

# Dear Valued Customer,

We hope this message finds you well. We understand that you may be experiencing disruptions due to the ongoing utility outage in your area. We are here to assist you during this time.

## Customer Support Contact Information

If you have any questions or require assistance, please feel free to reach out to our customer support team:

- **Phone:** 1-800-123-4567
- **Email:** support@utilitycompany.com
- **Chat:** Available on our website from 8 AM to 8 PM

## Outage Updates

You can stay informed about the status of the outage by visiting our website or our social media channels:

- **Website:** [www.utilitycompany.com/outages](http://www.utilitycompany.com/outages)
- **Twitter:** @UtilityCompany
- **Facebook:** [facebook.com/UtilityCompany](https://facebook.com/UtilityCompany)

## Safety Tips

In the event of an outage, please remember the following safety tips:

- Keep your refrigerator and freezer doors closed as much as possible.
- Use flashlights instead of candles for lighting.
- Stay away from downed power lines.

We appreciate your patience and understanding as we work to restore service as quickly and safely as possible.

## Thank You

Thank you for being a valued customer. Your satisfaction is our priority.

Sincerely,  
The Customer Support Team  
Utility Company