

Role Playing: “I Have No Electricity!”

This is a role playing activity. You will practice speaking with a company representative on the telephone. One person will be the company representative and one person will be the customer. Practice this dialogue with another person in class or with your teacher. Then do this activity in front of the class. Remember to face away from your partner. How well do you understand the words?

AEP Customer Service Representative: Hello?

Customer: Hello. I do not have any electricity. Can you help me?

AEP Customer Service Representative: What is your account number, please?

Customer: My account number is 298-509-3276.

AEP Service Representative: You do not have electricity because your account is past due. We sent you a disconnect notice last week. When we receive payment, we will restore your service.

Customer: I received something from you last week, but I did not understand it.

AEP Customer Service Representative: That probably was the disconnect notice.

Customer: How much do I owe you?

AEP Customer Service Representative: You have an unpaid balance of \$48.87. Also, you have a reconnect fee of \$25.00.
Your total is \$73.87.

Customer: How soon will I have electricity after I pay my bill?

AEP Customer Service Representative: We will restore your service within 24 hours after we receive your payment.

Customer: Can you tell me where I can pay my bill?

AEP Customer Service Representative: Yes. The nearest location is _____.

Customer: O.K. Thank you.