

[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,

I hope this message finds you well. I am writing to inquire about an unexpected utility fee that appeared on my recent bill dated [Bill Date]. The total amount of the bill is [Total Amount], which is significantly higher than what I usually pay.

Upon reviewing my usage history, I noticed that [explain the discrepancy briefly, e.g., "the usage appears to have increased by 200% compared to the previous month"]. I would like to request further clarification regarding this charge and any additional details that you can provide.

Please let me know if there are any specific documents or information you require from my side to assist with this inquiry. I appreciate your prompt attention to this matter and look forward to your response.

Thank you for your assistance.

Sincerely,

[Your Name]