

**(Date)**

Postal Customer  
**(City, State, ZIP Code)**

Dear Customer:

The Postal Service recently announced the Post Office Structure Plan (Post Plan), which establishes a review process for certain Post Offices. The **[[Name]]** Post Office is a candidate for Post Plan. The Postal Service is soliciting community input through this survey to help guide the Postal Service in determining the best course of action for providing postal service to your community.

After receiving the results of this survey, the Postal Service will examine the responses and unless the community has a strong preference for discontinuing the **[[Name]]** Post Office and offering one of the replacement services described below, the Postal Service intends to maintain the **[[Name]]** Post Office with **[[Hours]]** of window service on weekdays. Saturday window service hours and access to delivery receptacles will not change as a result of the Post Plan realignment of weekday window service hours.

In addition to this survey, the Postal Service will hold a meeting at **[[Location of community meeting, date and time]]** to answer questions and provide additional information about Post Plan. At the meeting, local management will share the results of the survey and answer questions.

The Postal Service is also seeking locally established businesses or organizations to serve as contractor-operated retail units in communities like yours. If you are interested in operating a retail unit, please visit the website at <http://about.usps.com/news/electronic-press-kits/expandedaccess/welcome.htm>

Please return the enclosed survey in the pre-paid envelope provided by **[[DATE]]**. Please note that your response may be entered into a publicly accessible record.

Thank you for your cooperation.

Sincerely,

**Name**  
**Title**

**Post Plan Customer Survey**

**[[Name]] Post Office [[ZIP Code]]**

I. Mailing Address: \_\_\_\_\_

II. Please select the alternative below which you most prefer (choose only one):

1.  Keep the office open, but at reduced weekday window service hours, based on actual office workload. In the case of the [[NAME]] Post Office, hours would be reduced from X:XX hours per weekday to XX hours per weekday. Saturday hours will not change as a result of Post Plan and access to your delivery receptacles will not be impacted by Post Plan
2.  Discontinue the office and offer curbside delivery. Retail and delivery service would be provided through a rural carrier. Mail delivery points will be established and customers can purchase most postal services through the carrier or other alternate access points.
3.  Find a suitable alternative location operated by a contractor, usually at a local business. When businesses are found that meet the criteria, these establishments are contracted through the US Postal Service and offer stamps and flat rate products with service hours generally more expansive than what the local Post Office may be able to offer.
4.  Provide P.O. Box service via another nearby Post Office and relocate P.O. Box delivery to that Post Office.

III. In the event that window service hours are reduced to XX hours per weekday, please indicate your preferences for weekday window service hours. Please note that the “box up” time, *i.e.* the time when mail is normally delivered to mail receptacles, could be affected by the range of hours selected.

My preference for window service hours each weekday would be:

\_\_\_\_\_

IV. Additional Comments:

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