

# Dear Valued Customer,

We hope this message finds you well. We are writing to inform you about an unexpected utility outage that occurred on [Date] due to unscheduled maintenance. We sincerely apologize for any inconvenience this may have caused you and your household.

Your comfort and satisfaction are very important to us, and we understand how disruptive power outages can be. Our team worked diligently to resolve the issue as quickly as possible, and services were restored on [Restoration Date].

We appreciate your patience and understanding during this time. Please know that we are taking steps to improve our maintenance processes to minimize such occurrences in the future.

If you have any questions or concerns, please do not hesitate to contact our customer service at [Customer Service Phone Number] or [Customer Service Email].

Thank you for being a valued customer.

Sincerely,  
[Your Name]  
[Your Title]  
[Utility Company Name]