

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

[Utility Company Name]  
[Utility Company Address]  
[City, State, Zip Code]

Dear [Utility Company Customer Service Manager],

I am writing to formally lodge a complaint regarding the unresponsiveness of your utility support team. Despite multiple attempts to contact your support staff regarding [specific issue], I have yet to receive a satisfactory response or resolution.

On [date of first contact], I reached out via [method of contact, e.g., phone, email] and was assured that my issue would be addressed promptly. Unfortunately, I have not received any follow-up or assistance since that time.

This lack of communication and support is not only frustrating but has also resulted in [briefly explain the impact, e.g., inconvenience, financial loss]. I believe it is essential for your company to respond to customer inquiries in a timely manner.

I kindly request that my issue be escalated to a responsible person, and I would appreciate a response by [specific date]. Thank you for your attention to this matter.

Sincerely,

[Your Name]