

## Virtual Visit to Towngas – From Operation to Innovation

### Co-organizers:

- HKIE Gas and Energy Division
- Institution of Gas Engineers & Managers (IGEM) Far East District Section
- IET Hong Kong – Power and Energy Section

**Date: 10<sup>th</sup> August 2021 (Tue)**

**Time: 6:00pm – 7:30pm**

**Format: Virtual Visit via Microsoft Teams**

**Registration Fee:** Free of Charge

**Language:** Cantonese

### Event Highlight

Founded in 1862, Towngas was the first public utility in Hong Kong. Today, Towngas is one of the largest energy suppliers in Hong Kong, operating with world-class corporate management and leading-edge technology and business practices. The visit will feature the digitalized operation in **Grid Control Centre** and **Customer Service Hotline Centre**. Towngas emphasizes a culture of innovation. It allows full play to employees' creativity and foster business growth. The **Hall of Innovation** exhibits the new engineering inventions in the recognition of Towngas Innovators.

### Speakers

Ms. Ivy Ko - Learning & Development Manager

Ir Kathy Wong - Senior Grid Control & Strategic Planning Manager

Ms. Doris Tang - Customer Service Hotline Manager

Ir Trevor Tang - Senior Business Innovation Manager

### Registration & Enquiries

- The number of participants is limited to 300.
- Prior registration is required. Applications will be accepted on a first-come first served basis with the priorities given to HKIE-EG, IGEM and IET members.
- Successful members will be notified by an email with a Teams Meeting link closer to the event date.

- Electronic copy of CPD certificate will be sent to successful members through email within one month after the virtual visit.
- Please register via this link: <https://forms.gle/TSmg8xHpvbK7K4E26> by **4 Aug 2021 (Wed)**.
- For enquiry, please contact Ms. Priscilla Wong at [nh.wong@towngas.com](mailto:nh.wong@towngas.com)

<b>Rundown of the Virtual Visit</b>	
<b>18:00 – 18:20</b>	<b>General Introduction of Towngas</b>
<b>18:20 – 18:40</b>	<p><b>Grid Control Centre</b></p> <p>Towngas have operated a 24 x 7 grid control centre, equipped with a sophisticated Supervisory Control and Data Acquisition system (SCADA). With precise instruments installed at strategic locations throughout the network, the system continuously monitors the status of the entire supply network. This greatly enhances operational efficiency and provide a safe and reliable gas supply.</p>
<b>18:40 – 19:00</b>	<p><b>Customer Service Hotline Centre</b></p> <p>Towngas' Customer Service Hotline (CSH) provides one-stop service that includes handling of billing enquiries and requests for appliance maintenance and installation. The virtual assistant "Tinny" offers instant support on general enquiries about Towngas' residential service.</p>
<b>19:00 – 19:30</b>	<p><b>Hall of Innovation</b></p> <p>The Towngas Hall of Innovation features the names and photos of Towngas inventors together with their products in recognition of their effort and contribution to the company.</p>