

[Your Name]
[Your Address]
[City, State, Zip Code]
[Your Phone Number]
[Your Email Address]

[Date]

[Utility Company Name]
[Billing/Dispute Department Address]
[City, State, Zip Code]

Re: Verification of Disputed Charges
Account Number: [Your Account Number]
Dispute Reference Number: [If applicable]

Dear Customer Service Department,

I am writing in response to your recent communication regarding the disputed charges on my bill dated [Date of Bill] in the amount of \$[Amount].

I have reviewed the information provided. However, I am requesting further verification and documentation to support these charges for the following reasons:

- [Reason 1: e.g., The meter reading on the bill does not match the physical meter.]
- [Reason 2: e.g., There is a significant unexplained spike in usage compared to previous months.]
- [Reason 3: e.g., I was not at the property during the period in question.]

Please provide the following documentation to verify the accuracy of the bill:

- A detailed breakdown of usage for the billing cycle in question.
- Proof of the most recent meter reading and the date it was performed.
- Records of any equipment tests or maintenance performed on the meter at my location.
- A copy of the rate schedule applied to this billing period.

Pending the receipt and review of this verification, I am withholding payment for the disputed portion of the bill. I will continue to pay the undisputed portions of my monthly statements to keep my account in good standing.

Please confirm in writing that you have received this request and that no service interruptions or late fees will occur while this matter is under investigation.

Thank you for your prompt attention to this matter.

Sincerely,

[Your Signature]

[Your Printed Name]