

Date: [Insert Date]

To: [Customer Name]
[Customer Address]
[City, State, ZIP]

Subject: Bill Adjustment for Historical Utility Overcharging

Dear [Customer Name],

This letter serves as a formal **bill adjustment letter for historical utility overcharging**, addressing discrepancies in past utility bills where customers were inadvertently charged incorrect amounts. The purpose of this letter is to inform you of the identified overcharges, provide a detailed explanation, and outline the corrective adjustments being applied to your account.

After a comprehensive review of our billing records, we have discovered that your utility account, number [Account Number], was overcharged during the following billing periods:

- **Billing Period:** [Start Date] - [End Date]
- **Original Amount Charged:** \$[Amount]
- **Corrected Amount:** \$[Amount]
- **Adjustment Due:** \$[Adjustment Amount]

This discrepancy was due to [briefly describe reason, e.g., a technical error, rate miscalculation, clerical oversight, etc.]. We sincerely apologize for any inconvenience this may have caused. Please rest assured that we have taken immediate steps to correct your account and have implemented measures to prevent similar occurrences in the future.

The total adjustment of \$[Total Adjustment Amount] will be **[applied as a credit to your next bill/refunded to your payment method]**. You will see this reflected on your upcoming statement.

We value your trust and are committed to providing you with accurate and transparent billing services. If you have any questions or need further information, please contact our customer service team at [Phone Number] or [Email Address].

Thank you for your understanding, and for allowing us the opportunity to correct this matter.

Sincerely,
[Your Name]
[Your Title/Position]
[Utility Company Name]
[Contact Information]