

[Your Company Letterhead]

[Date]

[Customer Name]

[Customer Address]

[Account Number]

Subject: Bill Adjustment Due to Overcharging on Estimated Billing

Dear [Customer Name],

We are writing to inform you of a recent review conducted on your utility account (**Account Number:** [Account Number]) for the billing period of [Billing Period]. During this review, we identified a discrepancy related to the estimated usage charges that were previously applied to your account.

Upon closer examination of your actual meter readings, compared to the prior estimated values, we determined that the estimated billing did not accurately reflect your actual utility usage. As a result, your account was inadvertently overcharged.

To rectify this error and ensure transparency in our billing practices, we have adjusted your account as follows:

- **Original Charges (Estimated):** [Original Amount]
- **Corrected Charges (Actual Meter Reading):** [Corrected Amount]
- **Adjustment/Credit to Account:** [Refund/Credit Amount]

The adjustment has been applied to your account and will appear on your upcoming statement. If you have already paid the previously billed amount, the credit will be reflected in your next bill or refunded to you as appropriate.

We sincerely apologize for any inconvenience this may have caused and appreciate your understanding as we work to uphold the accuracy and integrity of our billing processes. Should you have any questions or concerns regarding this adjustment or require further details, please do not hesitate to contact our customer service team at [Customer Service Phone Number or Email].

Thank you for allowing us the opportunity to address and correct this matter promptly.

Sincerely,

[Your Name]

[Your Job Title]

[Utility Company Name]

[Contact Information]