

Apology for Utility Outage

Date: [Insert Date]

Dear [Customer's Name],

We would like to sincerely apologize for the recent utility outage that affected your service on [Insert Outage Date]. We understand the inconvenience this has caused and value your patience during this time.

Steps We Are Taking for Improvement

- Conducting a thorough investigation to determine the cause of the outage.
- Implementing enhanced maintenance schedules to prevent future occurrences.
- Upgrading our infrastructure to better handle unexpected demands.
- Establishing a more effective communication protocol to keep our customers informed during outages.

Your satisfaction is our utmost priority, and we are committed to ensuring that such interruptions do not happen again in the future.

Thank you for your understanding and loyalty. If you have any questions or need further assistance, please feel free to contact our customer service team at [Insert Contact Information].

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Contact Information]