

# Notification of Billing Error

Date: [Insert Date]

To: [Customer Name]

Address: [Customer Address]

Account Number: [Account Number]

Dear [Customer Name],

We are writing to inform you of a billing error that has occurred in relation to your utility account. After a thorough review, we have identified that a malfunction in your meter has resulted in an incorrect billing amount for the period of [Insert Time Period].

We sincerely apologize for any inconvenience this may have caused. The correct amount due, after adjustments, is [Insert Correct Amount]. We will be issuing a credit on your next bill for the excess amount charged.

Please rest assured that we have taken steps to ensure the meter is functioning correctly. If you have any questions or concerns, or if you believe there is still an error, please do not hesitate to contact our customer service team at [Insert Contact Information].

Thank you for your understanding and continued patronage.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Company Contact Information]