

ICS 91.140  
CCS P 47



**NATIONAL STANDARD OF THE  
PEOPLE'S REPUBLIC OF CHINA**

**GB/T 28885-2025**

Replacing GB/T 28885-2012

**Directives for gas service**

燃气服务导则

**Issued on: March 28, 2025**

**Implemented on: October 1, 2025**

**Issued by: State Administration for Market Regulation;  
Standardization Administration of the PRC**

## Table of Contents

|                                                   |     |
|---------------------------------------------------|-----|
| Preface .....                                     | III |
| 1 Scope .....                                     | 1   |
| 2 Normative references .....                      | 1   |
| 3 Terms and Definitions .....                     | 1   |
| 4 Basic Requirements .....                        | 1   |
| 5 Gas supply service .....                        | 3   |
| 6 Gas Services .....                              | 5   |
| 7 Service methods .....                           | 7   |
| 8 Service staff .....                             | 8   |
| 9 Complaints Handling .....                       | 8   |
| 10 Emergency Response and Incident Response ..... | 8   |
| 11 Service Evaluation .....                       | 9   |
| References .....                                  | 15  |

## Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for standardization work Part 1: Structure and drafting rules for standardization documents" Drafting is required.

This document replaces GB/T 28885-2012 "Guidelines for Gas Services". Compared with GB/T 28885-2012 "Guidelines for Gas Services", In addition to structural adjustments and editorial changes, the main technical changes are as follows.

--Changed "General Principles" to "Basic Requirements" and changed the corresponding content (see Chapter 4, Chapter 4 of the 2012 edition);

--Added "service mode", "service quality", "service environment", "service commitment", "service investment", "information disclosure" and "information management" and the requirements for "services for special groups" (see 4.2 to 4.6, 4.8, 4.9, 4.11);

--Changed "gas supply quality" to "gas supply quality and reliability" and changed its requirements (see 5.1.1, 5.1 of the 2012 edition);

--Changed "new users" to "gas supply conditions" and "gas supply and use contracts", and changed the corresponding content (see 5.1.2, 5.1.3, 2012 Version 5.2);

--Changed "safety publicity" to "user publicity" and changed its requirements (see 4.10, 5.6

of the 2012 edition);

--Changed the "new users" of pipeline gas to "acceptance of gas application" and changed the corresponding content (see 5.2.1, 6.1 of the 2012 edition);

--Changed the "gas supply service" of pipeline gas to "gas supply" and "metered charging service", and changed its requirements (see 5.2.2, 6.1, 6.2 of the 2012 edition);

-- Changed the requirements for "Inspection of user gas facilities" (see 6.2, 5.11 of the 2012 edition);

--Changed the "gas supply service" of bottled gas to "gas business enterprise" and changed its requirements (see 5.3.1, 7.1 of the 2012 edition);

--Changed "gas delivery service" to "distribution service" and changed its requirements (see 5.3.3, 7.2 of the 2012 edition);

--Added requirements for "gas cylinders" (see 5.3.3);

--Change the "gas filling service" of vehicle gas to "gas business enterprise" "gas filling service" (see 5.4.1, 5.4.2);

-- Changed "gas supply guarantee" to "emergency disposal and emergency response" and changed its requirements (see Chapter 10, 2012 Edition). 5.10);

-- Added a chapter on "Gas Services" and revised the corresponding content (see Chapter 6, 6.2 of the 2012 edition);

-- Deleted "Gas type conversion" (see 6.3 of the 2012 edition);

-- Changed the requirements for "Service Method" (see Chapter 7, 5.3, 5.4, 5.8, 5.9 of the 2012 edition);

-- Changed the requirements for "service personnel" (see Chapter 8, 5.7 of the 2012 edition);

-- Changed the requirements for "Complaints Handling" (see Chapter 9, 5.5 of the 2012 edition);

--The content of "Service Evaluation" has been changed (see Chapter 11, Chapter 9 of the 2012 edition).

Please note that some of the contents of this document may involve patents. The issuing organization of this document does not assume the responsibility for identifying patents.

This document is proposed and coordinated by the Ministry of Housing and Urban-Rural Development of the People's Republic of China.

This document was drafted by: China Urban Gas Association, Beijing Gas Group Co., Ltd., Beijing Gas Group Research Institute, China National Petroleum Corporation Natural Gas

Sales Branch, Hong Kong and China Investment Corporation, China Gas Holdings Co., Ltd., Shenzhen Gas Group Co., Ltd., ENN (China) Gas Investment Co., Ltd., Chongqing Gas Group Co., Ltd., Suzhou Hong Kong and China Gas Co., Ltd., Nanjing Hong Kong and China Gas Co., Ltd., Shanghai Gas Co., Ltd., Changchun Natural Gas Group Co., Ltd., Zibo Lvbo Gas Co., Ltd.

Company, Tianjin China Resources Gas Co., Ltd., Shenyang Gas Co., Ltd., Beijing Liquefied Petroleum Gas Co., Ltd., Wuhan Gas Group Co., Ltd.

Company, China Municipal Engineering North China Design and Research Institute Co., Ltd., Xi'an Gas Planning and Design Institute Co., Ltd., PetroChina Kunlun Gas Co., Ltd.

Gas Technology Research Institute of Xi'an Huatong New Energy Co., Ltd., China University of Metrology, Tianxin Instrument Group Co., Ltd., Zhejiang Cangnan Instrument Group Co., Ltd., Hangzhou Pioneer Electronic Technology Co., Ltd., Chengdu Qinchuan Internet of Things Technology Co., Ltd., Jinka Smart Group Co., Ltd., Liaoning Hangyuxing IoT Instrument Technology Co., Ltd., Chongqing Qianwei Watch Co., Ltd., Zhejiang Sapphire Instrument Technology Co., Ltd., Langfang Xinao Intelligent Technology Co., Ltd., Ningxia Longji Ningguang Instrument Co., Ltd., Xiwei (China) Investment Ltd.

The main drafters of this document are: Li Changying, Tang Tianqiong, Qiao Jia, Fang Yuanyuan, Liu Jinlan, Feng Lide, Tang Yuming, Li Bingjun, Wang Wenjing, Xu Changyong, Cao Mengjie, Wu Jiong, Sun Ruiguo, Tang Yichun, Pan Weiqun, Liu Xinling, Kang Xuemei, Zhang Lihong, Huang Zhaoxia, Ma Qing, Wang Qi, Wang Hui, Wang Zhixue, Wang De, Wu Linlin, Tao Chaojian, Zhang Shengyi, Li Jingying, Quan Yaqiang, Ma Libo, Cheng Bo, Qiu Wanbiao, Ye Yichuan, Yao Jinlong, Li Ruifang, Xiao Xiaoming.

This document was first published in 2012 and this is the first revision. Gas Service Guidelines

## 1 Scope

This document specifies the basic requirements of gas services, gas supply services, gas use services, service methods, service personnel, complaint handling, emergency response, etc.

Placement and emergency response and service evaluation.

This document applies to the gas supply and use services provided by gas service providers to gas users (hereinafter referred to as "users"), as well as the Evaluation of service quality.

Note. The distinction between gas supply services and gas use services is based on the delivery point agreed with the user. The area before the delivery point is the gas supply service, including. providing gas application, Gas supply contracts and pipeline gas supply services with guaranteed gas supply quality, distribution, gas cylinder management and

bottled gas supply services with guaranteed filling quality After the delivery point, the gas service scope includes meter reading and charging for users, fuel Gas facility inspection, sales, installation, operation and maintenance of safety devices, construction and renovation of gas facilities and other services.

## 2 Normative references

The contents of the following documents constitute the essential clauses of this document through normative references in this document.

For referenced documents without a date, only the version corresponding to that date applies to this document; for referenced documents without a date, the latest version (including all amendments) applies. in this document.

CJJ 51 Safety technical regulations for operation, maintenance and emergency repair of urban gas facilities

## 3 Terms and definitions

The following terms and definitions apply to this document.

### 3.1 Gas Service

Gas supply and use services provided by gas service providers to meet user needs.

### 3.2 Gas service provider

Gas operating companies and other entities that provide gas supply and gas use services to users.

### 3.3 Gas service qualitygas service quality

The extent to which gas service providers meet the needs and expectations of customers.

## 4.1 Service System

Gas service providers should establish gas service quality assurance capabilities to meet user needs, adapt to the service scale and continuously improve.