

[Your Company Letterhead]

Date: [Insert Date]

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

Subject: Adjustment for Overcharge on Utility Bill and Compensation for Inconvenience

Dear [Customer Name],

We are writing to inform you that, upon our recent review, an error was identified on your utility bill dated [Billing Date], resulting in an overcharge. We sincerely apologize for this mistake and any inconvenience it may have caused you.

Explanation of the Error:

After a thorough investigation, we discovered that the overcharge occurred due to [brief explanation of error, e.g., a meter reading discrepancy or system miscalculation]. The billed amount of \$[Incorrect Amount] exceeded your actual usage, which should have amounted to \$[Correct Amount].

Corrective Actions and Compensation:

We have already corrected your account, and a refund/credit of \$[Refund/Credit Amount] has been applied. This adjustment will be reflected in your next statement. In addition, to compensate for any inconvenience this may have caused, we are including a goodwill credit of \$[Compensation Amount] on your account.

Please find the summary of your account adjustments below:

- Original Billed Amount: \$[Incorrect Amount]
- Corrected Bill Amount: \$[Correct Amount]
- Refund/Credit Issued: \$[Refund/Credit Amount]
- Compensation for Inconvenience: \$[Compensation Amount]

We deeply regret any disruption this billing error may have caused and assure you of our ongoing commitment to accurate billing and customer satisfaction. Your trust is very important to us, and we are taking steps to prevent similar issues in the future.

If you have any further questions or concerns, please feel free to contact our Customer Service Department at [Customer Service Phone Number] or [Customer Service Email Address].

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

Sincerely,
[Your Name]
[Your Position/Department]
[Company Name]