

[Your Company Name]
[Billing Department]
[Address Line 1]
[Address Line 2]
[Date]

[Customer Name]
[Customer Address Line 1]
[Customer Address Line 2]

RE: SECOND REMINDER - OVERDUE UTILITY BILL

Account Number: [Account Number]
Outstanding Balance: [Amount Due]
Original Due Date: [Date]

Dear [Customer Name],

This is a second formal reminder that your utility bill for the period of [Billing Period] remains unpaid. We previously sent a notice on [Date of First Reminder], but our records show that we have not yet received your payment.

We understand that payments can sometimes be overlooked. However, to ensure uninterrupted service, please settle the outstanding balance of [Amount Due] immediately.

Payment can be made via the following methods:

- Online portal: [Website URL]
- Phone: [Phone Number]
- Bank Transfer: [Bank Details]

If you have already made this payment within the last 48 hours, please disregard this letter. If you are experiencing financial difficulties, please contact our customer support team at [Phone Number] to discuss a payment plan.

Failure to settle this account may result in [further action/late fees/disconnection]. We value your custom and hope to resolve this matter promptly.

Sincerely,

[Your Name/Department]
[Company Name]