

Formal Complaint Regarding Unauthorized Utility Charges

Your Name
Your Address
City, State, Zip Code
Email Address
Phone Number
Date

Utility Company Name
Customer Service Department
Company Address
City, State, Zip Code

Dear Customer Service Manager,

I am writing to formally complain about unauthorized utility charges that I have recently discovered on my account. My account number is [Your Account Number]. Upon reviewing my billing statements for the past [insert time period], I noticed charges that do not correspond to my usual consumption patterns.

On [insert date], I was billed an amount of [insert disputed amount] for [insert service]. I have not received prior notification regarding these changes, nor do I believe that my usage warrants such an increase. I kindly request that you investigate this matter promptly and provide clarity regarding these charges.

I would appreciate a response within [insert time frame, e.g., 14 days] to rectify this situation. Should I not receive a satisfactory response, I will have no choice but to escalate this complaint with the appropriate regulatory agencies.

Thank you for your immediate attention to this matter.

Sincerely,
[Your Name]