

Dear [Customer's Name],

We hope this message finds you well. We are writing to sincerely apologize for the delay in the connection of your utility service at [Address].

We understand the importance of having timely access to these essential services, and it is regrettable that we fell short of your expectations.

Due to [brief explanation of the cause of the delay], our team faced unforeseen challenges that impacted the connection schedule. Please be assured that we are actively working to resolve this issue and expedite the process.

As of now, we anticipate that your utility connection will be completed by [expected resolution date]. We appreciate your patience and understanding during this time.

If you have any questions or require further assistance, please do not hesitate to contact us at [Customer Service Phone Number] or [Customer Service Email].

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Position]

[Company Name]

[Company Phone Number]

[Company Email]