

# Dear Valued Customer,

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

Our team worked diligently to identify and resolve the issue as quickly as possible. We appreciate your patience and understanding during this time.

As a token of our apology, we would like to offer you a discount of [Discount Amount] on your next bill. We value your patronage and are committed to providing you with reliable service.

If you have any questions or concerns, please do not hesitate to contact our customer service team at [Customer Service Contact Information].

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]