

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for the recent interruption in your hot water service on [specific dates]. We understand how frustrating this situation can be and appreciate your patience as we worked to resolve the issue.

At [Company Name], we strive to provide our customers with reliable service, and we regret any inconvenience this may have caused you. As a token of our appreciation for your understanding during this time, we would like to offer you a compensation of [details of compensation, e.g., a credit on your next bill].

If you have any questions or need further assistance, please do not hesitate to contact our customer service team at [contact information]. We value your business and are committed to ensuring your satisfaction.

Thank you for your patience and understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]