

# Utility Service Quality Evaluation

Date: [Insert Date]

To: [Utility Company Name]

Address: [Utility Company Address]

Dear [Utility Company Contact Name],

Subject: Evaluation of Utility Service Quality

We are writing to evaluate the quality of service provided by [Utility Company Name] over the past year. Our organization values the essential services provided, and we aim to ensure that high standards are maintained.

## Evaluation Criteria

- Reliability of Service
- Customer Support Responsiveness
- Quality of Service Delivery
- Value for Money

## Feedback

Based on our observations and feedback from our members, we have gathered the following insights:

- Reliability has been satisfactory, with minimal service interruptions reported.
- Customer support has shown improvement but could enhance response times.
- Overall service delivery meets our expectations, though there are areas for improvement.
- Value for money is perceived as fair by most customers.

We appreciate your attention to these matters and look forward to your response regarding our evaluation. Your commitment to addressing our concerns will help us foster a better relationship moving forward.

Thank you for your ongoing service.

Sincerely,

[Your Name]

[Your Position]

[Your Organization]

[Contact Information]