

BrightPower Utility Company

10 July 2023

John Smith

27 Central Coast Street,

Central Sydney NSW 2250

Subject: Notice of Upcoming Street Wiring Works and Importance of Preparedness

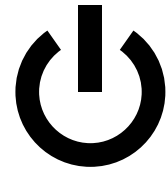
Dear Mr. Smith,

We hope this correspondence finds you in good health. We are writing to inform you about the scheduled works on the street wiring in your vicinity on 10 August 2023, which may affect the delivery of utility services to your premises. As a responsible and customer-oriented utility company, we strive to keep our valued customers informed about any necessary maintenance or improvements to our infrastructure.

According to our records, we understand that you rely on life support equipment. We acknowledge the critical significance of a continuous power supply to your life support equipment and appreciate the importance of ensuring that you are well-prepared to manage your healthcare needs during the scheduled works.

Therefore, we kindly request that you take the following actions to minimize any potential inconvenience during this period:

1. **Emergency Backup Power:** It is strongly advisable to have an emergency backup power source readily available during the scheduled works. We recommend acquiring battery-powered backup devices or an uninterruptible power supply (UPS) system. These arrangements will provide temporary power to your life support equipment, ensuring its uninterrupted operation in the event of any power disruption.
2. **Communication Plan:** We urge you to establish a communication plan with a trusted family member, neighbor, or friend who can be contacted during an emergency. Please share your situation with them and ensure they are fully aware of your life support equipment requirements so that they can assist you if needed.
3. **Contact Information:** To enable us to promptly reach out to you with any important updates or changes related to the works, kindly ensure that your contact information, including your current phone number and alternative contact details, is up to date in our records.



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4. Emergency Services Awareness: It is essential to familiarize yourself with the nearest medical facilities, emergency response services, and support organizations in your area. We recommend having their contact information readily available for immediate assistance, if required.

We understand that these works may cause temporary inconvenience, and we sincerely apologize for any disruption they may cause. However, please be assured that these necessary works are being undertaken to maintain the safety and reliability of our electrical infrastructure, ultimately benefiting all customers in the long run.

Should you have any questions or concerns regarding the upcoming works or require any assistance in implementing the suggested actions, please do not hesitate to contact our dedicated customer support team at 1-800-123-4567. Our team is available to address any queries you may have and provide guidance to ensure that your well-being is not compromised.

Once again, we emphasize the importance of taking proactive measures to prepare for the upcoming works. Your safety and comfort are of utmost importance to us, and we deeply appreciate your cooperation and understanding in this matter.

Thank you for your attention to this notice. We genuinely value your continued trust in our services and look forward to serving you diligently in the future.

Sincerely,

Sarah Johnson

Customer Relations Manager

BrightPower Utility Company