

## Our Thoughtful Staff Won Acclaims



煤氣公司僱員憑藉以客為尊的服務態度及專業技術，獲得客戶來信讚賞。今年1月至3月公司共接獲1,227封讚賞信，其中一封來自居於彩盈邨的黃伯。

81歲的黃伯買了新熱水爐卻不會使用。客戶維修服務部的同事彭文健和蕭志強上門進行檢查工作，不僅耐心地教導他如何使用熱水爐，還向他推薦公司的煤氣長者優惠計劃。熱心的蕭志強更主動帶黃伯到明愛長者服務中心辦理申請手續。黃伯對這兩位技術人員的熱忱及服務精神表示由衷的讚賞，更對煤氣公司體貼客戶的優質服務表示非常滿意。



蕭志強(左)和彭文健誠懇的服務態度備受讚賞。

Siu Chi-keung (left) and Pang Mankin provided professional and dedicated service.

We always do our best to serve the needs of our customers. With this customer-oriented service attitude and professional technical skills, our employees receive numerous complimentary letters from our customers. From January to March this year, we received 1,227 complimentary letters, one of which is from an elderly, Mr Wong who lives in Choi Ying Estate.

The 81-year-old Mr Wong bought a new water heater but he didn't know how to use it. When colleagues Pang Mankin and Siu Chi-keung from the Customer Maintenance Service Department conducted inspection work at Mr Wong's premises, they not only patiently taught him how to use the water heater, but also introduced Towngas Concession Scheme for the Elderly to him. Siu Chi-keung even took Mr Wong to Caritas Centre for the Elderly immediately to apply for the Scheme. Mr Wong wrote a letter to express his heartfelt appreciation of the two technicians' kindness and thoughtfulness, and his great satisfaction for Towngas' heartwarming service.

## 客戶服務關注小組

## Customer Focus Team

煤氣公司客戶服務關注小組於1993年成立，是公司與客戶有效溝通的重要橋樑，有助我們確保所提供的服務能令客戶稱心滿意。

小組的成員主要來自公司的客戶服務部、客戶會計組及零售市務部等。小組每月平均到訪兩個公共屋邨或私人屋苑，向居民傳達有關煤氣服務、安全須知、繳費方法及煤氣爐具等重要資訊。小組亦會收集客戶對公司產品及服務的意見，從而改善服務質素，進一步加強煤氣公司與客戶之間的聯繫，與各區用戶建立良好關係。

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.



煤氣客戶服務關注小組於6月在北角寶馬山花園舉辦煤氣安全講座。

The Customer Focus Team held a safety talk in Pacific Palisades in June.

如閣下所居住的公共屋邨或私人屋苑有意安排客戶服務關注小組到訪，請與企業傳訊部聯絡：

地址：香港北角渣華道363號15樓香港中華煤氣有限公司企業傳訊部  
電話：2963 3483 傳真：2516 7368 電郵：ccd@towngas.com

If you are interested in arranging a visit from our Customer Focus Team to your housing estate or residential development, please contact our Corporate Communications Department at:

Address: Corporate Communications Department, The Hong Kong and China Gas Company Limited, 15/F, 363 Java Road, North Point, Hong Kong  
Telephone: 2963 3483 Fax: 2516 7368 E-mail: ccd@towngas.com