

Company Name
Company Address
Company Postcode

23 November 2009

Dear

[enter your name, address and customer reference number.]

Since [insert date], I have had the following issues with my energy supply:

- List outstanding problems
- List outstanding problems

[Explain what outcome you want]

Please respond to my complaint within the next 14 days. If you fail to respond in this time, I will refer the matter to Consumer Direct.

Yours sincerely/faithfully*

Your Name
Your Telephone Number
Your.e-mail@address