

Customer Service Follow-Up

Date: [Insert Date]

Dear [Customer's Name],

Thank you for reaching out to us regarding your recent experience with our utility services. We appreciate your feedback and the opportunity to assist you.

Following up on our previous conversation on [Insert Date of Previous Communication], we would like to confirm that your concern regarding [Briefly Describe the Issue] is being addressed. Our team has taken the necessary steps to resolve the issue and we expect to have it rectified by [Insert Expected Resolution Date].

We value your satisfaction and want to ensure that you receive the quality service you deserve. If you have any further questions or need more assistance, please do not hesitate to contact us at [Insert Phone Number] or [Insert Email Address].

Thank you for your patience and understanding.

Sincerely,

[Your Name]

[Your Position]

[Utility Company Name]

[Company Phone Number]

[Company Email Address]