

[Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Subject: Apology for Incorrect Utility Bill Amount

Dear [Customer Name],

We sincerely apologize for the incorrect utility bill amount that was recently issued to you. It has come to our attention that due to an error in our billing process, you received a bill that does not accurately reflect your actual utility usage.

We understand that this mistake may have caused you inconvenience and concern, and for that, we are truly sorry. Please be assured that our team is committed to promptly rectifying this issue. We have reviewed your account and enclosed the corrected bill with this letter. Any discrepancies have been resolved to ensure that you are only billed for your actual usage.

At [Utility Company Name], we take great pride in providing transparent and accurate services to our valued customers. We are implementing additional measures to prevent such errors in the future and to uphold the trust you have placed in us.

If you have already made a payment based on the incorrect bill amount, please contact our customer service team at [Customer Service Phone Number or Email Address] so we can assist you with the adjustment or refund as necessary.

Thank you for your understanding and for giving us the opportunity to correct this error. Please do not hesitate to reach out if you have any further questions or concerns.

Once again, we apologize for any inconvenience this may have caused.

Sincerely,

[Your Name]

[Your Job Title]

[Utility Company Name]

[Contact Information]