

Dear Valued Customer,

We hope this message finds you well. We are writing to inform you about an interruption in service that occurred on [insert date]. This disruption was due to [briefly explain reason, e.g., unexpected maintenance, severe weather conditions, etc.].

We understand that this may have caused inconvenience and we sincerely apologize for any difficulties this may have caused you or your family.

Please be assured that we are working diligently to restore service as quickly as possible. Our team is actively addressing the issue and we expect to resume normal operations by [insert estimated time of restoration].

As a token of our appreciation for your understanding and patience, we will be offering a credit on your next bill. If you have any questions or require further assistance, please do not hesitate to contact our customer service team at [insert contact information].

Thank you for your continued trust in our services.

Sincerely,

[Your Name]

[Your Title]

[Utility Company Name]

[Contact Information]