

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Subject: Bill Adjustment Due to Meter Reading Error

Dear [Customer Name],

We are writing to inform you of an adjustment to your recent utility bill, account number [Account Number], dated [Billing Date]. It has come to our attention that your bill reflected an overcharge resulting from an error in the meter reading at your property.

Upon conducting a routine review of our records, we identified a discrepancy between your actual usage and the consumption registered by our metering system. Further investigation confirmed that the incorrect reading led to a higher-than-accurate charge on your last statement.

Please find below the corrected billing details:

- Original Meter Reading: [Original Meter Reading]
- Corrected Meter Reading: [Corrected Meter Reading]
- Actual Consumption for Billing Period: [Correct Usage] [Units]
- Corrected Bill Amount: [Corrected Amount]
- Amount Overcharged: [Overcharged Amount]

The total overcharged amount of [Overcharged Amount] has been credited to your account. Your updated account balance now stands at [Updated Balance]. An updated statement reflecting this correction is enclosed for your reference.

We sincerely apologize for any inconvenience this may have caused. Please be assured that we are committed to maintaining the highest standards of accuracy in our billing procedures. Steps have been taken to ensure that similar errors are prevented in the future.

If you have any questions or require further clarification, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your understanding and for being a valued customer.

Sincerely,

[Your Name]

[Your Title]

[Utility Company Name]

[Contact Information]