

December 28, 2025

## PAYMENT PLAN REQUEST - FRONTIER UTILITIES

To: Frontier Utilities Customer Care Email: care@frontierutilities.com Phone: 866-926-8192  
Fax: [Call 866-926-8192 to obtain fax number]

Re: Account [Insert your Frontier account number] Service Address: 15455 Point Northwest Blvd. W. 1410, Houston, Texas

Dear Frontier Utilities,

I am writing to request an emergency payment plan to resolve my past-due balance and prevent service disconnection.

### CURRENT BALANCE AND HARDSHIP:

I am experiencing extreme financial hardship due to: - Death of my father requiring travel to California for estate matters - Loss of employment due to circumstances now resolved (criminal charges DISMISSED) - Medical disability affecting consistent income - Pending rental assistance that will cover utility arrears

### EMPLOYMENT RETURNING:

I am a licensed tax professional resuming full-time work January 2, 2026 (first day of tax season). My tax season income is substantial and will allow me to resolve this balance completely.

### PAYMENT PLAN PROPOSAL:

I respectfully request the following arrangement:

- January 2, 2026: \$100 (plus current month service) - January 15, 2026: \$100 - February 1, 2026: \$100 (plus current month service) - February 15, 2026: \$100 - March 1, 2026: Remaining balance (plus current month service)

### RENTAL ASSISTANCE IN PROCESS:

I have applied for utility assistance through: - Catholic Charities Houston (utility bill payment program) - United Way 211 Texas - Harris County Community Services Department - Texas Energy Assistance Program

These programs pay utility providers directly within 30-60 days.

**UTILITY NECESSITY:**

I require uninterrupted utility service due to: 1. Medical disability requiring climate-controlled environment 2. Home-based tax preparation business (starting January 2, 2026) 3. Caretaking responsibilities for disabled father's estate matters 4. Upcoming tax season requiring internet/electricity for client services

**COMMITMENT:**

I am committed to resolving this balance in full. This hardship is temporary. Disconnection would cause severe harm to my health, employment, and ability to resolve the debt.

**IMMEDIATE CONTACT:**

Please contact me to finalize this payment arrangement: Email: terobinsony@gmail.com  
Phone: [Insert your phone number]

I am available Monday-Friday 9am-5pm and can provide documentation within 48 hours.

Thank you for your understanding and flexibility during this difficult time.

Sincerely,

Thurman Earl Robinson Jr. 15455 Point Northwest Blvd. W. 1410 Houston, Texas DOB: 08/27/1988 Email: terobinsony@gmail.com

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**SUPPORTING DOCUMENTATION ENCLOSED:** 1. Death certificate - Thurman Robinson Sr. 2. Court dismissal - criminal charges DISMISSED 3. Rental assistance application confirmations 4. Tax preparation license (PTIN) 5. Medical disability documentation 6.

Upcoming employment verification letter