

Utility Service Guarantee Policy

Date: [Insert Date]

Client Name: [Insert Client Name]

Client Address: [Insert Client Address]

Dear [Client Name],

We are pleased to provide you with our Utility Service Guarantee Policy, designed specifically for our valued commercial clients. This policy ensures that we deliver reliable utility services while maintaining the highest standards of quality and professionalism.

Guaranteed Service Levels

- 99.9% uptime for all services
- 24/7 customer support
- Priority response time for emergency service requests

Compensation Details

In the unlikely event that we fail to meet the service levels specified in this policy, we offer compensation as follows:

- Service credits for downtime beyond the guaranteed limits
- Flexible payment arrangements, if necessary

Policy Acceptance

Please review this policy and indicate your acceptance by signing and returning the attached acknowledgment form. Your satisfaction is our top priority, and we are committed to providing you with exceptional service.

Thank you for choosing [Your Company Name] as your utility service provider. We look forward to continuing to serve your needs.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Your Company Phone Number]

[Your Company Email Address]

Attachment: Policy Acknowledgment Form