

Dear [Utility Company Name] Customer Service

I am writing to express my concerns regarding the recent interruption of utility services at my residence located at [Your Address]. The service disruption occurred on [Date] and lasted for [Duration].

While I understand that interruptions can happen for various reasons, I would like to request a formal feedback mechanism to be established. This will help customers like me to share our experiences and improve your services in the future.

Please consider gathering feedback from affected customers post-interruption through surveys, emails, or direct communication to understand the impact of these disruptions and explore ways to minimize them.

Thank you for your attention to this matter. I look forward to hearing from you soon regarding your plans to improve service reliability.

Sincerely,
[Your Name]
[Your Contact Information]