

Letter of Apology

Date: [Insert Date]

[Your Utility Company Name]

[Company Address]

[City, State, Zip Code]

Dear Valued Customer,

We hope this message finds you well. We are writing to sincerely apologize for the delayed utility service you experienced during the recent extreme weather conditions. We understand that the disruption caused inconvenience and challenges for you and your family.

Our team faced unprecedented challenges in restoring service due to the severity of the weather. We appreciate your patience and understanding during this difficult time.

Please rest assured that we are taking steps to improve our response to such situations in the future. Your comfort and satisfaction are our top priorities, and we are committed to providing you with reliable service.

If you have any further concerns or require 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 Title]

[Your Utility Company Name]