Utility Refund Request

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, ZIP Code]

Email: [Your Email]

Phone: [Your Phone Number]

Customer Service Department

[Utility Company Name]

[Utility Company Address]

[City, State, ZIP Code]

Dear Customer Service,

I am writing to formally request a refund for the promotional credit applied to my recent utility bill. My account number is [Your Account Number]. I noticed that the promotional credit was not reflected in my latest billing statement dated [Insert Statement Date].

According to the terms of the promotion, I was eligible for a credit of [Insert Credit Amount], which I believe should have been applied to my account. I have attached a copy of the relevant promotional materials as well as the billing statement for your review.

I would appreciate your prompt attention to this matter and look forward to your response regarding the status of this refund request.

Thank you for your assistance.

Sincerely,

[Your Name]