



2025

服務承諾 Service Pledge

智慧燃展未來

Smart Energy for a Brighter Future



可持續航空燃料
SAF



綠色甲醇
Green Methanol



氫能
Hydrogen





智能科技 潔淨能源：Towngas共創綠色未來

Smart Tech, Clean Energy: Towngas's Vision for Tomorrow

Towngas積極推動能源科技轉型，將人工智能（AI）融入日常營運，全面提升供氣安全與客戶服務。管網維護方面，我們利用AI和超聲波檢測系統，分析數據以即場偵測喉管狀態。同時引入無人機巡檢戶外高壓管道，實時掌握狀態，防患未然。我們的24小時客戶熱線亦已引入AI語音分析平台，精準處理客戶需求，大幅提升跟進效率。

我們利用低碳、潔淨的天然氣和石腦油生產燃氣，為客戶提供源源不絕的低碳能源。近年亦從這些氫氣含量高達約50%的燃氣中，提取高純度氫氣，為建築工地發電設施和電動車充電樁賦能，為香港2050年「碳中和」目標出力。

從結合AI的日常守護到全球減排願景，Towngas將繼續以創新驅動發展，與香港攜手共創綠色新氣象。



Towngas引入管道巡檢無人機，檢測戶外高壓燃氣輸送管道，加快及精準掌握管道最新狀態，如發現破損可及時修復，進一步保障燃氣的安全和穩定供應。

Towngas has introduced an inspection drone to monitor outdoor high-pressure gas transmission pipelines, enabling faster and more precise assessments of pipeline conditions. Any detected damage can be repaired promptly, further ensuring a safe and stable gas supply.



聚乙烯喉管接口AI分析系統透過非破壞性的檢測技術，只需分析反射的超聲波，就可即場快速檢視喉管接頭的狀態，保障供氣安全。

The AI analysis system for polyethylene pipe joints uses non-destructive testing technology and can instantly inspect the condition of pipe joints by analysing reflected ultrasonic waves on-site, ensuring gas supply safety.

contains approximately 50% hydrogen. This extracted hydrogen powers construction site generators and electric vehicle charging stations, contributing to Hong Kong's goal of achieving carbon neutrality by 2050.

From AI-enhanced daily safety measures to a global vision for emission reduction, Towngas remains committed to innovation-led growth. We will continue to work hand in hand with Hong Kong to forge a greener, more sustainable future.

Towngas has been actively driving energy technology transformation by integrating artificial intelligence (AI) across our operations to elevate gas supply safety and customer service. To safeguard our underground networks, we use AI and ultrasonic inspection systems to analyse data for on-site pipeline health assessments. For our outdoor high-pressure pipelines, we utilise drones for real-time monitoring to preemptively address potential issues. Furthermore, our 24-hour customer hotline now incorporates an AI voice analytics platform, enabling us to accurately identify customer needs and significantly improve follow-up efficiency.

In our commitment to providing an uninterrupted supply of low-carbon energy, we utilise low-carbon, clean natural gas and naphtha for gas production. In recent years, we have also been extracting high-purity hydrogen from this gas, which



Towngas與合作夥伴研發的氫能發電機，在製電的過程只會產生水蒸氣，有望取代在工地使用、高碳排放的傳統柴油發電機，推動更低碳的能源應用。

Developed by Towngas and its partner, the hydrogen-powered generator emits only water vapour during electricity generation. It is poised to replace traditional, high-emission diesel generators on construction sites, driving the adoption of lower-carbon energy alternatives.



煤氣公司2026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2026年服務承諾[®]，由1月起生效，成績翌年發表。

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">• 超過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25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	<ul style="list-style-type: none">• 來電於4聲鈴響內接聽• 1個工作天內
服務質素 高效率 親切、誠懇和專業的服務	<ul style="list-style-type: none">• 8.5分 (10分為滿分)• 8.5分 (10分為滿分)
處理客戶意見 書面建議	<ul style="list-style-type: none">• 3個工作天內確認收到客戶函件• 兩星期內解決問題或告知客戶解決方法和所需時間

*包括煤氣企業有限公司 [®]僅適用於與燃氣相關的服務範疇。 [▲]因意外而導致煤氣供應受影響。

服務優質 以客為尊

除了上述服務承諾外，煤氣公司亦提供不同的優質服務，全面照顧客戶需要。

維修及安裝服務

我們在周一至周日均向住宅客戶提供預約爐具維修及安裝[®]服務，如客戶需要，我們可即日或於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（只限安裝新爐的同一地址）。我們亦提供其他收費服務，如為客戶更改灶台開口尺寸、廚櫃設計及安裝服務、連接煤氣爐的標準電力工程等安裝服務。

付款方法

客戶可選擇以下任何一種繳費方法，方便快捷。

- 銀行戶口或信用卡(包括Towngas卡、中國銀行及美國運通卡)自動轉賬
- 轉數快
- AlipayHK或WeChat Pay HK
- 「繳費靈」電話繳費服務
- 網上繳費(煤氣網上客戶中心www.towngas.com/eService繳費靈網站www.ppskh.com或其流動應用程式「繳費靈手機服務」、或銀行提供的網上/流動應用程式理財服務)
- 附有「繳費易」或「繳費服務」標誌的銀行自動櫃員機
- 經煤氣公司電子郵箱e-Cheque@towngas.com、或透過中銀香港網頁或其流動應用程式的「電子支票繳付賬單」服務遞交電子支票
- 郵寄支票
- 名氣家煤氣客戶中心
- 全港郵政局
- 全線7-Eleven、OK、VanGO便利店、U購Select
- 東亞銀行各分行
- 中銀香港之「存支票機」

名氣家煤氣客戶中心

為方便客戶，我們於港九新界開設19間客戶中心。

[®] 周日只提供不發出噪音的一般安裝服務。



Towngas Service Pledge

for 2026

Towngas* commits 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 2026, and the annual reporting on performance results will be announced in the following year.

PLEDGES	TARGETS
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%• Customer notification 3 days in advance• Within 12 hours
SAFETY Emergency Team	<ul style="list-style-type: none">• Arrive on site within 25 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	<ul style="list-style-type: none">• Calls answered within 4 rings• Within 1 working day
SERVICE QUALITY Efficiency Courteous and friendly attitude	<ul style="list-style-type: none">• 8.5 out of a total score of 10• 8.5 out of a total score of 10
HANDLING SUGGESTIONS Written comments or suggestions	<ul style="list-style-type: none">• Acknowledgement reply within 3 working days• Resolution, or a statement of when the matter will be resolved, within 2 weeks

* Including Towngas Enterprise Limited

® Applies to gas-related services only.

‡ Unplanned gas supply interruption.

CUSTOMER SATISFACTION IS OUR TOP PRIORITY

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

APPOINTMENTS

We offer gas appliance maintenance and installation[‡] services, by appointment, from Monday to Sunday. Upon request, we can provide maintenance and installation services on the same day or within 24 hours. For domestic appliance after-sales, we offer a 3-year warranty on spare parts (applies only to the installation address of the new appliance). Other fee-based installation services, including workbench opening, kitchen cabinet design and installation, and electrical wiring for the installation of gas appliances, are also available 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, Bank of China and American Express)
- Faster Payment System (FPS)
- AlipayHK or WeChat Pay HK
- Payment by Phone Service (PPS)
- Online payment (Towngas eService Centre: www.towngas.com/eService, PPS website: www.pps.hk or its mobile app "PPS on Mobile", or Internet / Mobile App banking service offered by any banks)
- Bank Automated Teller Machines with "JET Payment" or "Bill Payment Service" signage
- e-cheque via Towngas email e-Cheque@towngas.com or "e-Cheque Bill Payment" service at Bank of China (HK)'s website or mobile app
- Cheque by post
- Counter payment at Towngas Lifestyle Customer Centres
- Post Offices
- Convenience stores including 7-Eleven, Circle K, VanGO, U Select
- Bank of East Asia branches
- Cheque Deposit Machine at Bank of China (HK)

TOWNGAS LIFESTYLE CUSTOMER CENTRES

In order to provide convenient and efficient services, we have 19 customer centres across Hong Kong Island, Kowloon and the New Territories.

[‡] Only general installation service that does not involve noisy tasks will be provided on Sundays.



2025

煤氣公司服務承諾成績

Results of Towngas Service Pledge

	成績 Results	
	2025	2024
可靠程度 Reliability		
源源不絕的煤氣供應 [^] (超過99.99%) Uninterrupted gas supply [^] (over 99.99%)	99.993%	99.992%
因維修或其他工程而需暫停煤氣供應：3天前預先通知客戶 In case of supply interruption on account of maintenance or engineering work: customer notification 3 days in advance	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		
緊急搶修隊平均到達現場時間 (於25分鐘內) Emergency Team average arrival time (within 25 minutes)	平均19.65分鐘 Average 19.65 minutes	平均21.12分鐘 Average 21.12 minutes
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1.08天 Average 1.08 days	平均1.09天 Average 1.09 days
效率和方便程度 Speed and Convenience		
客戶服務熱線 (來電於4聲鈴響內接聽) Customer Service Hotline (calls answered within 4 rings)	95.28%	96.68%
1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)
服務質素 Service Quality		
高效率 [†] Efficiency [†]	9.10	9.00
親切、誠懇和專業的服務 [†] Courteous and friendly attitude [†]	9.07	8.98
處理客戶意見 Handling Suggestions		
於3個工作天內確認收到客戶函件 Acknowledgement 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%

僅適用於與燃氣相關的範疇。 Applies to gas-related services only.

[^] 因意外而導致煤氣供應受影響。 Unplanned gas supply interruption.

[†] 根據獨立資料研究公司進行的客戶調查結果計算得分。以10分為滿分，承諾取得8.5分以上的成績。

The result was based on surveys conducted by an independent research company. Our target was to exceed a score of 8.5 out of 10.

聯絡方法
Contact Channels

名氣家煤氣客戶中心 Towngas Lifestyle Customer Centres	https://www.towngas.com/tc/Household/Customar-Services/Customar-Centres 
煤氣網上客戶中心 Towngas eService Centre	https://eservice.towngas.com 
虛擬助理 Tinny Virtual Assistant Tinny	https://chatbot.towngas.com/tc 
網上報錶 Report Meter Readings Online	https://eservice.towngas.com/zh-hk/SelfService/ReportMeterReading 
報錶熱線 (24小時服務) 24-hour Self-reading Hotline	2880 5522
服務承諾熱線 Service Pledge Hotline	2856 1331
手機短訊熱線 SMS Hotline	6496 5898
客戶服務熱線 (24小時服務) 24-hour Customer Service Hotline	2880 6988
緊急事故熱線 (24小時服務) 24-hour Emergency Hotline	2880 6999

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