

[Date]

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

**Subject: Important Update Regarding Your Utility Billing**

Dear Valued Customer,

We are writing to inform you of upcoming changes to your utility billing process. These updates are designed to improve our service and provide more transparent information regarding your consumption.

**Summary of Changes:**

- **New Billing Cycle:** Starting [Effective Date], bills will be issued on the [Day] of each month.
- **Rate Adjustment:** There will be a change in the [Type of Utility] rate from [Old Rate] to [New Rate].
- **Payment Options:** We have introduced [New Payment Method], which can be accessed through our online portal.
- **Invoice Format:** Your monthly statement has been redesigned to clearly display usage history and fee breakdowns.

**What you need to do:**

If you are currently enrolled in automatic payments, [Action Required/No action is needed]. Please review your first statement under the new system to ensure all information is correct.

We appreciate your cooperation as we implement these improvements. If you have any questions regarding these changes, please contact our customer service team at [Phone Number] or visit our website at [Website URL].

Sincerely,

[Sender Name/Department]  
[Company Name]