

Feedback on Utility Service Quality

Date: [Insert Date]

To: [Utility Company Name]

Subject: Feedback on Utility Service Quality

Dear [Utility Company Name],

I am writing to provide feedback regarding the quality of service I have received as a customer of your utility services. Over the past few months, I have experienced both positive and negative aspects of your service that I believe are worth discussing.

Positive Experiences:

- Prompt response time during outages.
- Friendly and helpful customer service representatives.
- Consistent communication regarding scheduled maintenance.

Areas for Improvement:

- Inconsistencies in billing accuracy.
- Delays in service restoration during high-demand periods.
- Lack of online account management options.

Overall, I appreciate your services but believe there are opportunities for improvement. I hope you consider my feedback to enhance the customer experience.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Address]

[Your Email]

[Your Phone Number]