

# Utility Service Quality Critique

Date: [Insert Date]

To: [Utility Company Name]

From: [Your Name]

Address: [Your Address]

## **Subject: Critique of Utility Service Quality**

Dear [Utility Company Name],

I am writing to formally express my concerns regarding the quality of service I have experienced with your utility services. Despite being a loyal customer for [duration of service], I have encountered several issues that I believe need immediate attention.

### **Service Interruptions**

On multiple occasions, I have experienced unexpected service interruptions, notably on [specific dates]. These interruptions have caused significant inconvenience and disruption to my daily activities.

### **Customer Support**

I have attempted to resolve these issues through your customer support channels. Unfortunately, I found the response times to be unreasonably long, and the solutions provided were often inadequate in addressing my concerns.

### **Billing Issues**

Additionally, I have encountered discrepancies in my billing statements. The charges appear to be inconsistent with my actual usage, leading to confusion and frustration regarding my payments.

I urge you to take these matters seriously and improve the quality of your services. I look forward to your prompt response to these concerns and the steps you will take to rectify them.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Contact Information]