

# Dear Valued Customer,

We sincerely apologize for the frequent utility disruptions you have been experiencing.

We understand how these outages have affected your daily activities and overall satisfaction with our services. Please know that we are committed to resolving these issues as quickly as possible.

Our team is actively working on improvements to ensure more reliable service in the future. We've initiated assessments and repairs to enhance our infrastructure and reduce the chances of such disruptions.

Thank you for your patience and understanding during this time. As a token of appreciation for your loyalty, we are offering a discount on your next bill.

If you have any further questions or concerns, please do not hesitate to contact our customer service team.

Sincerely,  
[Your Utility Company Name]  
Customer Service Department