

Complaint Regarding Inflexible Utility Payment Policies

[Your Name]

[Your Address]

[City, State, Zip Code]

[Email Address]

[Phone Number]

[Date]

[Utility Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Customer Service Manager's Name],

I am writing to formally express my dissatisfaction with the inflexible payment policies currently enforced by [Utility Company Name]. As a long-time customer, I have always valued your services; however, recent developments have made it increasingly difficult for me to manage my utility bills.

Specifically, the lack of options for payment plans during financial hardship has been a significant issue. I believe that accommodating customers during challenging times is crucial, and your current policies limit the support you provide to those in need.

I kindly request that you review these policies and consider implementing more flexible payment options for your customers. I believe that this change would greatly enhance customer satisfaction and loyalty.

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

Sincerely,

[Your Name]