

Letter Template: Complaint for Wrong Electricity Billing

This letter template can be used to formally address discrepancies you have found in your electricity bill, such as overcharged amounts or incorrect meter readings. The template includes all key elements to ensure clear and effective communication with your electricity provider.

Template

[Your Name]
[Your Address]
[City, Postal Code]
[Phone Number]
[Email Address]
[Date]
To
The Customer Service Manager
[Electricity Provider Name]
[Provider Address]
[City, Postal Code]
Subject: Complaint Regarding Wrong Electricity Billing
Dear Sir/Madam,
I am writing to bring to your attention discrepancies in my recent electricity bill, bearing account number [Account Number] for the billing period [Billing Period]. Upon receiving my bill dated [Bill Date], I noticed an unusual increase in the billed amount compared to previous months. My bill for this period is [Amount], whereas my average is [Average Amount].
• Current Bill Meter Reading: [Bill Meter Reading]
• Actual Meter Reading as on [Date]: [Actual Meter Reading]

This indicates that there may have been an error in either the meter reading or billing calculation. I kindly request you to review my bill and meter readings and issue a corrected bill as soon as possible. I would appreciate your prompt action to resolve this matter so as to avoid inconvenience or disruption of service.

Thank you for your attention.

Yours faithfully,

[Your Name]

Sample Letter

Jane Smith
123 Oak Avenue
Lincoln, 10023
Phone: (555) 789-1234
Email: janessmith@email.com
June 24, 2024
To
The Customer Service Manager
Bright Energy Ltd.
456 Power Lane
Lincoln, 10024
Subject: Complaint Regarding Wrong Electricity Billing
Dear Sir/Madam,
I am writing to formally raise a complaint regarding my recent electricity bill with account number BE123456 for the billing period of May 2024. My bill dated June 20, 2024, shows an amount of \$350, significantly higher than my usual monthly amount of approximately \$120. Upon physically checking my meter (Meter No. AB9876), I kindly request that you investigate this discrepancy, verify the readings, and issue a corrected bill as soon as possible. I have also attached photocopies of my previous three bills for your reference. Thank you for your prompt attention to this matter.

Yours faithfully,

Jane Smith