

Sample Letter Disputing Unauthorized Charges on Utility Bill

This sample letter provides a clear and concise template for disputing **unauthorized charges on a utility bill**. It guides the user on how to formally notify the utility company about discrepancies, request an investigation, and seek correction or refund for any incorrect charges. This letter serves as an essential tool for consumers to protect their rights and ensure accurate billing in utility services such as electricity, water, or gas.

Sample Letter Template

Your Name

Your Address

City, State, ZIP Code

Email Address (optional)

Phone Number (optional)

Date

Utility Company Name

Customer Service Department

Company Address

City, State, ZIP Code

Subject: Dispute of Unauthorized Charges on Utility Bill (Account #: [Your Account Number])

Dear Customer Service,

I am writing to formally dispute unauthorized charges on my recent utility bill dated **[Bill Date]** for account number **[Your Account Number]**. Upon reviewing my bill, I noticed the following charge(s) that I believe to be incorrect or unauthorized:

- Charge Description: **[Description of Unauthorized Charge]**
- Amount: **\$[Amount]**
- Date of Charge: **[Date]**

I kindly request a thorough review and investigation of these charges. Please provide me with a written explanation of these charges and remove any unauthorized or incorrect charges from my account. If a refund is warranted, please process it at your earliest convenience.

Enclosed are copies of my bill and any relevant supporting documentation for your reference. I appreciate your prompt attention to this matter and expect a response within 30 days as required by applicable consumer protection laws.

Thank you for your assistance. Please contact me at **[Your Phone Number]** or **[Your Email Address]** should you need any further information.

Sincerely,

[Your Name]