

Customer Service Apology Letter

Date: [Insert Date]

[Customer's Name]

[Customer's Address]

[City, State, Zip Code]

Dear [Customer's Name],

We sincerely apologize for the delay in the connection of your utility service. We understand how important it is for you to have reliable service, and we recognize the inconvenience this has caused you.

Due to unforeseen circumstances, the connection was delayed beyond our anticipated schedule. Please rest assured that our team is working diligently to resolve this issue as quickly as possible. We are committed to providing you with the service you expect and deserve.

As a token of our apology, we would like to offer you [mention any compensatory offer, if applicable]. We appreciate your patience and understanding in this matter.

If you have any further questions or need assistance, please feel free to contact our customer service team at [customer service phone number] or [customer service email].

Thank you for your understanding.

Sincerely,

[Your Name]

[Your Title]

[Utility Company Name]

[Company Contact Information]