

Utilities - Meter Reading - Cantonese

INT: [Pre- Session].

CLIENT: Thank you for calling LG&E. How may I help you?

INT: Hello, ma'am. May I introduce myself to the other party?

CLIENT: Yes, go ahead.

INT: [Pre-Session to LEPP]. 多謝您致電LG&E。我點樣可以幫到你?

LEPP: 你好，我剛剛從商場番嚟，我注意到有個煤氣讀表員正在離開，但我花園門嘍鎖住嘅，所以佢冇法子入去讀表。

INT: Hello, I just returned from shopping and I noticed that the man that checks the gas meter was leaving but my garden door was locked, so he wasn't able to go in and check the meters.

CLIENT: Okay, well that's not a problem, ma'am. We'll just send you a bill for an estimated reading.

INT: 好吧，好吧，女士，冇問題。我地會寄一張讀數估計嘅收費單俾你。

LEPP: 哎呀，咁呀，我寧願交我欠嘅實數。

INT: Gee, well I would much rather pay exactly what I owe.

CLIENT: Well, if you can read the meter over the phone, I can enter it for you. Are you on a cordless phone?

INT: 好吧，如果你可以通過電話幫我讀表，我就可以幫你存入電腦。你手上係咪一個無錢電話?

LEPP: 係，我而家去緊讀表。

INT: Yes. I'm on my way to the meter right now.

CLIENT: Alright. When you get there, can you tell me how many dials it has on it?

INT: 好吧，當你去到，你可以講我知上面有幾多個錶盤嗎?

LEPP: 噃，我看到上面有七個錶盤。

INT: Uh-huh. I see it has 7 dials.

CLIENT: You are looking at your water meter. Do you know where the gas meter is located?

INT: 您正在望住你嘅水錶。你知唔知煤氣表嘍邊度?

LEPP: 咁，呢度有另外一個係五個錶盤嘅。

INT: Well, here's another one with five dials.

CLIENT: That's your electric meter. The gas meter should have 6 dials on it; 4 on the top, with numbers, and two on the bottom, without numbers.

INT: The interpreter will verify: did you say 6 dials, 4 on top with numbers and 2 on the bottom without?

CLIENT: Uh yes, that's right.

INT: Thank you. 那个係您電表。煤氣表上應該有六個錶盤；四個有數字嘅喺上面，兩個無數字嘅喺下底。

LEPP: 好，我睇到了。

INT: Okay, I see it.

CLIENT: Good! Do you see the dial on the right that has single digits? It rotates clockwise.

INT: 好！你有冇睇到右手邊有一個單位數字嘅錶盤？係順時針方向旋轉嘅。

LEPP: 有，我睇到。佢喺六同七之間。

INT: Yes. I see it. It's between 6 and 7.

CLIENT: Okay. We read the lower number, which is a 6.

INT: 好。我地讀下底個數，係六。

LEPP: 好。然後，下一個錶盤係逆時針方向旋轉嘅。

INT: Okay. Then the hand on the next dial rotates in opposite direction.

CLIENT: Great, that's the right one. It should be going counterclockwise.

INT: 非常好。就係呢個。應該係逆時針方向走嘅。

LEPP: 啱。佢指住九。

INT: Correct. It is pointing to 9.

CLIENT: I'm sorry, interpreter. What did you say?

INT: The interpreter will repeat: correct. It is pointing to 9.

CLIENT: Super! Now go ahead and tell me what the other 2 dials say.

INT: 超好！而家繼續話我聽其他兩個錶盤點講。

LEPP: 佢地係二同五。

INT: They say 2 and 5.

CLIENT: Well done! You have just read your meter. If you ever miss the reader again, just call in and you can read it to us over the phone. We'll send you a bill within 5 business days. Is there anything else I can help you with today, ma'am?

INT: 做得好！您剛剛讀咗您嘅煤氣表。如果你再錯過讀表員，只要搵我地，您就可以通過電話讀俾我地聽。我地將會喺五個工作日內郵寄一份收費單俾您。女士，我今日重有乜野可以幫你呢？

LEPP: 冇啦，現時冇。唔該。

INT: No, not for now. Thank you.

CLIENT: Thank you for calling LG&E. Have a great day and thank you interpreter, that will be all.

INT: 多謝您致電LG&E。祝你有愉快嘅一天。 [Post-Session].

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