



## Phoning the energy company

You'll need to listen to the audio clip **Energy options** to complete this worksheet.

Ana is moving house. She has read her electricity meter and wants to give the final reading to the energy company. She decides to make a **telephone call**.



**Meter reading:**

7	4	6	8	5
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1. When Ana phones the energy company she has to listen to a recording and choose options to get through to the right department. Listen to the audio clip **Energy options**. **Pause** the audio clip at each choice to decide which option she should choose, then **play** to find out what she does.

**Choice 1** - should she choose...

- Option 1 - existing customer?
- Option 2 - new account?
- Hold for other enquiries?

**Choice 2** - should she choose...

- Option 1 - pay a bill?
- Option 2 - special offer on tariff?
- Option 3 - moving house?
- Hold for other enquiries?

2. What important information does Ana need to have available? \_\_\_\_\_

3. Where can she find it? \_\_\_\_\_