[Your Company Name]
[Billing Department]
[Date]

[Customer Name]
[Customer Address]
[Account Number]

Subject: Notification of Billing Cycle Error

Dear [Customer Name],

We are writing to inform you that we have identified a technical error regarding your recent billing cycle dated [Date of Erroneous Bill].

Our records indicate that due to a system glitch, [briefly state error, e.g., an incorrect rate was applied / a double charge occurred / a discount was not applied].

Action Taken:
Our team is currently investigating the scope of this error. We are working to rectify your account balance immediately. You do not need to take any action at this time.

Next Steps:
- We will issue a corrected statement by [Date].
- Any overcharges will be credited to your next invoice.
- [Optional: Any late fees resulting from this error will be waived.]

We apologize for any inconvenience this may have caused. If you have already paid the incorrect amount, the difference will be applied as a credit to your account.

If you have questions, please contact our support team at [Phone Number] or [Email Address].

Sincerely,

[Sender Name]
[Title]
[Company Name]