

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

Customer Service

Kenya Power and Lighting Company (KPLC)

[Address of KPLC Office]

[City, State, Zip Code]

Subject: Billing Issue Reference No. [Your Reference Number]

Dear KPLC Customer Service,

I hope this letter finds you well. I am writing to formally address an issue regarding my recent electricity bill for account number [Your Account Number] for the period of [Billing Period].

Upon reviewing my bill, I noticed the following discrepancies:

1. [Briefly describe the first issue]
2. [Briefly describe the second issue]
3. [Any additional issues]

I kindly request that you investigate these discrepancies and provide clarification or correction as necessary. I have attached copies of my previous bills and any other supporting documents for your reference. Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Signature (if sending a hard copy)]

[Your Printed Name]