

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

[Date]

[Customer Name]
[Customer Address]
[City, State, Zip Code]

RE: SECOND REMINDER - OVERDUE UTILITY ACCOUNT

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

Dear [Customer Name],

We are writing to you regarding your utility account, which remains overdue despite our previous reminder sent on [Date of First Reminder].

As of today, we have not received payment for the outstanding balance of [Total Amount Due]. We understand that you may have overlooked this matter, but we urge you to settle this account immediately to avoid further action or a potential disruption of your services.

Please make a payment through one of the following methods:

- Online: [Website URL]
- Phone: [Payment Phone Number]
- In-person: [Office Address]

If you are experiencing financial difficulties or are unable to pay the full amount at this time, please contact our billing department at [Phone Number] to discuss available payment plans or assistance programs.

If payment has already been sent, please disregard this letter. We appreciate your prompt attention to this matter.

Sincerely,

[Your Name/Department Name]
[Company Name]