

Utility Billing Error Notification

Date: [Insert Date]

Dear [Customer's Name],

Account Number: [Insert Account Number]

We hope this message finds you well. We are writing to inform you about an error that occurred in your recent utility billing statement, which may have affected your account status.

Unfortunately, due to a processing error, your utility service was mistakenly flagged for disconnection. We understand that this mistake may have caused you inconvenience, and we sincerely apologize for any distress this may have caused.

Please be assured that this issue has been rectified, and your service will remain uninterrupted. We are currently revising your billing statement to reflect the correct amount. You can expect the new statement to be sent to you by [Insert Date].

If you have any questions or need further assistance, please do not hesitate to contact our customer service team at [Insert Phone Number] or [Insert Email Address].

Thank you for your understanding and patience in this matter.

Sincerely,

[Your Name]

[Your Position]

[Utility Company Name]

[Utility Company Contact Information]