

Dear Valued Customer,

We sincerely apologize for the extended wait times you experienced while seeking assistance with your utility issues. We understand that this can be very frustrating, and we appreciate your patience during this period.

Your satisfaction is our priority, and we are actively working to improve our response times. We are committed to enhancing our customer service experience to ensure that your concerns are addressed in a timely manner.

If you have any further questions or need additional assistance, please do not hesitate to reach out to our customer service team.

Thank you for your understanding.

Sincerely,

Your Company Name