

# Utility Service Guarantee Policy

Date: [Insert Date]

[Your Utility Company Name]

[Company Address]

[City, State, Zip Code]

Dear [Customer Name],

We would like to take this opportunity to inform you about our Utility Service Guarantee Policy regarding service interruptions. At [Your Utility Company Name], customer satisfaction is our top priority, and we are committed to providing reliable service.

In the event of an unexpected service interruption, we guarantee the following:

- **Notification:** You will be promptly notified of the service interruption and the estimated restoration time.
- **Compensation:** For outages exceeding [specific duration], you may be eligible for a credit on your next bill, as per our policy.
- **Reimbursement:** In the case of significant service disruption, we will work with you to assess damages and provide appropriate support.

If you have any questions regarding our Utility Service Guarantee Policy or if you experience a service interruption, please do not hesitate to contact our customer service team at [Customer Service Phone Number] or [Customer Service Email].

Thank you for being a valued customer.

Sincerely,

[Your Name]

[Your Job Title]

[Your Utility Company Name]