

Utility Service Guarantee Policy for Emergency Situations

Date: [Insert Date]

To: [Customer Name]

[Customer Address]

Dear [Customer Name],

We are writing to inform you of our Utility Service Guarantee Policy designed to assist our valued customers during emergency situations. Your safety and well-being are our top priority.

Policy Overview:

In the event of an emergency that affects your utility services, we guarantee the following:

- Immediate response within [X] hours of notification.
- Priority restoration of service to affected customers.
- Access to emergency assistance programs.

How to Report an Emergency:

If you experience a utility emergency, please contact our 24/7 customer service hotline at [Phone Number].

Customer Support:

For further inquiries or assistance regarding this policy, please feel free to reach out to us at [Email Address] or visit our website at [Website URL].

Thank you for choosing [Utility Company Name]. We are committed to providing you with reliable service during times of need.

Sincerely,

[Your Name]

[Your Position]

[Utility Company Name]

[Contact Information]