

Important Customer Support Information During Weather Events

Dear Valued Customer,

As extreme weather conditions may impact our services, we want to ensure that you have access to the necessary support and resources. Please take note of the following options available to assist you during these events:

Emergency Contact Information

If you encounter a power outage or emergency, please contact our 24/7 customer service at:

- Phone: 1-800-123-4567
- Email: support@utilitycompany.com
- Website: www.utilitycompany.com

Text Alerts

Stay informed about service interruptions by signing up for our text alert system:

- Text "HELLO" to 12345 to enroll.
- Receive updates directly to your mobile device.

Online Resources

Visit our website for real-time updates, safety tips, and community resources:

- Outage Map: www.utilitycompany.com/outage-map
- Safety Tips: www.utilitycompany.com/safety
- FAQs: www.utilitycompany.com/faqs

Service Restoration Updates

For the latest information on service restoration efforts, please visit:

www.utilitycompany.com/restoration-updates

Thank you for your understanding and cooperation. Our team is here to assist you during these challenging times.

Sincerely,
Your Utility Company