

# Service Quality Assessment Letter

Date: [Insert Date]

To: [Utility Company Name]

Address: [Utility Address]

Attention: [Department/Representative Name]

Dear [Representative Name],

We are conducting a service quality assessment for utilities in our area, and we would like to gather information regarding your company's performance in terms of reliability, customer service, and overall satisfaction.

We kindly request your assistance in providing the following information:

- Current performance metrics (e.g., response times, service interruptions, complaint resolution)
- Recent customer satisfaction survey results
- Key initiatives implemented to improve service quality
- Any existing quality assurance programs

We appreciate your cooperation and look forward to your prompt response by [Insert Deadline Date]. If you have any questions, please do not hesitate to contact us at [Insert Contact Information].

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Title]

[Your Organization]

[Your Contact Information]