

Ladies and gentlemen,

I am here to address the issue of the recent meter malfunctions that have affected many of you. This situation is unacceptable, and it is our top priority to resolve it promptly and efficiently. We have identified the problem and are actively working on implementing a solution to ensure this does not happen again.

We understand the inconvenience this has caused and are committed to making things right. Our team is available to assist anyone who has been impacted, and we appreciate your patience and cooperation during this time. Rest assured, we will restore normal service as soon as possible. Thank you for your attention and understanding.