

[Your Name]  
[Your Address]  
[City, State, ZIP Code]  
[Email Address]  
[Phone Number]  
[Date]

[Customer Service Department]  
[Utility Company Name]  
[Company Address]  
[City, State, ZIP Code]

Subject: Formal Complaint Regarding Persistent Utility Service Issues

Dear Sir or Madam,

I am writing to formally express my dissatisfaction with the quality of service I have received from [Utility Company Name], associated with the account number [Your Account Number]. Over the past [duration, e.g., several months], I have experienced persistent issues that have severely disrupted my access to your utility services.

The problems I have encountered include:

- Frequent and unexplained service outages, specifically on the following dates: [list dates of outages].
- Recurring billing errors, such as [describe specific errors, e.g., overcharges or incorrect meter readings].
- Poor customer support, including delayed responses and lack of resolution after multiple contacts.

Despite repeatedly contacting your customer service team (reference case numbers: [list case/reference numbers if available]), the issues have not been resolved effectively, causing significant inconvenience and frustration.

I request that you take immediate steps to:

- Investigate and rectify the service outages and prevent their recurrence.
- Audit my account to resolve any outstanding billing errors and provide a full breakdown of charges.
- Improve the quality and responsiveness of your customer support.
- Consider offering compensation for the ongoing disruption and inconvenience caused.

Reliable utility services are essential, and I trust you will treat this matter with urgency. Please confirm receipt of this letter and provide a written response within [reasonable timeframe, e.g., 14 days], outlining the actions your company plans to take to resolve these issues.

If these problems persist or are not addressed satisfactorily, I will be compelled to escalate my complaint to the relevant regulatory authorities.

I look forward to your prompt attention and a satisfactory resolution.

Sincerely,  
[Your Name]