

Sample letter complaining to Electricity Company

Your Name
Address
Date

Trader's Name
Address

Dear **Sir/Madam** (or name of person);

Re: (Account Number)

I write further to my recent telephone discussion on the **(date)** with **(name of person if known or your customer services department)** concerning the above account.

I do not accept that the meter is recording accurately. The bill I have received from you **(dated)** for £.... is higher than I normally pay. I therefore consider the bill to be inaccurate **(describe why)**.

I would therefore ask you to look into this matter on my behalf and send me a revised bill within the next 14 days. If the matter is not resolved to my satisfaction I intend to refer the matter to Energywatch.