

Feedback on Utility Service Experience

Date: [Insert Date]

To: [Utility Company Name]

Address: [Utility Company Address]

Dear [Utility Company Customer Service],

I am writing to provide feedback on my recent experience with your utility service. My account number is [Account Number].

Firstly, I would like to commend your team for [specific positive experience, e.g., prompt response time, courteous service representatives, etc.]. This aspect made my experience [describe how it made you feel, e.g., pleasant, easy, etc.].

However, I did encounter some issues that I believe need addressing. Specifically, [describe the negative experience, e.g., recurring outages, billing inaccuracies, etc.]. This situation caused [describe the impact, e.g., inconvenience, frustration, etc.].

I recommend [suggestions for improvement, e.g., more proactive communication, enhanced customer support, etc.]. I believe this would enhance the overall customer experience.

Thank you for taking the time to consider my feedback. I look forward to seeing improvements in the service.

Sincerely,

[Your Name]

[Your Address]

[Your Contact Information]