

申請開戶 / 退戶 / 轉戶須知

(一) 開戶

1. 新用戶請攜同正式/臨時樓宇買賣或租賃合約正/副本及已填妥之“石油氣開戶申請表”親臨中央客戶服務中心、電郵、傳真或郵寄至客戶服務部辦理開戶手續。
2. 若用戶委託他人代為開戶，請委託人攜同其身份證，開戶人之身份證副本及住址證明辦理開戶手續。
3. 新用戶開戶時，須繳付按金(退戶時可退回)及開戶費用(退戶時不可退回)（支票抬頭請註明“特爾高能源有限公司”），詳情請致電客戶服務熱線 2435 8388 以確認金額。
4. 如該單位是以公司名義擁有，則必須出示商業登記證副本及公司蓋章。
5. 根據現行香港特別行政區氣體燃料供應條例，如用戶需更改室內石油氣喉管，須聘請註冊氣體工程承辦商及註冊氣體裝置技工方可進行有關工程。若用戶聘請本公司以外之氣體工程承辦商施工，完成工序後，用戶須將該技工牌照、註冊氣體工程承辦商號碼及施工單副本各乙份交予本公司存案記錄。

註 1：如用戶日後辦理退戶或轉戶，須於十五天前以書面形式透過電郵、傳真或郵寄通知本公司。

(郵寄地址：香港九龍觀塘巧明街100號Landmark East友邦九龍大樓22樓2201室)

(二) 退戶

1. 用戶需填妥“蜆殼石油氣用戶退約書”，將石油氣錶度數抄下，並攜同身份證明文件親臨本公司之中央客戶服務中心繳清所有石油氣費。請在用戶退約文件留下聯絡電話及通訊地址，本公司將於拆錶工序完成後，於 2 星期內用郵寄支票退回按金。
2. 清繳氣費後，用戶需預約安排拆錶工序。如拆錶時之度數與用戶抄下之度數有偏差，則以拆錶度數為準，差額由按金內扣除。
3. 基於安全考慮及以確認石油氣錶最後度數，拆錶為必要的退戶程序。用戶需待拆錶工序完成，方可獲退回按金。
4. 如用戶未能親身辦理手續，可委託他人代辦，請委託人攜同其身份證，開戶人之身份證副本及住址證明辦理手續。

註：倘若用戶身故，退戶手續必須由其最近親/其遺產執行人/管理人辦理，並須攜同用戶之死亡證明及代辦人與用戶之關係證明前來門市部辦理手續。

(三) 轉戶

1. 新舊用戶需一同抄下交吉時之石油氣錶度數，前往中央客戶服務中心進行截數手續。
2. 舊用戶需繳清截數時之石油氣費及辦理相關之退戶手續。
3. 新用戶需確認舊用戶截數之石油氣錶度數，如有偏差則由新用戶負責。
4. 新用戶需繳付轉名手續行政費用及開戶按金，並須攜同正式或臨時樓宇買賣合約方可進行轉戶手續。
5. 舊用戶需待新用戶完成轉戶手續後，方可獲退回按金，詳情可參閱（二）之第 1 項。



Guidelines for Account Opening/Termination / Transfer

I) New Account Opening

1. New applicant must provide (provisional) Sales and Purchase or Rental Agreement and filled "Application for Opening of L. P. Gas Account" to submit in person at our piped LPG customer centres, email, fax or post for new account application.
2. If the new applicant cannot appear in person, he/she may appoint a third party with his I.D. Card copy and address proof to open the account for him/her.
3. When opening a new account, the applicant shall pay the deposit (refundable) and service fee (non-refundable) (Cheque payable to "DSG Energy Limited"). Please contact Shell Gas Customer Service Hotline 2435 8388 for the cheque amount)
4. If the property is owned by a company, photocopy of the Business Registration Certificate and company chop must be accompanied.
5. According to Government regulations, all gas related repairing/maintenance works must be carried out by Registered Gas Installer. If the work is not done by our fitters, copies of the installer's licence, job order and name of the Registered Gas Contractor number must be provided for our record.

Remark: 15 days prior notice in writing should be given if customer intends to terminate/transfer the account

(Mailing Address : Room 2201, 22/F, Landmark East AIA Kowloon Tower, 100 How Ming Street, Kwun Tong, Kowloon, Hong Kong)

II) Termination of Account

1. Applicant shall fill in "Shell Gas Termination Application Form", including the final meter reading, then carry identity of account holder and settle the outstanding charges at piped LPG customer service centres. Please leave contact address and phone number, our company will refund deposit by cheque within 2 weeks after the completion of the gas meter removal.
2. Applicant should make reservation for the gas meter removal after the bill settlement. If discrepancy arises between the self reported reading and the reading taken at the time of dismantling, the latter will be enforced. The difference will be deducted from the deposit.
3. For safety reasons and to confirm the final meter reading, gas meter removal is a necessary account termination procedure. The Applicant should have the deposit refund only after the completion of the gas meter removal.
4. If account holder cannot appear in person, he/she may delegate a third party with copy of account holder's HKID card.

* If account holder is deceased, the form must be signed by his/her next-of kin or the estate executor/ administrator together with the certificate of death and the relationship proof

III) Transfer of Account

1. New and previous LPG account holder should record the final meter reading and go to piped LPG customer service centres to apply account transfer.
2. All outstanding charges must be settled before we can transfer the account.
3. The final meter reading should be confirmed and agreed by the new applicant. Any discrepancy will be absorbed by the new applicant.
4. Service charge for transfer of account and deposit should be paid by the new applicant. (Provisional) Sales and Purchase Agreement is required to complete the account transfer.
5. After completion of account transfer, previous account holder may apply for deposit refund (details refer to item 1 of II)

