



**TGC Towngas
Customer
Centre**
Shop location
and contact number



Contact us

24-hour Customer Service Hotline : 2880 6988 / 24-hour Emergency Hotline : 2880 6999

Website: <https://www.towngas.com> / eService website: <https://www.towngas.com/eService>

(Calls between Towngas and customers may be recorded to enhance our service standards.)



Towngas Premium Products & Services

As a Towngas eAccount holder, you can enjoy our eBilling services and the full range of our eService benefits:

- Open or close a Towngas account
- Track your gas consumption and payment records
- Stay updated with the latest news and offers from Towngas

For more details, please visit the eService website by scanning the QR code.



eService website



eBilling



Maintenance
Appointment



Meter
Readings
Reporting



Self-reading
Reminder



Towngas' virtual assistant, Tinny, provides immediate support for general enquiries regarding our residential services.



eBilling Registration

Convenient

- : Access your gas bills anytime, anywhere!
Receive notifications as soon as your eBill is issued.

Environmental

- : Contribute to carbon neutrality by conserving paper, minimising postal waste, and reducing carbon emissions.

Easy

- : Keep track of your gas consumption, payment records, and gas account balance.



IMPORTANT NOTES

- Only individuals employed by registered gas contractors and holding the appropriate class of registration as gas installers are authorised to undertake gas installation work of that class.
- Gas appliances and connecting hoses should undergo regular inspections and repairs should be performed by Towngas personnel.
- Your deposit is non-transferable, and the termination of the gas supply must be carried out at the customer's residence.

Monthly Initial Charge

If the monthly gas charge for your account falls below the monthly initial charge amount, you will still be charged the monthly initial charge.

Residential: HK\$20
C&I : Depends on the meter's flow capacity

Monthly Maintenance Charge

Residential: HK\$10

For details regarding the services offered under the monthly maintenance charge, please visit the webpage by scanning the QR code on the right.



Towngas Tariff and Charges



PAYMENT METHODS

Online Payment / FPS

Pay through the Internet / mobile app banking service offered by any bank, or by scanning the FPS payment QR code, printed on this bill, using your mobile banking app.

**PPS [Merchart Code: 04]
(Applicable to Towngas APP)**

Tel : 18031 | Enquiries : 90000 222 329
PPS website : www.ppshk.com or its mobile app "PPS on Mobile"

Towngas eService Website:
<https://eservice.towngas.com> or Towngas App



**Download the
Towngas App**

Other e-Wallet Platforms

Please follow the instructions within AlipayHK / WeChat Pay HK and select the "Bill Payment" option.

Bank or Credit Card Autopay

- To set up autopay for your bank account or Towngas Card, please contact 2880 6988 or your card issuing bank.
- For autopay enrollment with Bank of China or American Express cards, please contact the respective card issuing bank.

In Person

Make payments in cash or by cheque at any TGC Towngas Customer Centre, post office or branch of The Bank of East Asia. You can also pay in cash at any 7-Eleven, Circle K, VanGO, or U Select stores with a maximum limit of HK\$5,000 per transaction. Please bring along this bill for settlement and keep the receipt for your records.

ATM

Use your ATM card or credit card with ATM function to make payments at ATMs displaying "Jet Payment" or "Bill Payment Service" signage.

Cheque
**Payable: "The Hong Kong and
China Gas Company Limited"**

**Please kindly note that
no receipt will be issued.

By Mail: Mail crossed cheque made payable (as above) with payment stub to **G.P.O. Box 134, Hong Kong**. Please write down your Towngas account no. on the back of your cheque. Please do not send cash or post-dated cheque.
e-Cheque: send to **e-Cheque@towngas.com** or upload your e-Cheque via "e-Cheque Bill Payment" service at Bank of China (Hong Kong)'s website or mobile app.



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