

Apology for Utility Outage

Dear Valued Customer,

We hope this message finds you well. We are writing to sincerely apologize for the recent utility outage that affected your service due to severe weather conditions on [insert date]. We understand the disruption and inconvenience this may have caused to you and your household.

We are committed to providing reliable service and are actively working on restoring power and minimizing any future disruptions. Our team of dedicated professionals is monitoring the situation and will keep you updated on our progress.

Your understanding and patience during this challenging time are greatly appreciated. Should you have any questions or require further assistance, please do not hesitate to reach out to our customer service team at [insert phone number] or [insert email address].

Thank you for your continued support.

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