

Dear Valued Customer,

We sincerely apologize for the unexpected utility service interruption that occurred on [date]. We understand the inconvenience this may have caused and appreciate your patience during this time.

This outage was unplanned and was due to [brief explanation of the cause]. Our team worked diligently to restore service as quickly as possible, and we are pleased to inform you that the issue has been resolved as of [time].

Your comfort and satisfaction are very important to us, and we are continually working to improve our services. To prevent future occurrences, we are taking the necessary steps to enhance our systems and procedures.

If you have any further questions or concerns, please do not hesitate to contact our customer service team at [phone number] or [email address].

Thank you for your understanding and support.

Sincerely,
[Your Name]
[Your Position]
[Utility Company Name]