

Date: [Insert Date]

To:

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: SECOND NOTICE: Overdue Utility Balance - Account #[Account Number]

Dear [Customer Name],

We are contacting you because we have not received a response or payment following our previous notice regarding your overdue utility balance.

According to our records, your account remains in arrears for the amount of \$[Total Amount Due]. This balance was originally due on [Original Due Date].

Account Details:

Account Number: [Account Number]

Service Address: [Service Address]

Outstanding Balance: \$[Total Amount Due]

Please remit the full payment immediately to avoid further collection actions. You can make a payment through the following methods:

- Online at: [Website URL]
- By Phone: [Phone Number]
- By Mail: [Mailing Address for Payments]

If you are experiencing financial hardship, please contact our billing department at [Phone Number] immediately. We may be able to offer a payment plan or provide information on assistance programs to help you manage this debt.

If payment has already been sent, please disregard this notice.

Sincerely,

[Your Name/Department]

[Utility Company Name]

[Contact Phone Number]

[Company Website]