ON THE TELEPHONE

Asking a Question about a Bill	bill = *facture*
Caller 1: Good afternoon, Northwest Electricity, how may I help you?	
Caller 2: Good afternoon, this is Robert Tips, I have a question about my electricity bill this month.	
Caller 1: I'd be happy to help you with that Mr. Tips. Can I have your account number?	
Caller 2: I'm afraid I don't have that with me.	
Caller 1: It's no problem, I'll just look your name up in our database.	database = *base de données*
Caller 2: Great.	
Caller 1: Could you give me your address as well?	
Caller 2: It's 2368 NW 21st Avenue Vancouver, Washington.	
Caller 1: Yes, I have your account up on my computer. How may I help you?	
Caller 2: The last bill I received seemed too high.	
Caller 1: Yes, I see that it was considerably higher than last year. Did you use more electricity?	
Caller 2: No, I don't think we used any more electricity that the year before.	
Caller 1: OK, I'll tell you what I can do. I'll mark this and have a supervisor take a look at the account.	mark = *noter*
Caller 2: Thank you. When can I expect an answer?	supervisor = *surveillant(e)*
Caller 1: We should have an answer for you by the end of the week. I'll give you an inquiry number.	
Caller 2: OK, let me get a pen .... OK, I'm ready.	
Caller 1: It's 3471.	
Caller 2: That's 3471.	
Caller 1: Yes, that's correct.	
Caller 2: Thank you for your help.	