

Letter of Inquiry Regarding Utility Digital Platform Access Issues

Date: [Insert Date]

[Your Name]

[Your Address]

[City, State, Zip Code]

[Your Email Address]

[Your Phone Number]

[Utility Company Name]

[Utility Company Address]

[City, State, Zip Code]

Dear [Utility Company Contact/Customer Service],

I hope this message finds you well. I am writing to inquire about some access issues I have experienced with your digital platform. As a customer of [Utility Company Name], I rely on the online services provided for managing my account.

Specifically, I have been encountering [describe the issue briefly, e.g., login problems, payment issues, etc.], which has made it difficult for me to [state how it affects you, e.g., pay my bills on time, access usage history, etc.]. I have attempted to resolve this issue by [mention any steps you've taken, e.g., resetting my password, clearing my browser cache, etc.], but unfortunately, I have not been successful.

I would appreciate any assistance you can provide regarding this matter. If there are any troubleshooting steps I might have missed or if there are known issues with the digital platform, please let me know. Additionally, if you could provide an estimated timeline for resolving this issue, it would be greatly appreciated.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]