



香港中華煤氣有限公司
The Hong Kong and China Gas Company Limited

Towngas Smart Living Rewards

Grab your chance to win with eBilling, easy payment & self-meter reading

Complete simple tasks and you may win a family trip to Australia! From 1 September 2026 to 30 November 2026, residential customers who use Towngas eBilling service will enter our Towngas Smart Living Rewards lucky draw automatically. Complete the self-meter reading and Pay Easy missions to earn more chances to win fabulous prizes!

Prizes

Prizes		Value (HK\$)	No. of Winners
First prize	Australia travel voucher	60,000	1
Second prize	Smartphone (S26 Ultra)	11,798	2
Third prize	TGC MEGA-i2 IoT gas hob	7,980	2
Fourth prize	Glamping voucher	4,000	4
Fifth prize	Action camera (Pocket 4) Standard Combo	3,489	5
Sixth prize	Supermarket voucher	500	30
Towngas Fun reward	Towngas Fun voucher	200	60

How do I join?

A Towngas residential customer, based on each Towngas account, will be given entries in the lucky draw after completing the following missions:

Missions	Entries in lucky draw
Basic mission	
Using Towngas eBilling Service	1
Extra missions: obtain extra entries in the lucky draw after using Towngas eBilling Service	
1) Monthly self-meter reading: Report gas meter reading for a month	1 per month (3 at max in the Event's duration)
2) Pay Easy: Pay gas bill by Bank Autopay, or scanning a Faster Payment System (FPS) QR code in Towngas eBill email	3
Maximum entries available	7

Apply for eBilling Service: Please sign up for a Towngas eAccount at www.towngas.com/eService. You will receive an SMS message or a letter confirming your successful registration within five working days.

Report gas meter reading: Our self-reading website www.towngas.com/sr, the designated QR code on gas bills, the Towngas App, the Towngas Smart Metering System and our 24-hour Self-reading Hotline 2880 5522 are a few channels for submitting your meter readings.

Apply for Bank Autopay: Please call our Customer Service Hotline at 2880 6988 or log in to Towngas eAccount at www.towngas.com/eService to apply online, or download an “Autopay Direct Debit Authorisation Form” and send the completed form to your bank directly. In general, approval of Bank Autopay will take approximately four to six weeks. Please contact your bank for the approval progress and details.

Faster Payment System (FPS) payment: You can pay your gas bill via FPS by using the Mobile Banking App to scan the FPS Payment QR code on the gas bill or on the eBill email. For details, please contact your bank directly.

Terms and conditions apply. Trade Promotion Competition Licence No.: 61824-6



Terms and Conditions of Towngas Smart Living Rewards

1. The Towngas Smart Living Rewards (this “Event”) is organised by The Hong Kong and China Gas Company Limited (“Towngas”, “the Company”, “we”).
2. Please read these Terms and Conditions carefully before you participate in this Event. By participating in this Event, it is taken that you have accepted these Terms and Conditions and are bound by them. If you do not accept these Terms and Conditions, please do not participate in this Event. The Company reserves the right to cancel the Event and disqualify any Participant or Winner who violates these Terms and Conditions.
3. In these Terms and Conditions, “Towngas App” means the mobile app named as “Towngas 煤氣公司” provided by the Company; “Company Website” means the Company’s website (www.towngas.com); “Towngas eAccount” means the Towngas eAccount registered with the Company via the Company Website or the Towngas App; “you” means individual participant and winner of this Event; “Participant(s)” means the participant(s) of this Event; and, “Winner(s)” means the participant(s) who receive Prizes in this Event.
4. You will be asked to provide personal data to the Company when you participate in this Event. The Company may collect and compile further personal data during the continuation of this Event. By participating in this Event, the Participant agrees to allow the Company to send his/her personal data, including but not limited to gas account number, the login status and use settings of the Towngas App, etc., to third-party service providers for the purposes of the lucky draw, prize redemption and identity verification. The Participants shall also be regarded as authorising the Company to use their personal data for the operation, lucky draw, communication, prize redemption and data verification related to this Event.
5. Once you have participated in this Event, you are deemed to agree that the Company may use all your personal data provided during your registration of your Towngas eAccount for the operation, lucky draw, communication, prize redemption and data verification related to this Event.
6. In addition to clauses 4 and 5 above, the Company’s Privacy Policy Statement shall also be applicable to this Event. Please read carefully the said Privacy Policy Statement before providing personal information. The Privacy Policy Statement is available on the Company website (<https://www.towngas.com/en/Info/Privacy>).

Event Period

7. The promotion period starts on 1 September 2026 and ends on 30 November 2026 (“Promotion Period”); the lucky draw will be held on 8 December 2026 (“Lucky Draw Day”).
8. For the purpose of this Event, all dates and time under these Terms and Conditions refer to Hong Kong Time and will be based on the records of the Company’s system.

Eligible Participants and Participation Method

9. A Participant must be aged 18 or above and must be a holder of a Towngas residential account, while such Towngas account must remain valid and in good credit standing.
10. Each Participant’s Towngas account (“Eligible Account”) must use Towngas eBilling Service during the Promotion Period, and maintain the status up to the Lucky Draw Day to enter the Lucky Draw. In doing so, the Eligible Account will be entitled to 1 entry in the Lucky Draw.
11. Each Eligible Account will earn extra Lucky Draw entries by completing the following designated extra missions during the Promotion Period after being registered for Towngas eBilling Service.

Missions	Extra Entries in the Lucky Draw
1) Monthly Self-Meter Reading: Report gas meter reading for the current calendar month* * Only one entry will be given for reporting meter reading more than once in each calendar month.	1 per month (3 at max in the Event’s duration)
2) Pay Easy: Pay current gas bill once by Bank Autopay, or scanning a Faster Payment System (FPS) QR code in Towngas eBill email^ ^ Only three entries will be given for making more than one payment through these means. Such payments shall be completed before the end of the Promotion Period.	3

12. No extra entries in the Lucky Draw will be given for completion of extra missions before using Towngas eBilling Service. Records of the Company shall determine whether the missions are successfully completed.
13. Each Eligible Account can be rewarded once only at most in this Event.

14. In the interest of fairness, the employees of the Company are not allowed to participate in this Event.

Prizes

15. The prizes (“Prizes”) for the Event are as follows:

Prizes		Value (HK\$)	No. of Winners
First prize	Australia travel voucher*	60,000	1
Second prize	Smartphone (S26 Ultra)*	11,798	2
Third prize	TGC MEGA-i2 IoT gas hob	7,980	2
Fourth prize	Glamping voucher*	4,000	4
Fifth prize	Action camera (Pocket 4) Standard Combo*	3,489	5
Sixth prize	Supermarket voucher*	500	30
Towngas Fun reward	Towngas Fun voucher	200	60

*Provided by third-party merchants.

16. The Company will draw the Winners randomly by a specialised computer system on the Lucky Draw Day.
17. The values of the Prizes (except for vouchers) are for reference only. The Company shall not give any declaration, compensation and/or bear any responsibilities, liabilities and/or consequences for differences between the values, the reference retail prices and actual market prices of the Prizes (except for vouchers). In case of any dispute, the decision of the Company shall be final and conclusive.
18. The Company is not responsible for any consequences arising from the redemption, use or enjoyment of the Prizes.
19. Some of the Prizes (Australia travel voucher, Smartphone (S26 Ultra), Glamping voucher, Action camera (Pocket 4) Standard Combo, and Supermarket voucher) are products/services provided by third-party merchants. Where products/services are provided by third-party merchants, the Company is not responsible for the quality of the

product/service and does not guarantee that the third-party merchants will be able to provide those products/services or their performance, including but not limited any false trade descriptions, misleading, false statement, incomplete, unauthorised representation, unfair trade or any conduct of their staff, managers or agents. You should resolve any complaints or disputes relating to the products/services provided by the third-party merchants directly with the relevant third-party merchant.

20. The Prizes are subject to the actual products, and all images are for reference only.

Announcements of the Results and Prize Collection

21. Results of the lucky draw will be announced on the Company Website (www.towngas.com) and published in The Standard and Sing Tao Daily on 16 December 2026.
22. Regarding the prize collection arrangements, the Company will individually notify Winners via the email address provided when they applied for their Towngas eAccount.
23. Winners must follow the prize redemption arrangement of the Company (including but not limited to specific time, location (if applicable) and method (including electronic methods). If a Winner fails to comply with these requirements, the Winner will be deemed to have forfeited their right to the Prize, and the Prize will be confiscated.
24. In the duration between the day that the Promotion Period ends and the Lucky Draw Day (both days inclusive), the Winner's Towngas account and Towngas eAccount on the Towngas App used to participate in this Event must still be valid, with Towngas eBilling Service continued to be enabled, and in good credit standing. Otherwise, the Company reserves the right to disqualify the Winner.
25. At the time of the prize collection, the Company has the right to require the Winners to prove their eligibility to participate in this Event, including but not limited to presenting their originals of identity documents, as well as their records of eBilling Service on their Towngas eAccounts.
26. Should a Winner fail to provide any of the verification documents or proof stated in clause 25 or any of the information provided be inconsistent with the information which was used to participate in this Event, the Company has the right to cancel the winner's eligibility and confiscate the Prize without further notice. The Company will not arrange for a re-draw, give any statements, compensation or assume any responsibility, liability or bear any consequence.

27. Prizes cannot be transferred, returned, exchanged or converted into cash or any other products/services. Winners may not request any alternative gift or payment of cash in substitution of their Prizes.
28. The Prize shall become void if a Winner fails to use the Prize before the specified expiry date. Requests for re-issue will not be accepted.
29. After the redemption of a Prize, the Company will not re-issue, replace, repair, maintain or be responsible for damaged, lost or stolen Prizes. The Company shall not give any statements, compensation and/or assume any responsibility, liability and/or bear any consequence regarding the same.
30. It is the Winner's responsibility to comply (at his/her own expenses) with any laws requiring payment of any tax, duty, levy or similar impost relating to the award of the Prize, and the Company shall have no responsibility in respect thereof.
31. If the information provided by a Winner when applying for his/her Towngas account and/or Towngas eAccount is false, invalid, incomplete, changed, or incorrect, resulting in the Company being unable to notify or contact the Winner or the Winner being unable to receive the prize notification and collection details, the Company will not arrange for a re-issue, give any statements, compensations and/or assume any responsibility, liabilities and/or bear any consequence regarding the same. The Winner will also be disqualified. All Participants must ensure their registered email address with their Towngas eAccounts are valid and correct for the purpose of receiving notifications and collection details (if applicable).
32. No replacement Winners will be drawn for unclaimed or confiscated/voided Prizes by the Company. The Company reserves the final decision on how to handle these Prizes.

Personal Data

33. Data collected from Participants during this Event will only be used for all purposes related to this Event.
34. The Company reserves the right to publish the list of Winners and relevant pictures in publicity relating to the Event.
35. Information (including personal data) collected during this Event may be disclosed and transferred to data processors or other agents engaged by the Company to conduct or monitor the Event, for such purpose only, without the relevant participant's prior consent. Such information will be properly stored and encrypted, and will be destroyed within 90 days of this Event's conclusion.

36. Please browse the Privacy Policy Statement of the Company via <https://www.towngas.com/en/Info/Privacy>.

General

37. The Company has the sole and absolute discretion in determining a person's eligibility to enter this Event and/or receive any prize in accordance with these Terms and Conditions.
38. In the case of any eligible Participant's failure to participate in this Event or any delay, loss, or error in the submitted information resulting from any unforeseen circumstances, such as technical failure or incompatibility issues with other software, the Company assumes no responsibility.
39. All information is subject to the records of the Company. Any incorrect, incomplete, missing, false or duplicated entry will be disqualified without further notice.
40. If a Participant is found to use a false name and/or fake account, and/or used details that are fraudulent or misappropriated from any third party and/or adopt any way to invade and/or modify/write/use a computer program or dishonestly to participate in this Event, the Company reserves the sole right to cancel the Participant's eligibility and/or prize eligibility at any time and to retrieve the prize if it had been collected, without notice and explanation. The Company further reserves all rights against the Participant and the Participant shall bear all related and associated responsibilities, liabilities and consequences.
41. If any information delivered or registered by the Participant, Winner or the Company is lost, incorrect, unidentifiable, invalidated or damaged due to computer, network, telephone, technology or other reasons that are not attributable to the Company, the Company shall not assume any legal responsibility, and Participants and/or Winner do not hold the right to object or to appeal.
42. In the event of any fraud and/or deceptive practices and/or violations of these terms and conditions during this event, the Company has the right to cancel the eligibility of the relevant Participant and/or cancel their Towngas eAccount. The Company reserves the right to revoke participation in this event and/or prize eligibility for such participants and may reclaim any prizes improperly obtained through fraud and/or deception without notice. Additionally, the Company may take legal action to recover any losses and/or damages caused by such actions.
43. If this Event cannot be run as planned due to infection by computer virus, bugs, worms, Trojan horses, server attacks, tampering, unauthorised intervention, fraud, technical

failures, and/or any other causes beyond the control of the Company that corrupt or affect the system operation, security, fairness, integrity, or normal operations the relevant part(s) of this Event, the Company reserves the right to postpone, suspend or cancel the relevant part(s) of this Event as well as to disqualify any Participant who tamper with the Event process, without notice.

44. If there is any discrepancy between the information contained in the promotional materials and these Terms and Conditions, these Terms and Conditions shall prevail.
45. This Event is held within Hong Kong. These Terms and Conditions shall be governed by and construed in accordance with the laws of Hong Kong. Each Participant submits to the exclusive jurisdiction of the courts of Hong Kong.
46. These Terms and Conditions shall be interpreted by the Company. In case of any dispute, the decision of the Company shall be final.
47. If the Participant or Winner violates any rules or commits any illegal acts that result in any losses on the part of the Company or any third parties, the relevant Participant or Winner will be liable for all the liabilities.
48. A person who is not a party to these Terms and Conditions may not enforce any of the terms hereunder under the Contracts (Rights of Third Parties) Ordinance (Cap. 623 of the Laws of Hong Kong).
49. In the case of any discrepancy or inconsistency between the Chinese and English versions of these Terms and Conditions, the English version shall prevail.
50. For enquiries, please feel free to contact us via email webmaster@towngas.com.
51. Trade Promotion Competition Licence No.: 61824-6