

# Dear Valued Customer,

We sincerely apologize for the recent outage of our utility services that affected your area. We understand how inconvenient this has been and are truly sorry for any disruption it may have caused to your daily life.

Please be assured that our team is working diligently to restore services and ensure that such incidents do not occur in the future. We are committed to maintaining reliable service and investing in improvements to our infrastructure.

Your satisfaction is important to us, and we appreciate your understanding and patience during this time. Should you have any questions or require assistance, please do not hesitate to contact our customer service team.

Thank you for your continued support.

Sincerely,

Your Utility Company Name