

Utilities - Payment Plan - Mandarin

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: Thank you, ma'am. [Pre-Session to LEPP]. 感谢您致电 LG&E. 请问我能帮您做什么呢？

LEPP: 你好。我打电话来是因为我邻居告诉我她每个月都是付同样的金额的，那看起来就不太公平了因为在冬天的时候我每个月付的钱比她付得多多了。

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: 我知道了...听起来您的邻居可能是参加了我们的 **Balanced Payment Plan** 平衡付款计划，也就是她每个月都付同样的金额。

LEPP: 事实上我不知道她参加了什么样的计划，但是我也想要每个月都付一样的钱。

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: Interpreter requires repetition: would you please repeat after you stated "the last year of your gas bills?"

CLIENT: Sure. Then, we need to estimate how much you will be paying in the next 12 months.

INT: Thank you, ma'am. 好的，我可以解释一下这是怎么样操作的。如果您想加入这个计划，首先我们需要看一下您去年一年的瓦斯账单。然后，我们需要估算一下在接下来的 12 个月里你需要支付多少钱。

LEPP: 但是这个公寓我刚租了 6 个月。

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: 那么我们会看看之前的租客的使用量。

LEPP: 那算出来我的付款会是多少呢？

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: 那在我可以告诉你那个之前，我需要继续给您解释一下这个计划，然后如果你还是想加入的话，我再帮您在电话上办理注册加入。
- LEPP: 那你还需要知道什么呢？
- 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: 一旦我们估算出您的付款金额，在接下来的 11 个月里您会支付那个金额。然后，我们会计算出实际的使用量收费再对比我们所估算的。
- LEPP: 那如果结果是我付得太多了怎么办呢？
- 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: 那个时候我们会以退款的方式把钱还给您，或者我们可以把钱返还到您的账户，看您选择哪个。
- LEPP: 我想我会更喜欢你把钱返还到我的账户。
- 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，如果到了年底的时候我们有欠您钱，您可以告诉我们你希望如何拿回你的钱。另外，如果您付的太少了，那么我们会跟您收取剩余的钱。
- LEPP: 什么？如果你做一个估算，你怎么可以算出到底我消费的具体数量是多少呢？
- INT: What? If you do an estimate, how is it that you can 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: 我们会每个月继续读您的表，就像我们平时一直做的那样，来确定您的实际使用量。事实上，在我们每个月跟您收取估算账单的时候我们会让您看到您的实际使用量。
- LEPP: 那样的话我会需要额外多付钱吗？
- INT: Would it cost me extra to do it that way?

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

INT: 不会·参加这项计划是没有额外费用的。

LEPP: 那好吧·那我的预计估算付款金额是多少呢？

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: ma'am, did you say \$132.25?

CLIENT: That's correct.

INT: Thank you, ma'am. 稍等·我帮您算一下...看起来您每月预计估算费用会是\$132.25。

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: 我看到通常在夏天的时候账单要低得多但是到了冬天的时候·它们几乎增加了一倍·所以这两者之间的平均值算出来就是\$132.25。

LEPP: 哦·那好像很多啊·我要跟我先生先谈一下然后我再告诉你·可以吗？

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: 当然可以·没问题·太太·还有什么别的事是我今天可以帮您做的吗？

LEPP: 没有·现在没有了·谢谢你啊。

INT: No, not for now. Thank you.

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

INT: 感谢您致电 LG&E. 祝您有美好的一天。[Post-Session].

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