

# Utility Service Guarantee Policy

Date: [Insert Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Dear [Customer Name],

We are pleased to inform you about our Utility Service Guarantee Policy designed specifically for our residential customers. This policy aims to provide you with peace of mind and assurance regarding your utility services.

## Policy Details

The Utility Service Guarantee covers the following:

- Guaranteed response time for service interruptions
- Available service credits for any unscheduled outages
- Priority service for emergency situations

## Eligibility

All residential customers are eligible for this policy upon signing up for our services.

## Contact Us

If you have any questions or require further information, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or via email at [Customer Service Email].

Thank you for being a valued customer. We appreciate your trust in our services.

Sincerely,

[Your Name]

[Your Title]

[Utility Company Name]

[Utility Company Phone Number]

[Utility Company Email]