

# Utility Service Interruption Information

Date: [Insert Date]

Dear [Customer's Name],

We are writing to inform you about the recent interruption of service that occurred on [Insert Outage Date]. We understand that this disruption may have caused inconvenience, and we apologize for any difficulties this may have caused.

The interruption was due to [briefly explain reason for outage, e.g., maintenance, equipment failure, etc.], which lasted from [Start Time] to [End Time]. During this period, you may have experienced [list any specific issues faced by the customer, if applicable, e.g., no electricity, water supply issues, etc.].

As a reminder, if you have incurred any costs as a result of this outage, you may be eligible for compensation. Please provide the following details when submitting your claim:

- Your account number
- Date and duration of the outage
- A brief description of any losses incurred
- Supporting documents (receipts, photos, etc.)

Claims can be submitted through our online portal at [Insert URL] or by contacting our customer service at [Insert Phone Number]. The deadline for submission is [Insert Deadline].

We appreciate your understanding and patience during this time. Thank you for being a valued customer.

Sincerely,

[Your Name]

[Your Title]

[Utility Company Name]

[Contact Information]