

[Your Company Letterhead]
[Company Name]
[Address Line 1]
[Address Line 2]
[City, State, ZIP Code]
[Phone Number]
[Email Address]
[Date]

[Customer Name]
[Customer Address Line 1]
[Customer Address Line 2]
[City, State, ZIP Code]

Subject: Adjustment to Your Utility Bill – Account #[Account Number]

Dear [Customer Name],

Thank you for bringing your recent utility bill concerns to our attention. We value your trust and strive to deliver accurate billing and excellent customer service at all times. After a thorough review of your account, we have identified an error that affected your billing cycle dated [Billing Period].

Nature of the Error:

Our records indicate that the error resulted from [briefly describe the cause, e.g., an incorrect meter reading/model entry or a technical issue in our billing system]. Specifically, the reading on [date of reading] was incorrectly recorded as [erroneous reading], instead of the actual meter reading of [correct reading].

Adjustments Made:

- Incorrect Charge (original bill): \$[Original Amount]
- Corrected Charge (recalculated): \$[Revised Amount]
- Adjustment/Credit: \$[Credit Amount] applied to your account

Your revised amount due is now **\$[New Amount Due]**. If you have already made payment for the original bill, a credit of \$[Credit Amount] will be reflected on your next statement. The detailed breakdown of your corrected bill is enclosed for your reference.

We sincerely apologize for any inconvenience this error may have caused. Please be assured that measures have been put in place to prevent a recurrence. Should you have any questions or require further clarification, please do not hesitate to contact our customer service department at [Customer Service Phone Number] or [Customer Service Email].

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

Sincerely,
[Your Name]
[Your Position]
[Company Name]