

Feedback on Recent Utility Service Interaction

Date: [Insert Date]

To: [Utility Company Name]

From: [Your Name]

Subject: Feedback on Service Interaction

Dear [Utility Company Name],

I recently had an interaction with your customer service team regarding my utility service, and I wanted to take a moment to share my feedback.

Firstly, I would like to commend the representative, [Representative's Name], for their prompt and professional assistance. They were able to address my concerns efficiently and provided me with clear information about [specific issue or inquiry].

However, I did experience some challenges during the process, such as [describe any issues faced, e.g., long wait times, lack of information, etc.]. I believe that improving these areas could enhance customer satisfaction significantly.

Overall, my experience was [positive/negative/mixed], and I appreciate your ongoing efforts to improve service quality. Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Contact Information]