

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

Customer Service Department

[Utility Company Name]

[Company Address]

[City, State, Zip Code]

Dear Customer Service,

I hope this message finds you well. I am writing to inquire about the outstanding balance on my utility account (Account Number: [Your Account Number]). I recently received a notice indicating that my balance is higher than expected, and I would appreciate clarification on this matter.

Could you please provide a detailed breakdown of the charges that constitute this outstanding balance? Additionally, if there are any discrepancies or additional fees that I might not be aware of, I would like to understand those as well.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]