

Date: [Insert Date]

[Customer Name]
[Customer Address]
[City, State, ZIP Code]
[Account Number: XXXXXXX]

Dear [Customer Name],

Subject: Bill Adjustment Following Service Upgrade

Thank you for being a valued customer of [Utility Provider Name]. We appreciate the opportunity to serve you and thank you for your recent service upgrade to [Specify New Service or Plan].

We are writing in response to your inquiry regarding your most recent utility bill, which appears to reflect higher-than-anticipated charges following your service upgrade. We understand how important clear and accurate billing is to you, and we appreciate your bringing this matter to our attention.

Review and Explanation of Charges

Upon a detailed review of your account, we have identified the following relevant factors:

- **Service Upgrade Effective Date:** [Insert Date]
- **Previous Service Rate:** [Insert Details]
- **New Service Rate:** [Insert Details]
- **Billing Period:** [Insert Billing Period]
- **Meter Reading or Usage Details:** [Insert Details]

Our billing records indicate that the increase in charges was due to [briefly explain reason-e.g., an overlap in rates, a pro-rated adjustment, or a miscalculation]. Please see below for a transparent breakdown of the charges assessed during the billing period in question:

Description	Amount
Previous Service Charges	[Insert Amount]
New Service Charges	[Insert Amount]
Adjustment/Credit	[Insert Amount, if applicable]
Total Revised Charges	[Insert Total]

Based on this review, an adjustment of [Insert Credit/Adjustment Amount, if applicable] will be applied to your account to ensure that you are billed accurately, reflecting only the legitimate usage and correct new service rates.

Next Steps

The adjusted amount will be reflected in your upcoming statement. If you have already paid the previous bill, the adjustment will appear as a credit.

We apologize for any inconvenience this issue may have caused and remain committed to transparent, fair, and accurate billing practices. Should you have any further questions or require additional clarification, please contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your understanding and for allowing us the opportunity to address your concerns.

Sincerely,
[Your Name]
[Title/Department]
[Utility Provider Name]