

USPS Report on PRC Rate and Service Inquiries for May 2019

The Postal Regulatory Commission referred 34 inquiries to the Postal Service in May 2019. Customers received responses on average with 9 days.

Inquiries covered various topics that fell in to three main categories:

- Delivery Services 20 - i.e., time of delivery, forwarding and method of delivery
- Customer Service 13 – i.e., hours of service , Collection Boxes, Indemnity Claims
- Policies/procedures 1 – i.e., general information, obtaining refunds or exchanging postage, suggestions and international inquiries

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

Storm smarts

Hurricane season begins June 1

The Postal Service wants employees to prepare for hurricane season, which runs from June 1-Nov. 30 each year. Most coastal areas are subject to hurricanes. The storms can cause high winds, heavy rain, flooding and other dangerous conditions.

Take these steps to prepare:

- Complete a personal preparedness plan that includes a household inventory and the location of important family documents. Share copies with relatives or friends.
- Store enough food and water to last at least three days. One gallon of drinking water per person, per day is recommended.
- Prepare your home for hurricane force winds or flooding.
- Prepare a first-aid kit and make plans for pets.
- Know your community's hurricane plans, including evacuation routes.

The *National Preparedness Blue page* has more information, including *emergency response checklists* and the *USPS Hurricane Preparedness Guide*.

The *National Hurricane Center*, *Federal Emergency Management Agency* and *Ready.gov* sites have additional information.

Labor update

USPS, union reach tentative agreement

The Postal Service and the National Rural Letter Carriers' Association (NRLCA) have reached a tentative agreement on a new three-year labor contract that covers approximately 131,000 employees represented by the union.

“This agreement is responsible, fair to our employees and in the best interest of the organization and our customers,” said Labor Relations Vice President Doug Tulino. “This agreement will provide the Postal Service the tools necessary to meet customer needs while acknowledging the commitment and dedication of our employees.”

The tentative agreement is subject to a ratification vote by the NRLCA membership, a process that will take several weeks.

Upon ratification, the contract will run through May 20, 2021