

Certainly! Here's a simple example:

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Hello [Customer's Name],

Thank you for reaching out to us regarding your billing concerns. I understand how important it is to have clarity on your billing statements, and I'm here to help resolve any issues.

Firstly, I've reviewed your account and noticed the discrepancy you mentioned. It appears there was an error in the recent bill cycle caused by [briefly explain cause if known, e.g., "a system upgrade"]. I sincerely apologize for any inconvenience this might have caused.

To address this, we've corrected the mistake, and you will see the adjusted amount reflected in your next statement. Additionally, we are implementing a new review process to prevent similar issues in the future.

In appreciation of your patience and understanding, we would like to offer you a [discount, credit, etc.] on your next bill. We value your trust and are committed to ensuring a better experience moving forward. If you have any further questions or need additional information, please feel free to contact me directly at [Your Contact Info]. We're here to assist you!

Thank you for your understanding and for being a valued customer.

Best regards,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]