

# Response to Your Inquiry About Water Usage Surcharge

Dear [Tenant's Name],

Thank you for reaching out regarding the water usage surcharge on your recent statement. We appreciate your concern and want to provide you with clear information regarding this charge.

As outlined in your lease agreement, the surcharge applies when water usage exceeds the predetermined limit set for the property. This policy helps us manage water consumption efficiently and maintain shared resources.

If you believe there has been a mistake or if you would like to discuss your water usage further, please feel free to reach out. We're here to assist you and clarify any questions you may have.

Thank you for your understanding.

Sincerely,  
[Your Name]  
[Your Title]  
[Your Contact Information]