

**DOCKET SECTION**

BEFORE THE  
POSTAL RATE COMMISSION  
WASHINGTON, D.C. 20268-0001

RECEIVED

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POSTAL RATE COMMISSION  
OFFICE OF THE SECRETARY

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POSTAL RATE AND FEE CHANGES, 1997

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Docket No. R97-1

**RESPONSES OF THE UNITED STATES POSTAL SERVICE  
TO INTERROGATORIES OF THE OFFICE OF THE CONSUMER ADVOCATE  
AND MOTION FOR LATE ACCEPTANCE  
(OCA/USPS-T32-12 THROUGH 16, 36, 65, 77, 126)**

The United States Postal Service hereby files its responses to the following interrogatories of the Office of the Consumer Advocate:

OCA/USPS-T32-12 through 16 and 36, filed August 15, 1997 (due August 29, 1997);

OCA/USPS-T32-65 and 77, filed September 2, 1997 (due September 16, 1997);

OCA/USPS-T32-126, filed September 10, 1997 (due September 24, 1997).

These interrogatories have been redirected from witness Fronk to the Postal Service for response. Each interrogatory is stated verbatim and is followed by the response.

As reflected in the due dates listed above, these responses are long overdue. In some instances (T32-12 through 16, 36, 126), preparation of the responses required identification of and consultation with representatives from various components of different Headquarters departments. Identifying the appropriate representatives sometimes took longer than expected. Persons coordinating the responses to redundant interrogatories requesting the same or similar information were then contacted to ensure an overall coordinated response.

In one instance, the original source of information could only be identified by reconstructing the chain of communication which ultimately put the information in the hands of witness Fronk (T32-65). The search was stalled for a time by the absence of one link in the chain who was out with the flu.

Finally, one interrogatory (T32-77) apparently just fell through the cracks.

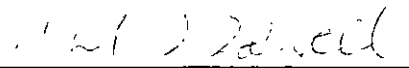
The Postal Service regrets the delay in providing these responses.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.  
Chief Counsel, Ratemaking



Michael T. Tidwell

475 L'Enfant Plaza West, S.W.  
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October 1, 1997

RESPONSE OF U.S. POSTAL SERVICE TO INTERROGATORIES  
OF THE OFFICE OF THE CONSUMER ADVOCATE  
REDIRECTED FROM WITNESS FRONK

OCA/USPS-T32-12. Please describe all evidence that exists showing that households underpay or overpay postage for First-Class mail.

- a. Submit all documents that relate to this question.
- b. Describe the Postal Service's enforcement and auditing procedures for ensuring payment of correct First-Class mail postage.

RESPONSE:

- (a) None
- (b) Please see responses to OCA/USPS-25 and 27.

RESPONSE OF U.S. POSTAL SERVICE TO INTERROGATORIES  
OF THE OFFICE OF THE CONSUMER ADVOCATE  
REDIRECTED FROM WITNESS FRONK

OCA/USPS-T32-13. Please describe all evidence that exists showing that households underpay or overpay postage for the additional ounce rate for First-Class mail. Please especially describe all evidence on the incidence of households affixing an additional 32 cent stamp to pay the additional ounce rate

- a. Submit all documents that relate to this question.
- b. Describe the Postal Service's enforcement and auditing procedures seeking to ensure payment of correct First-Class mail postage.

RESPONSE:

(a) None.

(b) Please see responses to OCA/USPS-25 and 27.

RESPONSE OF U.S. POSTAL SERVICE TO INTERROGATORIES  
OF THE OFFICE OF THE CONSUMER ADVOCATE  
REDIRECTED FROM WITNESS FRONK

OCA/USPS-T32-14. Please describe all evidence that exists showing that households underpay or overpay postage for single-piece cards. Please especially describe all evidence on the incidence of households affixing a 32 cent stamp to pay for single-piece card mailings.

- a. Submit all documents that relate to this question.
- b. Describe the Postal Service's enforcement and auditing procedures seeking to ensure payment of correct First-Class mail postage

RESPONSE:

(a) None.

(b) Please see responses to OCA/USPS-25 and 27.

RESPONSE OF U.S. POSTAL SERVICE TO INTERROGATORIES  
OF THE OFFICE OF THE CONSUMER ADVOCATE  
REDIRECTED FROM WITNESS FRONK

OCA/USPS-T32-15. Please describe all evidence that exists showing that households underpay or overpay postage for the nonstandard surcharge for First-Class mail.

- a. Submit all documents that relate to this question.
- b. Describe the Postal Service's enforcement and auditing procedures seeking to ensure payment of correct First-Class mail postage.

RESPONSE:

(a) None.

(b) Please see responses to OCA/USPS-25 and 27.

RESPONSE OF U.S. POSTAL SERVICE TO INTERROGATORIES  
OF THE OFFICE OF THE CONSUMER ADVOCATE  
REDIRECTED FROM WITNESS FRONK

OCA/USPS-T32-16. Please separately quantify revenues lost and revenues gained by any of the underpayments or overpayments queried about in USPS-T32-12 through 15 during the most recent fiscal year for which such data is available. If no information is available, please explain why not.

RESPONSE: None. The Postal Service has not had a need for such data for households.

RESPONSE OF U.S. POSTAL SERVICE TO INTERROGATORIES  
OF THE OFFICE OF THE CONSUMER ADVOCATE  
REDIRECTED FROM WITNESS FRONK

OCA/USPS-T32-36. Please refer again to the above-cited portion of the CEM Decision.

- a. Does the Postal Service think that the American *household* public is not honest enough to be trusted with an active role in a modified PRM system such as MPRM (e.g., deliberately using 30 cent stamps on non-barcoded mail)?
- b. If the answer to (a) is affirmative, to what proportion of the American household public would this apply?
- c. Cite empirical evidence for any affirmative response to (a) or (b).
- d. Describe all the methods by which an unscrupulous person may alter the mail piece or perform other practices to underpay First-Class postage that would be relevant to the Postal Service's concerns here.
- e. Does the Postal Service have the legal authority to seek to prosecute persons who alter mail pieces in order to underpay postage? Please describe.
- f. If the answer to (e) is affirmative, does the Postal Service ever seek to prosecute such persons? Please explain.

RESPONSE:

(a)-(c) Answered by witness Fronk.

(d) The Postal Service has conducted no analysis of CEM since the conclusion of Docket No MC95-1. However, the more obvious general methods of underpayment of First-Class Mail postage on stamped/metered letters include affixing either no postage, insufficient postage, foreign postage, or forged or facsimile "postage stamps" to domestic mail pieces. They can also include applying insufficient postage via postage meter or applying a wash of meter ink phosphor solution to lower-denomination stamps to avoid facer-canceler kick-out. The Postal Service does not claim to be aware of all methods by which the unscrupulous among us may be underpaying postage on stamped and metered First-Class Mail.

(e)-(f) It is not sure what methods of mail piece alteration are being asked about. Ultimately, the decision to pursue criminal prosecution for short payment of postage would turn on such issues as the amount of underpayment involved, the



RESPONSE OF U.S. POSTAL SERVICE TO INTERROGATORIES  
OF THE OFFICE OF THE CONSUMER ADVOCATE  
REDIRECTED FROM WITNESS FRONK

RESPONSE to OCA/USPS-T32-36 (continued)

ability to identify the perpetrator, the sufficiency of evidence of willful or intentional conduct, the feasibility of alternative administrative or civil remedies, and the availability of prosecutorial resources

RESPONSE OF UNITED STATES POSTAL SERVICE TO INTERROGATORIES  
OF THE OCA REDIRECTED FROM WITNESS FRONK

OCA/USPS-T32-65. At page 10 of the report, it is stated that: "Estimates indicate that only 5% of the envelopes enclosed with bills are prepaid." Please describe the empirical basis for this assertion, including any information the Postal Service gave to the report's author.

RESPONSE: The empirical basis for this estimate, given by the contractor in the report on the Prepaid Reply Mail (PRM) product concept, is preliminary data from the FY 1996 Household Diary Study, the final version of which is currently under production. The attached tables 116 and 117 are produced by that study. Please note that all figures on the table represent pieces per week and are in hundred thousands (add 5 zeros).

Table 116 shows that 37,700,000 reply envelopes per week were provided by electric, gas, and water companies. Table 117 shows that, of those reply envelopes, 1,900,000 were prepaid, which is exactly 5% of the total. The electric, gas, and water group of companies was selected for the estimate because the mail pieces sent to households from those groups would be predominantly bills rather than solicitations. Almost all of the other categories had greater percentages of prepaid envelopes enclosed in their mailings, but many of them are likely to be solicitations rather than bills.

U.S.P.S. HOUSEHOLD DIARY STUDY - DIARY - FISCAL YEAR 1996 WITH ADJUSTMENT FACTORS (SEPT. 18, 1995 - SEPT. 15, 1996)  
 TABLE 116  
 FIRST-CLASS MAIL RECEIVED  
 Q. 10 - WAS A RETURN ENVELOPE/CARD ENCLOSED  
 (BASED TO FIRST-CLASS MAIL ONLY)

FIRST-CLASS MAIL RECEIVED - INDUSTRY

	TOTAL	SER	PHONE	ELEC.	MEDI	OTHER	LET	CABLE	COMPU	CRAFT	GAR	COL	EXTER	FUN	MOTOR
	VICES	VICES	CO.	GAS	CAL	PROF.	SURE	TV	TER	SMAN	BAGE/	LEC	MINA	ERAL	CLUB
	TOTAL	SER	PHONE	ELEC.	MEDI	OTHER	LET	CABLE	COMPU	CRAFT	BAGE/	LEC	EXTER	FUN	MOTOR
	VICES	VICES	CO.	GAS	CAL	PROF.	SURE	TV	TER	SMAN	TRASH	AGEN	TOR	HOMES	CLUB
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
UNWEIGHTED HOUSEHOLDS	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300
UNWEIGHTED PIECES	43893	10034	2271	2315	2423	515	901	691	192	126	58	29	31	19	73
WEIGHTED HOUSEHOLDS	996	996	996	996	996	996	996	996	996	996	996	996	996	996	996
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
WEIGHTED PIECES (BASE)	9282	2201	506	508	535	104	203	152	38	31	13	8	5	4	17
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
YES	3571	1185	365	377	220	23	32	120	11	5	6	5	2	1	9
	38.5	54.3	72.1	74.2	41.1	21.8	15.8	78.7	27.8	15.9	44.6	54.6	34.2	34.3	53.6
	100.0	33.5	10.2	10.6	6.2	0.6	0.9	3.3	0.3	0.1	0.2	0.1	0.1	.	0.2
	38.5	12.9	3.9	4.1	2.4	0.2	0.3	1.3	0.1	0.1	0.1	.	.	.	0.1
NO	3946	879	117	107	285	72	158	26	26	20	6	3	3	2	7
	42.5	39.9	23.1	21.0	53.2	68.9	77.9	17.4	68.7	63.6	49.3	34.5	65.8	59.0	39.5
	100.0	22.3	3.0	2.7	7.2	1.8	4.0	0.7	0.7	0.5	0.2	0.1	0.1	0.1	0.2
	42.5	9.5	1.3	1.2	3.1	0.8	1.7	0.3	0.3	0.2	0.1	.	.	.	0.1
DON'T KNOW/NO ANSWER	466	127	24	24	30	10	13	6	1	6	1	1	-	0.	1
	5.0	5.8	4.8	4.8	5.7	9.2	6.3	3.9	3.5	20.5	6.0	11.0	.	6.7	6.9
	100.0	27.2	5.2	5.2	6.5	2.1	2.7	1.3	0.3	1.4	0.2	0.2	.	0.1	0.2
	5.0	1.4	0.3	0.3	0.3	0.1	0.1	0.1	.	0.1	.	.	.	.	.
NOT INDUSTRY MAIL	1298	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	14.0														
	100.0														
	14.0														
MEAN	9.32	2.22	0.51	0.51	0.54	0.10	0.20	0.16	0.03	0.03	0.01	0.01	0.01	-	0.01
STD DEV	7.04	2.15	0.81	0.79	1.03	0.41	0.61	0.42	0.24	0.20	0.12	0.12	0.08	0.07	0.15
STD ERROR	0.10	0.03	0.01	0.01	0.01	0.01	0.01	0.01	-	-	-	-	-	-	-

U.S.P.S. HOUSEHOLD DIARY STUDY - DIARY - FISCAL YEAR 1996 WITH ADJUSTMENT FACTORS (SEPT. 18, 1995 - SEPT. 15, 1996)

TABLE 116  
FIRST-CLASS MAIL RECEIVED  
Q. 10 - WAS A RETURN ENVELOPE/CARD ENCLOSED  
(BASED TO FIRST-CLASS MAIL ONLY)

FIRST-CLASS MAIL RECEIVED - INDUSTRY

	TOTAL	RES-	PHOTO	PHOTO	DELIV	MESS	SECUR		
	SER	EARCH	GRA	SER	ERY/	ENGER	ITY		
	VICES	SER	PHER	VICES	MESS	SER	SYS-		
	TOTAL	STOR					CARE	TEMS	
	VICES	AGE	VICES	VICES	VICES	VICES	VICES	VICES	VICES
UNWEIGHTED HOUSEHOLDS	5300	5300	5300	5300	5300	5300	5300	5300	5300
UNWEIGHTED PIECES	43993	10034	10	54	24	12	17	5	36
WEIGHTED HOUSEHOLDS	996	996	996	996	996	996	996	996	996
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
WEIGHTED PIECES (BASE)	9282	2201	1	8	5	2	4	1	9
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
YES	3571	1195	-	3	1	0.	0.	0	6
	38.5	54.3		32.5	21.8	6.4	6.7	25.3	61.2
	100.0	33.5		0.1	.	.	.	.	0.2
	38.5	12.9		.	.	.	.	.	0.1
NO	3946	879	1	5	4	2	3	1	2
	42.5	39.9	93.3	53.4	71.6	93.6	64.4	60.9	21.8
	100.0	22.3	.	0.1	0.1	.	0.1	.	0.1
	42.5	9.5	.	0.1	.	.	.	.	.
DON'T KNOW/NO ANSWER	466	127	0.	1	0.	-	1	0.	2
	5.0	5.8	6.7	14.1	6.5		28.8	13.8	17.0
	100.0	27.2	.	0.3	0.1		0.3	.	0.3
	5.0	1.4	.	.	.	.	.	.	.
NOT INDUSTRY MAIL	1298	-	-	-	-	-	-	-	-
	14.0								
	100.0								
	14.0								
MEAN	9.32	2.22	-	0.01	0.01	-	-	-	0.01
STD DEV	7.04	2.15	0.05	0.12	0.08	0.05	0.08	0.03	0.10
STD ERROR	0.10	0.03	-	-	-	-	-	-	-

U.S.P.S. HOUSEHOLD DIARY STUDY - DIARY - FISCAL YEAR 1996 WITH ADJUSTMENT FACTORS (SEPT. 18, 1995 - SEPT. 15, 1996)

TABLE 116  
 FIRST-CLASS MAIL RECEIVED  
 Q 10 - WAS A RETURN ENVELOPE/CARD ENCLOSED  
 (BASED TO FIRST-CLASS MAIL ONLY)

	FIRST-CLASS MAIL RECEIVED - INDUSTRY												
	TOTAL	DEPT. MER	STORE DISC.	MAIL ORDER	OTHER STORE	PUBLI SHER	LAND PROMO TION	RES TAU RANT	AUTO DEAL ER	SER VICE STN.	AUC TION	GON SUMER DIST	SUPER MAR KETS
UNWEIGHTED HOUSEHOLDS	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300
UNWEIGHTED PIECES	43993	5697	1446	939	1049	1600	77	20	254	73	43	66	30
WEIGHTED HOUSEHOLDS	996	996	996	996	996	996	996	996	996	996	996	996	996
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
WEIGHTED PIECES (BASE)	9282	1184	297	202	216	333	13	5	57	13	8	12	6
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
YES	3571	609	199	111	54	225	4	0.	6	2	0.	1	1
	38.5	51.5	66.9	54.7	24.9	67.7	29.4	5.5	11.0	13.3	1.6	11.9	14.2
	100.0	17.1	5.6	3.1	1.5	6.3	0.1	.	0.2	0.1	.	.	.
	38.5	6.6	2.1	1.2	0.6	2.4	.	.	0.1	.	.	.	.
NO	3946	524	87	84	150	94	8	5	47	11	8	11	5
	42.5	44.3	29.3	41.4	69.6	28.4	64.5	93.3	82.8	83.3	94.6	84.6	85.8
	100.0	13.3	2.2	2.1	3.8	2.4	0.2	0.1	1.2	0.3	0.2	0.3	0.1
	42.5	5.6	0.9	0.8	1.6	1.0	0.1	.	0.5	0.1	0.1	0.1	0.1
DON'T KNOW/NO ANSWER	466	50	11	8	12	13	1	0.	4	1	0.	1	-
	5.0	4.2	3.8	4.0	5.5	3.9	6.1	1.3	6.2	3.4	3.7	3.5	.
	100.0	10.8	2.4	1.7	2.5	2.8	0.2	.	0.8	0.1	0.1	0.1	.
	5.0	0.5	0.1	0.1	0.1	0.1	.	.	.	.	.	.	.
NOT INDUSTRY MAIL	1298	-	-	-	-	-	-	-	-	-	-	-	-
	14.0												
	100.0												
	14.0												
MEAN	9.32	1.19	0.31	0.20	0.22	0.34	0.01	0.01	0.06	0.01	0.01	0.01	0.01
STD DEV	7.04	1.56	0.68	0.60	0.56	0.76	0.12	0.08	0.28	0.14	0.11	0.23	0.08
STD ERROR	0.10	0.02	0.01	0.01	0.01	0.01	-	-	-	-	-	-	-

U.S.P.S. HOUSEHOLD DIARY STUDY - DIARY - FISCAL YEAR 1996 WITH ADJUSTMENT FACTORS (SEPT. 18, 1995 - SEPT. 15, 1996)

LE 116  
 FIRST-CLASS MAIL RECEIVED  
 Q. 10 - WAS A RETURN ENVELOPE/CARD ENCLOSED  
 (BASED TO FIRST-CLASS MAIL ONLY)

FIRST-CLASS MAIL RECEIVED - INDUSTRY

	TOTAL	TOTAL FINANCIAL	CREDIT CARD	BANK S & L C.U.	SECURITY BRKR	MONEY MKT.	INSURANCE CO.	REAL EST. MORTGAGE	TOTAL GOVT.	FEDERAL	STATE LOCAL	TOTAL SOCIAL CHAR.	MANUFACTURER
UNWEIGHTED HOUSEHOLDS	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300
UNWEIGHTED PIECES	43993	15240	4544	4822	1449	113	3627	558	1888	-	1884	2891	628
WEIGHTED HOUSEHOLDS	996	996	996	996	996	996	996	996	996	996	996	996	996
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
WEIGHTED PIECES (BASE)	9282	3336	999	1045	339	20	775	129	446	-	445	629	117
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	-	100.0	100.0	100.0
YES	3571	1464	802	208	80	8	320	40	87	-	87	172	26
	38.5	43.9	80.3	19.9	23.7	42.3	41.2	31.0	19.5	-	19.5	27.3	22.0
	100.0	41.0	22.5	5.8	2.2	0.2	9.0	1.1	2.4	-	2.4	4.8	0.7
	38.5	15.8	8.6	2.2	0.9	0.1	3.4	0.4	0.9	-	0.9	1.8	0.3
NO	3946	1705	171	774	235	11	411	83	327	-	325	392	81
	42.5	51.1	17.1	74.1	69.3	54.2	53.0	64.1	73.2	-	73.1	62.4	69.8
	100.0	43.2	4.3	19.6	6.0	0.3	10.4	2.1	8.3	-	8.2	9.9	2.1
	42.5	18.4	1.8	8.3	2.5	0.1	4.4	0.9	3.5	-	3.5	4.2	0.9
DON'T KNOW/NO ANSWER	466	167	25	63	24	1	45	6	33	-	33	65	10
	5.0	5.0	2.5	6.0	7.0	3.4	5.8	4.9	7.4	-	7.4	10.3	8.2
	100.0	35.7	5.4	13.5	5.1	0.1	9.7	1.4	7.1	-	7.0	13.9	2.1
	5.0	1.8	0.3	0.7	0.3	-	0.5	0.1	0.4	-	0.4	0.7	0.1
NOT INDUSTRY MAIL	1298	-	-	-	-	-	-	-	-	-	-	-	-
	14.0	-	-	-	-	-	-	-	-	-	-	-	-
	100.0	-	-	-	-	-	-	-	-	-	-	-	-
	14.0	-	-	-	-	-	-	-	-	-	-	-	-
MEAN	9.32	3.35	1.00	1.05	0.34	0.02	0.78	0.12	0.44	-	0.44	0.64	0.11
STD DEV	7.04	3.31	1.36	1.43	1.22	0.20	1.19	0.46	0.92	-	0.91	1.24	0.42
STD ERROR	0.10	0.05	0.02	0.02	0.01	-	0.01	0.01	0.01	-	0.01	0.01	0.01

U.S.P.S. HOUSEHOLD DIARY STUDY - DIARY - FISCAL YEAR 1996 WITH ADJUSTMENT FACTORS (SEPT. 18, 1995 - SEPT. 15, 1996)

TABLE 117  
 FIRST-CLASS MAIL RECEIVED  
 0 11 - DID THE RETURN ENVELOPE/CARD REQUIRE POSTAGE  
 (ONLY ANSWERED IF A RETURN ENVELOPE/CARD WAS ENCLOSED)  
 (SENT TO FIRST-CLASS MAIL ONLY)

FIRST-CLASS MAIL RECEIVED - INDUSTRY

	TOTAL	SER	PHONE	ELEC.	MEDI	OTHER	LET	CABLE	COMPU	CRAFT	GAR	COL	EXTER	FUN	
	VICES	VICES	CO.	GAS	CAL	PROF.	SURE	TV	TER	SMAN	BAGE/ TRASH	LEC	MINA	ERAL	MOTOR
	TOTAL			WATER			SERV.		REL.		SER	AGEN	TOR	HOMES	CLUB
											VICE	CY		PLTS	
UNWEIGHTED HOUSEHOLDS	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300
UNWEIGHTED PIECES	16197	5370	1629	1690	986	110	140	538	57	26	22	17	15	5	39
WEIGHTED HOUSEHOLDS	996	996	996	996	996	996	996	996	996	996	996	996	996	996	996
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
WEIGHTED PIECES (BASE)	3571	1195	365	377	220	23	32	120	11	5	6	5	2	1	9
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
WAS PRESTAMPED OR POSTAGE PAID	761	112	33	19	19	5	14	5	6	1	0.	-	-	-	2
	21.3	9.3	9.0	5.1	8.7	20.0	43.1	3.8	57.0	24.0	5.9				26.0
	100.0	14.7	4.3	2.5	2.5	0.6	1.8	0.6	0.8	0.2					0.3
	21.3	3.1	0.9	0.5	0.5	0.1	0.4	0.1	0.2						0.1
NEEDED A STAMP	2743	1063	329	352	195	18	17	113	4	4	5	5	2	1	6
	76.8	89.0	90.1	93.2	88.8	77.7	54.4	94.8	36.0	76.0	94.1	100.0	100.0	100.0	66.6
	100.0	38.8	12.0	12.8	7.1	0.6	0.6	4.1	0.1	0.1	0.2	0.2	0.1		0.2
	76.8	29.8	9.2	9.8	5.5	0.5	0.5	3.2	0.1	0.1	0.1	0.1	0.1		0.2
DON'T KNOW/NO ANSWER	67	20	3	7	5	1	1	2	1	-	-	-	-	-	1
	1.9	1.7	0.9	1.8	2.4	2.3	2.5	1.5	7.0						7.4
	100.0	30.5	4.8	10.0	8.1	0.8	1.2	2.6	1.1						1.0
	1.9	0.6	0.1	0.2	0.2										
MEAN	3.59	1.20	0.36	0.37	0.22	0.02	0.03	0.12	0.01	0.01	0.01	0.01	-	-	0.01
STD DEV	3.15	1.39	0.67	0.68	0.64	0.16	0.22	0.36	0.11	0.08	0.08	0.10	0.05	0.05	0.10
STD ERROR	0.05	0.02	0.01	0.01	0.01	-	-	0.01	-	-	-	-	-	-	-
SIGMA	3571	1195	365	377	220	23	32	120	11	5	6	5	2	1	9
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
EACH CELL CONTAINS: COUNT VERTICAL PERCENT HORIZONTAL PERCENT CELL PERCENT															

U S.P.S. HOUSEHOLD DIARY STUDY - DIARY - FISCAL YEAR 1996 WITH ADJUSTMENT FACTORS (SEPT 18, 1995 - SEPT. 15, 1996)  
 TABLE 117  
 FIRST-CLASS MAIL RECEIVED  
 Q 11 - DID THE RETURN ENVELOPE/CARD REQUIRE POSTAGE  
 (ONLY ANSWERED IF A RETURN ENVELOPE/CARD WAS ENCLOSED)  
 (BASED TO FIRST-CLASS MAIL ONLY)

	FIRST-CLASS MAIL RECEIVED - INDUSTRY								
	TOTAL SER VICES	STOR AGE	RES- EARCH SER VICES	PHOTO GRA PHER	PHOTO SER VICES	DELIV ERY/ MESS SER VICES	DAY CARE	SECUR ITY SYS- TEMS	
UNWEIGHTED HOUSEHOLDS	5300	5300	5300	5300	5300	5300	5300	5300	5300
UNWEIGHTED PIECES	16197	5370	-	17	3	1	2	2	17
WEIGHTED HOUSEHOLDS	996	996	996	996	996	996	996	996	996
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
WEIGHTED PIECES (BASE)	3571	1195	-	3	1	0.	0.	0.	6
	100.0	100.0		100.0	100.0	100.0	100.0	100.0	100.0
WAS PRESTAMPED OR POSTAGE PAID	761	112	-	3	-	-	-	-	1
	21.3	9.3		100.0					19.8
	100.0	14.7		0.4					0.1
	21.3	3.1		0.1					
NEEDED A STAMP	2743	1063	-	-	1	0.	0.	0.	4
	76.8	89.0			100.0	100.0	100.0	100.0	69.7
	100.0	38.8							0.1
	76.8	28.8							0.1
DON'T KNOW/NO ANSWER	67	20	-	-	-	-	-	-	1
	1.9	1.7							10.5
	100.0	30.5							0.9
	1.9	0.6							
MEAN	3.59	1.20	-	-	-	-	-	-	0.01
STD DEV	3.15	1.39	-	0.06	0.03	0.01	0.02	0.02	0.08
STD ERROR	0.05	0.02	-	-	-	-	-	-	-
SIGMA	3571	1195	-	3	1	0.	0.	0.	6
	100.0	100.0		100.0	100.0	100.0	100.0	100.0	100.0
EACH CELL CONTAINS: COUNT VERTICAL PERCENT HORIZONTAL PERCENT CELL PERCENT									



U.S.P.S. HOUSEHOLD DIARY STUDY - DIARY - FISCAL YEAR 1996 WITH ADJUSTMENT FACTORS (SEPT. 18, 1995 - SEPT. 15, 1996)

TABLE 17

MAIL RECEIVED  
 IF RETURN ENVELOPE/CARD REQUIRE POSTAGE  
 (IF A RETURN ENVELOPE/CARD WAS ENCLOSED)  
 (FIRST-CLASS MAIL ONLY)

FIRST-CLASS MAIL RECEIVED - INDUSTRY

	TOTAL	DEPT.	MER	STORE	MAIL	OTHER	PUBLI	LAND	RES	AUTO	SER	CON	SUPER
	CHANT	DISC.	ORDER	STORE	SHER	PROMO	TAU	DEAL	VICE	AUC	SUMER	MAR	
	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300
UNWEIGHTED HOUSEHOLDS	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300
UNWEIGHTED PIECES	16197	2877	921	505	259	1093	24	1	22	5	1	9	2
WEIGHTED HOUSEHOLDS	996	996	996	996	996	996	996	996	996	996	996	996	996
WEIGHTED PIECES (BASE)	3571	609	189	111	54	225	4	0.	6	2	0.	1	1
WAS PRESTAMPED OR POSTAGE PAID	761 21.3 100.0 21.3	127 20.9 16.7 3.6	16 8.0 2.1 0.4	30 27.1 3.9 0.8	7 12.9 0.9 0.2	68 30.2 8.9 1.9	1 15.1 0.1	-	2 33.0 0.3 0.1	1 62.3 0.1	-	0. 25.2	0. 43.0
NEEDED A STAMP	2743 76.8 100.0 76.8	473 77.6 17.2 13.2	182 91.4 6.6 5.1	78 70.7 2.8 2.2	46 86.3 1.7 1.3	154 68.3 5.6 4.3	3 84.9 0.1 0.1	0. 100.0	3 49.7 0.1 0.1	1 37.7 0.1	0. 100.0	1 74.8	1 57.0
DDN'T KNOW/NO ANSWER	67 1.9 100.0 1.9	9 1.5 13.7 0.3	1 0.6 1.8	2 2.2 3.7 0.1	1 0.7 0.6	3 1.5 5.2 0.1	-	-	1 17.3 1.6	-	-	-	-
MEAN	3.59	0.61	0.20	0.11	0.06	0.23	-	-	0.01	-	-	-	-
STD DEV	3.15	1.05	0.56	0.44	0.28	0.59	0.07	0.02	0.09	0.05	0.01	0.07	0.03
STD ERROR	0.05	0.01	0.01	0.01	-	0.01	-	-	-	-	-	-	-
SIGMA	3571	609	199	111	54	225	4	0.	6	2	0.	1	1
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

EACH CELL CONTAINS:  
 COUNT  
 VERTICAL PERCENT  
 HORIZONTAL PERCENT  
 CELL PERCENT

U.S.P.S. HOUSEHOLD DIARY STUDY - DIARY - FISCAL YEAR 1996 WITH ADJUSTMENT FACTORS (SEPT. 18, 1995 - SEPT. 15, 1996)

TABLE 117

FIRST-CLASS MAIL RECEIVED

Q. 11 - DID THE RETURN ENVELOPE/CARD REQUIRE POSTAGE  
 (ONLY ANSWERED IF A RETURN ENVELOPE/CARD WAS ENCLOSED)  
 (BASED TO FIRST-CLASS MAIL ONLY)

FIRST-CLASS MAIL RECEIVED - INDUSTRY

	TOTAL	TOTAL	CRED	BANK	SECUR	MONEY	INSUR	REAL	TOTAL	FED	STATE	TOTAL	TOTAL
	FINAN	IT	IT	S & L	ITY	MKT.	ANCE	EST.	GOVT.	ERAL	LOCAL	SOCL.	MANU
	CIAL	CARD	CARD	C.U.	BRKR		CO.	MORT			CHAR.	CHAR.	TURER
	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300
UNWEIGHTED HOUSEHOLDS	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300	5300
UNWEIGHTED PIECES	16197	6588	3596	962	348	44	1437	174	379	-	378	744	137
UNWEIGHTED HOUSEHOLDS	896	896	896	896	896	896	896	896	896	896	896	896	896
UNWEIGHTED PIECES (BASE)	3571	1464	802	208	80	9	320	40	87	-	87	172	26
WAS PRESTAMPED OR POSTAGE PAID	761	422	263	59	35	2	54	7	17	-	17	72	9
	21.3	28.8	32.8	28.4	43.7	22.6	16.8	17.7	19.1		19.1	41.8	36.5
	100.0	55.4	34.6	7.8	4.6	0.3	7.1	0.9	2.2		2.2	9.4	1.2
	21.3	11.8	7.4	1.7	1.0	0.1	1.5	0.2	0.5		0.5	2.0	0.3
NEEDED A STAMP	2743	1011	523	145	43	7	260	31	69	-	69	97	16
	76.8	69.1	65.3	69.5	53.2	77.4	81.3	76.9	79.1		79.1	56.4	62.2
	100.0	36.9	19.1	5.3	1.6	0.2	9.5	1.1	2.5		2.5	3.5	0.6
	76.8	28.3	14.7	4.1	1.2	0.2	7.3	0.9	1.9		1.9	2.7	0.4
DON'T KNOW/NO ANSWER	67	31	16	4	2	-	6	2	2	-	2	3	0
	1.9	2.1	1.9	2.1	3.1		1.9	5.4	1.8		1.8	1.8	1.2
	100.0	46.7	23.4	6.4	3.7		9.2	3.2	2.3		2.3	4.7	0.5
	1.9	0.9	0.4	0.1	0.1		0.2	0.1				0.1	
MEAN	3.59	1.47	0.81	0.22	0.08	0.01	0.32	0.05	0.09	-	0.09	0.17	0.02
STD DEV	3.15	1.80	1.19	0.54	0.41	0.14	0.69	0.24	0.34	-	0.34	0.56	0.18
STD ERROR	0.05	0.02	0.01	0.01	0.01	-	0.01	-	0.01	-	0.01	0.01	-
SIGMA	3571	1464	802	208	80	9	320	40	87	-	87	172	26
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		100.0	100.0	100.0

EACH CELL CONTAINS:  
 COUNT  
 VERTICAL PERCENT  
 HORIZONTAL PERCENT  
 CELL PERCENT

RESPONSE OF U.S. POSTAL SERVICE TO INTERROGATORIES OF THE  
OFFICE OF THE CONSUMER ADVOCATE  
REDIRECTED FROM WITNESS FRONK

OCA/USPS-T32-77 How will accounting systems currently in place for BRM be improved for the proposed QBRM, and for the proposed PRM?

RESPONSE: The current accounting for prebarcoded BRM which qualifies for the 2-cents per piece rate will be used for QBRM. For PRM, the PRM recipient will perform the accounting, subject to verification and audit by the Postal Service.

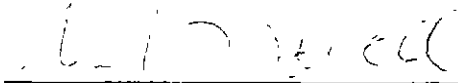
RESPONSE OF U.S. POSTAL SERVICE TO INTERROGATORIES OF THE  
OCA REDIRECTED FROM WITNESS FRONK

OCA/USPS-T32-126. When the Postal Service adopts higher postage fees for First-Class Mail, what does it do to ensure that mailers are affixing the correct postage after the new rate goes into effect, other than make educational efforts? Please discuss.

RESPONSE: Please see responses to OCA/USPS-25 and 27.

CERTIFICATE OF SERVICE

I hereby certify that I have this date served the foregoing document upon all participants of record in this proceeding in accordance with section 12 of the Rules of Practice.

  
\_\_\_\_\_  
Michael T. Tidwell

475 L'Enfant Plaza West, S.W.  
Washington, D.C. 20260-1145  
October 1, 1997