

## **Utilities - Payment Plan - Cantonese**

INT: [Pre-Session].

CLIENT: Thank you for calling LG&E. How may I help you? Interpreter, you may go ahead and introduce yourself first.

INT: [Pre-Session to LEPP]. 多謝您打電話嚟LG&E。我可以幫你也嘢哩？

LEPP: 你好。我打電話係因為我啲鄰居話我知，佢每個月交相同數額嘅費用，咁似乎有啲唔公平，因為我冬天嘅賬單比佢多好多。

INT: Hello. I am calling because my neighbor told me that she pays the same amount every month, and it seems a little unfair because my bill is a lot more than what she pays during the winter.

CLIENT: I see. It sounds like your neighbor might be on our Balanced Payment Plan, where she pays the same amount every month.

INT: 我明白叻。聽起嚟好似你鄰居可能加入咗我地嘅平衡付款計劃，咁佢每個月都交相同數額費用。

LEPP: 事實係，我唔知佢有乜嘢類型嘅計劃，但我想要我嘅付款會每個月都相同。

INT: The truth is that I don't know what type of plan she has but I would like my payments to be the same every month.

CLIENT: Alright, I can explain how it works. If you want to enroll in the plan, we first need to look at the last year of your gas bills. Then, we need to estimate how much you will be paying for the next 12 months.

INT: The interpreter requires repetition: would you please repeat after you stated "last year of your gas bills?"

CLIENT: Oh, sure. Then, we need to estimate how much you will be paying for the next 12 months.

INT: Thank you. 好吧，我可以解釋一下哩個計劃係點嘅。如果你想加入咁嘅計劃，我地首先要睇睇你去年嘅煤氣費。然後，我地估計一下你在未來12個月內用幾多。

LEPP: 但我租咗哩間公寓只有六個月。

INT: But I have only been renting this apartment for the last six months.

CLIENT: Then we look at the usage of the previous tenant.

INT: 係咁我地去睇睇以前房客嘅使用量。

LEPP: 那好吧，我嘅費用額幾多哩？

INT: Well, then how much would my payments come out to?

CLIENT: Well, before I can tell you that, I need to continue explaining the program and if you still want to sign up, I can help you enroll over the phone.

INT: 好吧，我話你知之前，我仍然要繼續解釋哩個程序，如果你仍然想報名，我可以通過電話幫你註冊。

LEPP: 咁, 你重要知道啲乜嘢哩?

INT: Well, what else do you need to know?

CLIENT: Once we estimate your payment amount, you pay that for the next 11 months. Then, we figure out the actual billed usage versus what we estimated.

INT: 一旦我地估計您嘅付款金額, 你要在未來11個月交埋個金額。然後, 我地再計算出你嘅實際使用量與估計數量比對。

LEPP: 如果事實證明, 我交付太多, 會點哩?

INT: And what happens if it turns out that I paid too much?

CLIENT: We then pay you back the money in the form of a refund or we can credit your account, whichever you prefer.

INT: 錢我地會退番你, 以退款形式, 或者我們可以存入您嘅帳戶, 任你喜歡。

LEPP: 我寧願你記入我嘅帳戶。

INT: I think I would prefer it if you credited my account.

CLIENT: Okay. If we owe you money at the end of the year, you can let us know how you'd like to get paid. Also, if you paid too little, then we would bill you for the balance.

INT: 好;如果我地喺年底前欠你錢, 你可以話我地知您想點收錢。另外, 如果你交少咗, 咁我地會向您追收欠交嘅餘數。

LEPP: 乜話? 如果你做咗估計, 你又點可以清楚我確定嘅消耗數額?

INT: What? If you do an estimate, how is it that you figure out the exact amount that I consumed after all?

CLIENT: We continue reading your meter each month, just like we always do, to determine your actual usage. In fact, we show you the actual usage each month when we bill you for the estimated payment.

INT: 我地每個月繼續讀您嘅煤氣使用量, 像以往一樣, 以確定您嘅實際使用情況。事實上, 我地每個月向您收取估計數額之時亦向你呈報實際使用情況。

LEPP: 咁做會唔會收我額外費用呀?

INT: Would it cost me extra to do it that way?

CLIENT: No, there's no additional fee to enroll in the program.

INT: 冇, 加入哩個程序冇額外收費。

LEPP: Okay, 咁, 我嘅預計數額係幾多哩?

INT: Okay. Well then, how much will my estimated payment be?

CLIENT: Just a second and I'll calculate that for you. It looks like your estimated monthly payment would be \$132.25.

INT: The interpreter will verify: did you say \$132.25?

CLIENT: That's correct.

INT: 等一等，我會計算出你。睇起嚟您預計每月付款係\$132.25。

CLIENT: I see that your bills are normally much lower in the summer but they almost double in the winter so the average between the two comes out to \$132.25.

INT: 我睇到賬單通常喺夏天要低得多，但喺冬天，佢就幾乎增加一倍，因此兩者之間平均出來係\$132.25。

LEPP: 哦，這似乎好多。我打算先同我老公講講，然後我會話你知。咁可以嗎？

INT: Oh, that seems like a lot. I am going to speak with my husband first and then I will let you know. Is that okay?

CLIENT: Sure thing, no problem. Ma'am, is there anything else I can help you with today?

INT: 冇問題，冇問題。lady，今日重有乜嘢我可以幫你哩？

LEPP: 冇，現在冇。謝謝。

INT: No, not for now. Thank you.

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

INT: 多謝您打電話LG&E。祝你有愉快嘅一日。[Post-Session].

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