

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

[Recipient Name]
[Company Name]
[Company Address]
[City, State, Zip Code]

Dear [Recipient Name],

I hope this message finds you well. I am writing to request assistance with troubleshooting my login issues for the BGE (Baltimore Gas and Electric) account.

****Issue Description:****

I have been experiencing difficulties logging into my account on the BGE website. Despite entering the correct credentials, I receive an error message stating that my login attempt was unsuccessful.

****Steps Taken:****

1. Verified that my username and password are correct.
2. Attempted to reset my password, but did not receive a confirmation email.
3. Cleared my browser cache and tried logging in again using different browsers.

****Additional Information:****

- Username: [Your Username]
- Email associated with the account: [Your Email]
- Any specific error messages encountered: [List error messages]

I appreciate your prompt attention to this matter and would be grateful for any guidance or assistance you can provide to resolve my login issue. Thank you for your help.

Sincerely,

[Your Name]