Dear [Customer Name],

Thank you for contacting us regarding your recent billing issue. We are very sorry that you double charged for a single service.

We've investigated the error and found that it was due to a computer glitch in our billing software. We've since updated to the latest version of this program and put a quality control check in place to ensure that this doesn't happen again.

Additionally, we have refunded you the errant charges, which should be back in your account within three business days. We're sorry for any inconvenience that our error caused you. Thank you for bringing this to our attention and helping us resolve the issue quickly. Please don't hesitate to reach out to me directly if you have any other questions or concerns.

Sincerely,
[Name]
[Title]