

# Complaint Regarding Inadequate Power Outage Response

[Your Name]  
[Your Address]  
[City, State, Zip Code]  
[Email Address]  
[Date]

[Utility Company Name]  
[Utility Company Address]  
[City, State, Zip Code]

Dear [Utility Company Customer Service],

I am writing to formally express my dissatisfaction with the response I received regarding the recent power outage that affected my neighborhood on [date of outage]. It has come to my attention that the delay in restoring power was not only excessive but also lacked sufficient communication from your team.

The power went out at approximately [time of outage] and was not restored until [time restored], creating significant inconvenience for my family and me. During this time, there was little to no information provided about the cause of the outage or the estimated time for restoration. This lack of communication is unacceptable and exacerbated the difficulties faced by your customers.

I look forward to your prompt response addressing this issue and outlining how you plan to improve in the future.

Sincerely,

[Your Name]  
[Your Phone Number]