

# Feedback on Utility Billing System Adjustment

Date: [Insert Date]

To: [Utility Company Name]

From: [Your Name]

Subject: Feedback on Recent Billing System Adjustments

Dear [Utility Company Name],

I hope this message finds you well. I am writing to provide feedback regarding the recent adjustments made to your utility billing system.

Firstly, I would like to commend your team for improving the user interface of the online billing portal. The navigation is much more intuitive, and I found it easier to access detailed billing information.

However, I did encounter some discrepancies in my latest bill. The usage charges appear to be significantly higher than the previous months without a corresponding increase in consumption. I would appreciate it if you could investigate this matter further.

Additionally, I found that the notification system for upcoming bills has improved, but there were moments where the emails were delayed. Ensuring timely notifications would enhance the customer experience.

Thank you for your attention to these matters. I look forward to your response and hope for a swift resolution to the billing discrepancies.

Sincerely,  
[Your Name]  
[Your Address]  
[Your Contact Information]