

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

Customer Service Department

[Utility Company Name]

[Company Address]

[City, State, ZIP Code]

Dear Customer Service Manager,

I am writing to formally express my dissatisfaction regarding a recent incident involving the refusal of service by your company. On [date of incident], I contacted your customer service regarding [specific service request], and was informed that my request was denied due to [brief explanation of reason given].

This refusal has caused significant inconvenience as [explain how it has affected you]. I believe that [provide reasoning as to why you think the service should not have been refused].

I request that you review my case and provide a resolution to this matter. I have been a customer in good standing since [your duration as a customer], and I expect better service from a company of your stature.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]