

Utilities - Payment Plan - Haitian Creole

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]. Mèsì dèske ou rele LG&E. Kijan mwen ka ede ou?

LEPP: Alo. Map rele paske vwazen mwen an te di'm ke li peye menm montan'an chak mwa, epi sanble sa pa jis paske bill mwen yan pi plis ke sa li peye pandan sezon ivè a.

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: Mwen we. Sanble ke vwazen ou an ka nan Balanced Payment Plan nou an, kote li peye menm montan kòb la chak mwa.

LEPP: Poum ba ou verite, mwen pa konnen ki plan li genyen, men mwen ta renmen pou'm peye menm bagay la chak mwa.

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 in the next 12 months.

INT: Thank you. Oke, mwen ka eksplike ou kijan sa fonksyone. Si ou vle pou anrole nan plan'an, nou dwe dabò gade bil gaz ou a pou ane pase a. Apre sa, nou bezwen estime konbyen ou prale peye pou 12 mwa ki prale vini yo.

LEPP: Men mwen nan lwaye apatman sa'a pou sis mwa sèlman.

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: Ebyen, nou ka gade itilizasyon lòt lokatè avan ou an.

LEPP: Ebyen a konbyen kòb peman mwen yo ap vini?

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: Ebyen, anvan mwen ka di ou sa, mwen ta dwe fini eksplike ou program nan, e le sa si ou vle enskri toujou, mwen ka ede ou anrole sou telephone lan.
- LEPP: Ebyen, kisa ankò ou ta renmen konnen?
- 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: Depi nou fe estimasyon montan peman ou an, ou ap peye sa'a pou 11 mwa ki prale vini yo. Apre sa, nou kalkile vre itilizasyon nou bill ou an konpare ak sa nou te estime an.
- LEPP: E sa kap pase si mwen ta peye twòp?
- 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: Ebyen nou tap ranbouse ou kòb la sou fòm de kredi, oubyen nou ka ajoute kredi a sou kont ou, kelkeswa sa ou prefere a.
- LEPP: Mwen kwè mwen ta prefere li si nou kredite kont mwen an.
- 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: Oke; si nou dwe ou kòb nan fen ane an, ou ka fè nou konnen kijan ou ta renmen nou peye'w. Epi tou, si ou peye twò piti, alò nou ap bill ou balans lan.
- LEPP: Kisa? E si ou fè yon estimasyon, kòman wap fè konnen montan eksak ke mwen konsime a?
- 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 to read 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: Nou toujou kontinye li mèt ou an chak mwa, men jan nou toujou fè, pou detèmine itilizasyon ekzak ou. An reyalyte, nou montre ou itilizasyon ekzak ou chak mwa le nou chaje ou pou estimasyon peman?
- LEPP: Eske li ape koute mwen pi plis si mwen fè li konsa?
- INT: Would it cost me extra to do it that way?

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

INT: Non pa gen okenn frè adisyonèl pou enskri nan program la.

LEPP: Oke, ebyen, konbyen estimasyon peman mwen yan ka ye?

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: Ban mwen yon segond epi ma kalkile sa pou ou. Li sanble peman estime ou a t'ap \$132.25 pa mwa.

CLIENT: I see that the 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: Mwen wè ke bòdwo yo konn pi ba nan sezon ete nòmalman men an livè li preske double, alò mwayèn lan nan mitan tou de yo vini a \$132.25.

LEPP: Oh, sa sanble anpil. Mwen prale pale ak mari mwen avan epi ma fè ou konnen. sa oke?

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: Oke, pa gen problem. Madam, eske gen okenn lòt bagay mwen ka ede ou avèk Jodi a?

LEPP: Non, pa pou kounye a. Mèsi.

INT: No, not for now. Thank you.

CLIENT: Thank you for calling LG&E. Have a great day.

INT: Mèsi dèke ou rele LG&E. Pase yon bòn jounen.

CLIENT: Interpreter, that's all. Thank you.

INT: You're welcome. [Post-Session].

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