

Billing Error Notification

Dear [Customer Name],

We are writing to inform you of a billing error that has occurred regarding your account for multiple units. Our records indicate that you have been incorrectly charged for services associated with units [Unit Numbers].

The error has resulted in an overcharge of [Amount]. We sincerely apologize for this oversight and want to assure you that we are committed to resolving this issue promptly.

To rectify the situation, we will be issuing a refund of the overcharged amount to your account within [number of days] days. Additionally, we will ensure that your future billing is accurate.

If you have any questions or require further assistance, please do not hesitate to contact us at [Customer Service Phone Number] or [Email Address].

Thank you for your understanding and patience.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]