

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

[Customer Name]
[Customer Address]
[City, State, ZIP Code]

Subject: Adjustment to Utility Bill Due to Billing Error

Dear [Customer Name],

We are writing to inform you that, during a recent review of your account (Account Number: [Account Number]), we identified an error in your utility bill dated [Billing Date]. We sincerely apologize for any inconvenience this may have caused and appreciate your patience as we work to resolve this matter.

Details of the Discrepancy:

Upon investigation, it was found that [briefly describe the cause of the billing error, e.g., "an incorrect meter reading was recorded" or "a rate miscalculation occurred during the billing period"]. This resulted in your account being charged \$[incorrect amount] instead of the correct amount of \$[correct amount].

Our Solution:

We have promptly adjusted your bill to reflect the accurate amount. An updated statement is attached for your reference. The revised amount due as of this notification is \$[revised amount].

If you have already made a payment based on the initial bill, the excess amount will be automatically credited to your account and reflected in your next billing cycle. If you require a refund instead, please contact our customer service team, and we will process it immediately.

In the event this adjustment impacts your payment plan or if you experience financial difficulty due to this discrepancy, please reach out to us so we can discuss suitable options to accommodate your needs.

We value your trust and are committed to delivering accurate and reliable service. If you have any further questions or concerns, please contact us at [Customer Service Phone Number] or [Customer Service Email Address].

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

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