

# Utility Storm Communication Protocols

Dear Valued Customer,

In preparation for the upcoming storm, we would like to inform you of our communication protocols to ensure you remain updated regarding service availability and safety measures.

## Before the Storm

- Stay informed through our website at [website link].
- Sign up for emergency alerts via SMS and email on our portal.
- Ensure your contact information is up to date in our system.

## During the Storm

We will monitor the situation closely and provide real-time updates through:

- Our website and social media channels.
- Text alerts for significant service interruptions.
- Local news radio for updates.

## After the Storm

Once it is safe to do so, we will:

- Assess the damage and determine service restoration timelines.
- Communicate estimated restoration times via our channels.
- Provide information on safety tips and resources for assistance.

Thank you for your understanding and cooperation. Stay safe and prepared.

Sincerely,  
[Your Utility Company Name]  
Customer Service Team  
[Contact Information]