

## 申請開戶／退戶須知

### (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”親臨中央客戶服務門市、電郵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，賬戶持有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《氣體安全(氣體供應)規例》，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。

### (二) 退戶

1. 用戶須填妥“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門市辦理退戶手續。用戶須在退約文件提供聯絡電話，最後賬單郵寄地址及香港銀行戶口資料。客戶拆錶工序完成及清繳最後石油氣費後，本公司將於 4-6 星期內以銀行轉賬退回按金。
2. 基於安全考慮及以確認石油氣錶最後度數，用戶於退戶時必需預約安排拆錶工序。用戶須待拆錶工序完成，將氣錶交還本公司，方可獲退回按金。如拆錶時之度數與用戶抄下之度數有偏差，則以拆錶度數作準，差額由按金內扣除。
3. 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，賬戶持有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。

## Guidelines for Account Opening/Termination

### 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 showroom, email or post for new account application.
2. If the new applicant is unable to attend 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 submitted.
5. According to Gas Safety (Gas Supply) 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 Registered Gas Installer’s licence, job order and name of the Registered Gas Contractor number must be provided for our record.

### II) Termination of Account

1. Applicant shall fill in “Shell Gas Termination Application Form”, including the final meter reading, then bring along the identity card of account holder to piped LPG customer service showroom to complete the termination process. Please include the following in the termination form i) Contact phone number ii) Mailing address for the final bill iii) Hong Kong bank account details. After the Applicant’s gas meter removal process is completed and the final LPG bill is fully settled, the Company will refund the deposit via bank transfer within 4-6 weeks.
2. For safety reasons and to confirm the final meter reading, gas meter removal is a necessary account termination procedure. Applicant should make reservation for the gas meter removal when terminating the account. The deposit will only be refunded after meter removal has been completed and the gas meter has been returned to the Company. If there is any discrepancy between the customer’s self-reported meter reading and the reading recorded at the time of dismantling, the latter reading will prevail. Any resulting difference will be deducted from the deposit.
3. If the account holder is unable to attend in person, he/she may authorize a third party to act on his/her behalf, provided the representative presents a copy of the account holder’s Hong Kong Identity 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.