

Date: [Date]

Account Number: [Customer Account Number]

Customer Name: [Customer Name]

Address: [Customer Address]

Subject: Bill Adjustment for Utility Overcharging After Rate Change

Dear [Customer Name],

We are writing to inform you about a billing correction relating to your recent utility statement for the billing period of [Billing Period]. After a review of our records, we discovered that your account was inadvertently overcharged due to an incorrect application of our updated utility rates, which took effect on [Rate Change Effective Date].

**Explanation of the Discrepancy:**

Upon the recent rate change, our billing system continued applying the previous rate of [Old Rate] instead of the new approved rate of [New Rate]. This error resulted in a higher charge on your latest bill dated [Bill Date].

**Adjusted Charges:**

Your original bill was: [Original Amount]

Corrected charges should have been: [Corrected Amount]

**Overcharged amount:** [Overcharged Amount]

A credit of [Overcharged Amount] has been applied to your account. You will see this adjustment reflected on your next statement. If you have already paid the full amount, the overpayment will remain as a credit or, upon your request, we can issue a refund via your preferred payment method.

We apologize for any inconvenience this may have caused and thank you for your understanding. Maintaining accurate and transparent billing is of utmost importance to us, and we have implemented measures to prevent this error from occurring in the future.

If you have any questions or require further assistance, please contact our Customer Service team at [Customer Service Phone Number] or [Customer Service Email].

Sincerely,

[Your Name]

[Your Title]

[Utility Provider Name]

[Contact Information]