

Congress of the United States
Washington, DC 20515

February 4, 2022

The Honorable Louis DeJoy
Postmaster General and Chief Executive Officer
U.S. Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

Dear Postmaster General DeJoy:

We write to express concern about recent problems with postal service and operations in New Hampshire.

We are hearing alarming reports from our constituents about extreme local mail delays and unannounced post office closures. For example, the post offices in the towns of Exeter and Fitzwilliam both closed for about a week, and during that time, important packages, including medications, were not delivered.

While we understand the staffing challenges posed by recent increased rates of COVID-19 infections, Granite Staters – especially in rural communities – rely on the Postal Service for essential deliveries, including medications, benefit payments, food and other critical items. We are particularly concerned about reports that a number of post offices in the state were apparently closed for periods of time without public notice.

We therefore urge you to address these issues immediately and are requesting answers to the following questions:

1. What is the Postal Service's plan for ensuring the continuation of essential service and postal operations in New Hampshire?
2. Please provide the list of all post offices in New Hampshire that have shortened or terminated hours of operation as a result of staffing shortages since December 1, 2021.
3. What is the Postal Service's plan to ensure adequate public communication of any temporary changes in service operations due to inadequate or unavailable staffing?

Thank you for your attention to this critical matter.

Sincerely,



Jeanne Shaheen
United States Senator



Margaret Wood Hassan
United States Senator



Ann McLane Kuster
Member of Congress



Chris Pappas
Member of Congress

CC: Albert Simmons, Consumer & Industry Contact Manager, Northern New England,
U.S. Postal Service