

From:

Name: _____

Address: _____

Phone: _____ Email: _____

Date: _____

To:

Utility Company Name: _____

Billing/Customer Service Department

Address: _____

SUBJECT: FORMAL DISPUTE OF INCORRECT CHARGES – ACCOUNT NUMBER:

Dear Customer Service Department,

I am writing to formally dispute an incorrect charge on my utility bill dated _____, for the billing cycle period spanning from _____ to _____.

I have identified an error in the calculation of my charges. Specifically, the statement indicates a charge that does not align with my actual usage, established rates, or previous agreements. The details of the disputed transaction(s) are outlined in the table below:

Bill Date	Description of Incorrect Charge	Amount Billed (\$)	Correct Amount (\$)	Disputed Amount (\$)

The reason for this dispute is as follows:

I request that my account be reviewed, the incorrect charges be removed or corrected, and an adjusted statement be issued. While this dispute is being investigated, I will pay the undisputed portion of my bill in the amount of \$ _____. I understand that my utility service should not be disconnected, nor should late fees be assessed on the disputed amount, while this investigation is pending.

Enclosed please find copies of supporting documentation (such as previous utility bills, meter readings, or correspondence) that validate this dispute.

Thank you for your prompt attention to this matter. I look forward to your response and a resolution to this billing issue within the standard regulatory timeframe.

Sincerely,

Customer Signature

Printed Name: _____