

Utility Outage Recovery Guidelines

Dear [Customer Name],

We understand the inconvenience caused by the recent utility outage and are committed to assisting you in recovering from this event. Below are some guidelines to help you navigate this situation effectively:

1. Safety First

Ensure that you and your family are safe. If you smell gas or see downed power lines, please contact the relevant utility company immediately.

2. Assess Damage

Once it's safe, assess any damage caused by the outage. Document any issues for insurance purposes.

3. Contact Your Utility Provider

Reach out to your utility provider to report any damages and get updates on restoration efforts.

4. Refrigerated Food Safety

Discard perishable food in your refrigerator if it has been above 40degF for more than two hours.

5. Power Restoration

Follow any specific guidelines provided by your utility provider to restore power safely.

6. Claim Assistance

If you incurred losses, check with your insurance provider regarding claims for food spoilage or property damage.

We are here to support you during this recovery process. If you require further assistance, do not hesitate to reach out.

Thank you for your understanding and cooperation.

Sincerely,
[Your Name]

[Your Title]
[Company Name]
[Contact Information]