

Telephoning the Gas/Electricity/Water Company

can I help you	help you today	pay my gas bill please
That's all	Can you tell me	reference number
debit card	line of your address	Is there anything

Gas company	Hello, British Gas, this is Layla speaking. How (1).....?
Jabbar	Can I give you my (2)..... please? It's BF98765748T
Gas Company	Can you just confirm your name and the first (3).....?
Jabbar	My name is Jabbar Ikram and the first line of my address is 43 Washington Road.
Gas Company	How can I (4).....Mr Ikram?
Jabbar	I'd like to (5).....
Gas company	That's for £43.50p
Jabbar	That's right.
Gas Company	How would you like to pay?
Jabbar	With my (6).....
Gas company	(7).....the long number across the front of the card?
Jabbar	4323 4536 3456 4564
Gas Company	What's the expiry date?
Jabbar	06/05
Gas Company	That payment has gone through. (8).....else I can help you with Mr Ikram?
Jabbar	No thanks,(9)..... Bye
Gas Company	Bye.