

Feedback on Utility Service Performance

Date: [Insert Date]

To: [Utility Company Name]

Address: [Utility Company Address]

Dear [Utility Company Customer Service Manager],

I am writing to provide feedback on the recent performance of your utility services. Overall, my experience has been [positive/negative/mixed], and I would like to share my thoughts to help improve your service.

Areas of Positive Performance:

- Timely response to service interruptions
- Clarity in billing statements
- Professionalism of customer service representatives

Areas for Improvement:

- Frequency of service outages
- Length of wait time when calling customer service
- Need for clearer communication regarding planned maintenance

Thank you for taking the time to consider my feedback. I believe that addressing these concerns could greatly enhance customer satisfaction. Please feel free to reach out if you require further details.

Sincerely,

[Your Name]

[Your Address]

[Your Contact Information]