

# Letter of Apology for Utility Outage

Date: [Insert Date]

Dear [Customer's Name],

We sincerely apologize for the recent utility outage that affected your service on [Insert Date of Outage]. We understand the inconvenience this may have caused you and your family.

Please be assured that we are taking this matter very seriously. Our team is actively working to ensure that such interruptions do not occur in the future.

As a gesture of our commitment to customer satisfaction, we would like to offer you a compensation of [Insert Compensation Details], which will be reflected in your next bill.

Thank you for your understanding and patience during this time. If you have any further questions or concerns, please do not hesitate to reach out to our customer service team at [Insert Contact Information].

Sincerely,

[Your Name]

[Your Title]

[Company Name]

[Company Address]

[Company Phone Number]