

Complaint Regarding Unsolicited Utility Charges

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

Customer Service Department

[Utility Company Name]

[Utility Company Address]

[City, State, Zip Code]

Dear Customer Service Team,

I am writing to formally address my concerns regarding unsolicited utility charges on my recent bill dated [Insert Bill Date]. My account number is [Insert Account Number].

Upon reviewing the bill, I noticed an unexpected charge of [Insert Charge Amount] for [Insert Description of Charge]. I have not authorized this charge, nor have I received any prior notification regarding this additional fee.

According to the terms of service, I believe I am entitled to clear communication regarding any changes to my utility charges. I kindly request a detailed explanation of this charge and an adjustment to my account if it was applied in error.

Please respond to my inquiry at your earliest convenience. I appreciate your prompt attention to this matter and look forward to your resolution.

Sincerely,

[Your Name]