

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

Customer Service Department
Kenya Power and Lighting Company (KPLC)
[Company Address]
[City, State, Zip Code]

Subject: Appeal for Billing Discrepancy

Dear Customer Service Team,

I hope this letter finds you well. I am writing to formally appeal a discrepancy I have noticed in my recent electricity bill (Account Number: [Your Account Number]) dated [Date of Bill]. Upon reviewing the bill, I observed that the charges appear to be significantly higher than my previous bills and my typical usage.

I have attached copies of my past bills for your reference. I kindly request that you investigate this matter and provide clarification on the charges.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]

[Your Signature, if sending a hard copy]