

USPS Report on PRC Rate and Service Inquiries for January 2011

The Postal Regulatory Commission referred 79 inquiries to the Postal Service in January. Customers received responses on average within 18 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (46) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (15) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (18) – i.e., privacy and Freedom of Information Act requests, obtaining refunds or exchanging postage, and suggestions.

While many of the inquiries were customer specific, the following topics are being highlighted for their possible interest to a larger audience.

Forwarding an individual's mail from a business address—A Change of Address may not be filed with the United States Postal Service for an individual's mail addressed to an organization, or addressed to the individual at his or her place of employment, business, or other affiliation either during or after the termination of the employment, business, or other relationship. The organization may change the address (but not the name) on mail to redirect it to those individuals. Therefore, it is the responsibility of the business to forward an individual's mail.

If you are the owner of a home business and receive mail addressed to your business as well as to individuals at your residence, to have your mail forwarded correctly when you move, you will need to file one COA in your business name and one COA for each individual, or for your family. This is because it is possible for a family to stay at one address while the business moves, or vice versa. Please visit the Postal Service website at [Mail Forwarding from Business](#) for additional information.

How is home delivery established for a new residence—The following delivery modes are the most frequently used delivery services that bring the mail to the homes of postal customers, be it a city apartment or a country farm.

City Delivery may be established within the area to be served provided, among other criteria, the area has a population of at least 2,500 residents or 750 possible delivery points, and at least 50 percent of the building lots are improved with homes or businesses.

Rural Delivery is established through the determination of local postal managers. A rural route should serve an average of at least one residential or business delivery per mile. In addition, roads should be public and must be well-maintained and passable year round. Extensions of rural delivery service should also serve at least one family for each additional mile of travel, including retrace. The requirements for road conditions are the same as those for establishment of the route. Please visit the Postal Service website at [Home Delivery Service](#) for additional information.