

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」並攜帶身份證明文件親臨中央客戶服務中心辦理開戶手續。
2. 若用戶委託他人代為開戶，請附加開戶人之授權之文件及其身份證副本。
3. 新用戶開戶時，須繳付按金、接駁開錶費及測試石油氣爐具費用（支票抬頭請註明「特爾高能源(澳門)有限公司」），詳情請致電蜆殼石油氣營運商 2882 0417 以確認金額。
4. 如該單位是以公司名義擁有，則須連同商業登記文件副本、行政管理人員證件副本、代辦人證件正本及於授權書蓋上公司印鑒，並攜帶公司蓋章前往辦理。
5. 如用戶需進行安裝、更改或維修室內石油氣喉管，本公司強烈建議客戶聯絡本公司安排合資格註冊氣體工程承辦商進行有關工程。

註：如用戶日後辦理退戶或轉戶，須提前十五天以書面形式親臨中央客戶服務中心，亦可以傳真或郵寄通知本公司。
(郵寄地址: 氹仔亞威羅街 57 號匯景花園 1 座地下 A 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。
2. 清繳氣費後，可預約安排拆錶工序。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. 最後帳單發出後，用戶須攜帶按金單親臨中央客戶服務中心辦理退回按金手續。
4. 如用戶未能親身辦理手續，可委託他人代辦，只須填寫授權書（可向門市部職員索取）連同身份證明文件副本交予代辦人前來門市部辦理。

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", then carry identify document to submit in person at our piped LPG customer service centre for new account application.
2. If the new applicant cannot appear in person, he/she may appoint a third party with his authorised letter, I.D. Card copy to open the account for him/her.
3. When opening a new account, the applicant shall pay the deposit, the new gas meter connection fee and the appliances testing fee (Cheque payable to "DSG Energy (Macau) Limited") . Please contact Shell Gas operator 2872 0417 for the payment amount)
4. If the property is owned by a company, photocopy of the Business Registration Certificate, I.D. copy of the Administrator, original ID of the authorized person, stamped authorization letter and company chop must be accompanied.
5. All gas related installation, replacement and maintenance works must be carried out by the Gas Contractor registered at DSSPOT.

Remark: 15 days prior notice in writing should be given if customer intends to terminate/transfer the account, you can choose to present it in person to our piped LPG customer Service Centre, or you can fax/mail to the centre.

(Mailing Address: Rua De Aveiro No. 57, Edif. Wui Keng Garden, BL1, A R/C, Taipa)

II) Termination of Account

1. Applicant shall fill in "Shell Gas Termination Application Form" final meter reading, then carry identify of account holder and settle the outstanding charges at piped LPG customer service centre.
2. Gas meter removal will be arranged 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. Applicant please bring along with the deposit slip to piped LPG customer service center for deposit refund after the final bill is issued.
4. If account holder cannot appear in person, he/she may delegate a third party with an authorization letter and copy of account holder's ID 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 centre 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)

