**Letter to utility co**

ENERGY BILL COMPLAINT

[YOUR NAME ADDRESS & POSTCODE ON RIGHT OF PAGE]

[THEIR ADDRESS & POSTCODE ON LEFT OF PAGE]

[THE DATE]

Your reference: [THEIR REFERENCE NUMBERS]

Dear Sir/Madam,

I wish to raise a formal complaint about the service you are providing.

You have suddenly increased the charges without warning and in breach of any contract that may or may not have existed to date.

Please provide a copy of the contract, upon which you rely, for the provision and supply of services at my address listed at the top of this letter.

I wish to further complaint about the customer service responses to my earlier complaint raise on the telephone prior to this formal written complaint.

I do not believe that my complaints were dealt with to the standard expected of a national energy supplier.

I further concerned that you appear to be basing calculations for usage on what appears to be faulty readings. I require that your company carries out the necessary steps to ensure that the meter readings are accurate within the legal limits permitted.

I am aware that I have the right to have the meters tested independently and that test is FREE.

Please state in writing how much you would charge to organise this test should I wish to have the meter independently tested.

GDPR & DATA PROTECTION ACT 2018 SUBJECT ACCESS REQUEST

I also wish to make a formal 'Subject Access Request' for a copy of information that you hold about me which I am entitled under the General Data Protection Regulation 2018.

Please supply me the data about me that I am entitled to under the data protection law including:

- confirmation that you are processing my personal data;

- a copy of my personal data;

- the purposes of your processing;

- the categories of personal data concerned;

- the recipients or categories of recipient you disclose my personal data to;

- your retention period for storing my personal data or, where this is not possible, your criteria for determining how long you will store it;

- Confirmation of the existence of my right to request rectification, erasure or restriction or to object to such processing;

- confirmation of my right to lodge a complaint with the ICO or another supervisory authority;

- information about the source of the data, where it was not obtained directly from me;

- the existence of any automated decision-making (including profiling); and

- the safeguards you provide if you transfer my personal data to a third country or international organisation.

- please provide the mapping management process involved in the data usage;

- include the regulatory compliance process used to ensure sufficient governance is in place ;

- include the same for any third parties you provide access to my data;

- include what your legal reason for holding such data, and any data you do not have a legal reason to hold, please delete and provide necessary regulatory requirements to evidence the deletion of said data.

I look forward to receiving your response to this request for data within one calendar month, per the General Data Protection Regulation. If you do not normally deal with these requests, please pass this letter to your Data Protection Officer, or relevant staff member.

Kind Regards,

[YOUR NAME]