

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, ZIP Code]

Subject: Formal Bill Adjustment Notification – Correction of Double Charging

Dear [Customer Name],

We are writing to inform you regarding a recent review of your utility account (Account Number: [Account Number]), during which we discovered an error in your billing statement dated [Billing Period/Date]. Specifically, a processing mistake resulted in your account being double charged for [type of utility service, e.g., electricity, water, gas] for the period in question.

Upon thorough verification, the following steps were taken:

- A review of your usage records and billing history was conducted.
- The discrepancy was confirmed, showing two identical charges for the same service period.
- The correct amount due for the affected period was recalculated.

Based on this assessment, you were previously charged [**\$Incorrect Amount**] when the correct charge should have been [**\$Correct Amount**]. The difference of [**\$Adjustment Amount**] will be credited to your account immediately.

We sincerely apologize for any inconvenience this may have caused and assure you that measures have been implemented to prevent such errors in future billing cycles. A revised statement reflecting the corrected amount will be sent to you shortly.

Should you have any questions or concerns regarding this adjustment, please feel free to contact our customer service department at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your understanding and continued trust in our services.

Sincerely,

[Your Name]

[Your Title/Position]

[Company Name]

[Company Contact Information]