

Letter of Complaint for Overcharged Water Bill

A **letter of complaint for overcharged water bill** is a formal communication addressed to the water utility company to dispute an erroneously high billing amount. The letter should clearly state the discrepancy, provide account details, reference previous payment history, and request a prompt investigation and correction of the bill. Including a sample letter can help structure the complaint effectively, ensuring all necessary information is communicated respectfully and professionally to facilitate a swift resolution.

Letter Template

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

To

Customer Service Department,
[Water Utility Company Name]
[Company Address]
[City, State ZIP Code]

Subject: Complaint Regarding Overcharged Water Bill (Account No. [Account Number])

Dear Sir/Madam,

I am writing to formally bring to your attention a concern regarding my recent water bill, dated [Bill Date], for the above account number. I have noticed a significant and unexplained increase in the billed amount (Bill No: [Bill Number], Amount: [Billed Amount]), which is inconsistent with my normal usage and previous billing history.

To provide some context, my average monthly water bill has typically ranged between [Typical Amount] and [Typical Amount]. However, the most recent bill is substantially higher at [Overcharged Amount]. I have not changed my water consumption habits, nor have there been additional occupants or activities to justify this surge.

I respectfully request that you review and investigate this matter promptly. Kindly check for possible meter reading errors, leaks, or any other technical issues causing the anomaly. I have attached copies of my previous bills for your reference.

I would appreciate it if the corrected bill is issued at the earliest possible, and if applicable, any late fees or charges related to this overcharge are waived or adjusted accordingly.

Please keep me updated on the progress of your investigation. You may reach me at [Your Phone Number] or [Your Email Address].

Thank you for your attention to this matter.

Sincerely,
[Your Name]

Sample Letter

John Smith
123 Main Street
Springfield, IL 62704
(555) 123-4567
john.smith@email.com
June 22, 2024

To

Customer Service Department,
Springfield Water Utilities
456 Water Avenue
Springfield, IL 62704

Subject: Complaint Regarding Overcharged Water Bill (Account No. 789654123)

Dear Sir/Madam,

I am writing to express my concern about my most recent water bill, dated June 15, 2024, for account number 789654123. The bill amount of \$320 is considerably higher than my average monthly bill, which usually does not exceed \$65.

There have been no changes in my household usage, and I have not noticed any leaks or plumbing issues. My previous bills (see attached copies) have been consistent, making this sudden spike highly unusual.

I kindly request that you investigate this matter at your earliest convenience, check my meter for accuracy, and issue a revised bill if the overcharge is confirmed. I also request any late payment charges related to this overcharge be waived.

Please contact me at (555) 123-4567 or john.smith@email.com for any further information.

Thank you for your prompt attention.

Sincerely,
John Smith