

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

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*In the Matter of:*

Gwynedd, PA Station  
Gwynedd, PA 19436-9998  
(Christina Surowiec, Petitioner)

Docket No. A2011-15

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**NOTICE OF UNITED STATES POSTAL SERVICE**  
(May 18, 2011)

By means of Order No. 726 (May 9, 2011), the Postal Regulatory Commission docketed correspondence from a customer of Gwynedd, PA Station in Gwynedd, PA, assigning PRC Docket No. A2011-15 as an appeal pursuant to 39 U.S.C. § 404(d). That Order, at page 3, set May 18, 2011, as the date by which “[t]he Postal Service shall file the administrative record regarding this appeal” or “[a]ny responsive pleading to this Notice.” This pleading responds to that directive.

As an initial matter, this appeal concerns the discontinuance of a station, which is “[a] unit of a main Post Office that is within the corporate limits of the city or town of the main Post Office unlike a Post Office branch.” (See Publication 32, *Glossary of Postal Terms*, April 2011, at 176); *Wilson v. U.S. Postal Service*, 441 F. Supp. 803, 806-807 (C.D. Cal. 1977) (recognizing the situation where a “station or branch is ... subordinate to another Post Office”). In the Postal Service’s view, the discontinuance of Gwynedd Station does not require an official administrative record conforming to Post Office discontinuance regulations in 39 C.F.R. Part 241.3 and Handbook PO-101 because Gwynedd

Station is not a Post Office.<sup>1</sup> Nonetheless, the Postal Service submits as Exhibit 1 the attached Final Determination to Close the Gwynedd, PA Classified Station and Extend City Delivery Service, which documents how Postal Service management considered the various effects of the instant discontinuance action on customers, employees, and the community.

The Postal Service also notes that the procedural requirements of 39 U.S.C. § 404(d) do not apply because the discontinuance of Gwynedd Station does not qualify as a closure envisioned by 39 U.S.C. § 404(d). As recognized in PRC Docket No. A2010-3, the section 404(d) procedural requirements apply only where postal customers lose access to postal services, and postal customers do not lose access to postal services where alternate retail facilities are located in “close proximity” to the discontinued station. See Order No. 477, PRC Docket No. A2010-3 (June 22, 2010) at 7-8. In this case, customers will continue to have access to 4 retail facilities within 2.0 miles of Gwynedd Station, including the Gwynedd Valley retail facility that is located within 1.1 miles from Gwynedd Station and the North Wales retail facility that is within 1.8 miles of Gwynedd

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<sup>1</sup> The Postal Service understands that 39 U.S.C. § 404(d) does not extend to the review of Postal Service decisions regarding the discontinuance of stations and branches. See *generally* Reply Brief of the United States Postal Service (December 16, 2009), section III (pp. 6-12), PRC Docket No. N2009-1; Comments of United States Postal Service Regarding Jurisdiction Under (Current) Section 404(d), PRC Docket No. A2010-3 (April 19, 2010). In this matter, Petitioner does not allege facts that constitute a condition precedent to any jurisdiction of the Commission under section 404. 39 U.S.C. § 404(d)(5). Consequently, the Postal Service believes that this matter should be dismissed on jurisdictional grounds, for the reasons cited in the aforementioned filings. By responding to the Order through this filing, however, the Postal Service does not intend to waive its position that this matter is outside the scope of the appeals process established under 39 USC § 404(d)(5).

Station. See Exhibit 2 (printout from “Locate a Post Office” on [www.usps.com](http://www.usps.com)).<sup>2</sup> Customers may obtain some postal services from expanded access options, including eight stamp consignment sites located within 2.0 miles of Gwynedd Station and Stamps By Mail®. See Exhibit 3 (printout from “Locate a Post Office” on [www.usps.com](http://www.usps.com)). Accordingly, due to the close proximity of other postal facilities and the presence of nearby expanded access options, the discontinuance of Gwynedd Station will not cause postal customers to lose access to postal services. Consequently, the Postal Service submits that the section 404(d) procedures do not apply on this separate basis.

Even assuming the section 404(d) requirements were applied to the discontinuance of Gwynedd Station, the Postal Service satisfied the salient provisions of section 404(d). The Postal Service distributed a letter dated February 15, 2011, to customers of the Gwynedd Station notifying them of the possible discontinuance of the Gwynedd Station and of a March 3, 2011, community meeting, and inviting comments on the potential change to the postal retail network. See Exhibit 4. Through this notification, the Postal Service furnished customers with well over 60 days’ notice of the Postal Service’s intention to consider discontinuance of the facility. On March 3, 2011, the Postal Service held a public meeting at Gwynedd, during which the Postal Service provided more information regarding the potential discontinuance and allowed customers to comment and ask questions related to the potential discontinuance. Upon making the final decision to discontinue Gwynedd Station, the Postal

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<sup>2</sup> Exhibits 2 and 3 use the term “Post Office” for retail units staffed by postal employees, thus including stations, branches and Post Offices.

Service announced its decision publicly through a letter to customers dated April 4, 2011. See Exhibit 5.

The Postal Service further considered all of the pertinent criteria of section 404(d), including the effect on postal services, the community, and employees, and the economic savings arising from the discontinuance. Exhibit 1 at 1-4.

Customers notified the Postal Service of their concerns related to postal services, including the effect on senior citizens, having to travel to another post office, the conditions of other nearby postal facilities, changes in address; the community, including concerns about the needs of senior citizens; and employees, including concerns about layoffs. *Id.* As reflected in the final determination, the Postal Service considered these concerns during the decision-making process. See *id.* With respect to economic savings, the Postal Service provided a breakdown of the costs that serve as a basis for its estimate of economic savings. *Id.* at 4.

The Postal Service addressed customer concerns about obtaining services from a different postal retail location. Specifically, the Postal Service informed customers that after the discontinuance of Gwynedd Station they would receive city delivery service administered by the North Wales, PA Post Office, located two miles away and would have the option of moving their Post Office Box to the Springhouse, PA Classified Station located two miles away. *Id.* at 1. The Postal Service also explained that customers will be assigned a street address, which will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations and change of address forms are available from the Postal Service to assist customers in notifying

correspondents of the change. *Id.* at 2. In addition, the Postal Service identified the retail services available to customers, including the North Wales Post Office located within 2 miles of the Gwynedd Station, and the ability to purchase stamps by telephone, through the internet, or at stamp consignment locations within close proximity of Gwynedd Station. *Id.* at 1.

In summary, the Postal Service submits the attached documentation in support of the foregoing discussion.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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Chief Counsel, Global Business

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May 18, 2011

# **EXHIBIT 1**

FINAL DETERMINATION TO CLOSE  
THE GWYNEDD, PA CLASSIFIED STATION  
AND EXTEND CITY DELIVERY SERVICE

DOCKET NUMBER 19436

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Gwynedd, PA Classified Station located at 1200 Meetinghouse Road and provide city delivery service administered by the North Wales, PA Post Office, located two miles away. Customers also have the option of moving their post office box to the Springhouse, PA Classified Station located two miles away.

Retail transactions have declined at the Gwynedd Station by approximately 40 per cent from fiscal year 2008, while revenue has declined by approximately 41 per cent for the same period. The Postal Service feels that regular and effective service will continue to be provided through city delivery service and post office box service at the Springhouse Station. There is also a construction project on Route 202 that will result in a further restriction of customer traffic. The highway will have an increase in lanes that will remove the access from Route 202 into Meetinghouse Road restricting access permanently.

The Gwynedd Station provides service 15 hours a week from 8 to 11 a.m., Monday through Friday and closed on Saturday to 141 post office box customers. Retail services include the sale of stamps, stamped paper, and money orders; special services such as registered mail, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Daily retail window transactions average 22. Office receipts for the last three years were: \$110,643.00 in FY-2008; \$74,617.00 in FY-2009; and \$64,536.00 in FY-2010. There are no permit mailers or postage meter customers.

When this final determination is implemented, delivery and retail services will be provided by city delivery emanating from the North Wales Post Office, an EAS-21 level office, located two miles away. Window service hours at North Wales are from 8 a.m. to 4:30 p.m., Monday through Friday and 9 to 11 a.m. on Saturday.

The post office boxes will be moved to the Springhouse Classified Station, located two miles away. Window service hours at Springhouse are from 8 a.m. to 4:30 p.m., Monday through Friday and closed on Saturday.

On March 3, 2011 representatives from the Postal Service were available at Gwynedd to answer questions and provide information to customers. Sixty-four customers attended the meeting.

The following postal concerns were expressed at the community meeting:

1. **Concern:** Customers were concerned about senior citizens.

**Response:** Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery to a mailbox close to the customers residence. Customers do not have to make a special trip to pick up their mail. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the North Wales Postmaster for more information.

2. **Concern:** Customers were concerned about having to travel to another post office for service.

**Response:** The Postal Service has developed a number of convenient offerings that can save our customers a trip to the post office. Customers can buy stamps online through our website at [www.usps.com](http://www.usps.com), by phone at 1-800-STAMP24, or by mail. In addition, our Click-N-Ship service on [www.usps.com](http://www.usps.com) enables customers to print shipping labels with postage for Express Mail and Priority Mail. There are also ten stamps on consignment locations within close proximity.

3. **Concern:** Customers were concerned about the inconvenient access to the Springhouse Station.

**Response:** Some customers may find that the Springhouse Station located at 905 Bethlehem Pike will be more convenient than the Gwynedd Station. The Springhouse Station also offers extended window service hours from 8 a.m. to 4:30 p.m., Monday through Friday and closed on Saturday with 24-hour lobby access.

4. **Concern:** Customers complained about the parking at the Springhouse Station.

**Response:** There is parking in the front and the rear of the Springhouse facility and there are handicap spaces available for customers with disabilities.

5. **Concern:** Customers were concerned about having to make an address change on their bank checks and stationery.

**Response:** Customers will be assigned a street address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.

6. **Concern:** Customers were concerned about a change of address.

**Response:** Customers will be assigned a street address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. Customers who choose post office box delivery will have to add a number series in front of their current box number.

7. **Concern:** Customers asked why their office was being reviewed for discontinuance while others were not.

**Response:** Offices are reviewed on a case-by-case basis. With the decline in the mail volume and workload, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

8. **Concern:** A customer requested a refund of post office box fee.

**Response:** Please contact the clerk at the Gwynedd Station they will be able to assist you in a post office box refund.

**Some advantages to the final determination are:**

1. Carrier delivery service is beneficial to some senior citizens, the handicapped, and working people since customers will no longer need to travel to the post office to pick up their mail.
2. Customer service will be enhanced by improved customer parking, 24 hour lobby access and expanded window service hours.
3. A savings for the Postal Service, which contributes in the long run to stable postage rates and savings for customers.

4. Customers opting for carrier service will no longer have to pay post office box fees.
5. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages to the final determination are:**

1. The loss of a retail outlet in the area.
2. Some customers will have further to travel to obtain their mail and to receive services.
3. A change in mailing address.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

**II. EFFECT ON COMMUNITY**

Gwynedd is located in the incorporated city of North Wales. The area is administered politically by the City of North Wales. Police and fire protection is provided by the city. The city is comprised of all the amenities afforded a city of this size.

Nonpostal services provided at the Gwynedd Station will be available at the Springhouse Station. Government forms normally provided by the office will also be available at the Springhouse Station or by contacting your local government agency.

The following nonpostal concerns were expressed at the community meeting:

1. **Concern:** Customers were concerned about loss of employment for the clerk.

**Response:** The clerk will be reassigned to the North Wales Post Office.

2. **Concern:** Customers felt the post office should remain open since they paid taxes.

**Response:** The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service, contributes in the long run to stable postage rates and savings for customers.

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service is expected to be able to handle any future growth in the community.

To help preserve community identity, the city's name and ZIP Code will be retained in the mailing address.

Based on information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

**III. EFFECT ON EMPLOYEES**

The clerk will be reassigned to the North Wales Post Office.

**IV. ECONOMIC SAVINGS**

The Postal Service estimates annual savings of \$34,270.00 with a breakdown as follows:

|                                   |                  |
|-----------------------------------|------------------|
| Clerk Salary (PS-6, Minimal)      | \$21,000.00      |
| Fringe Benefits @33.5%            | 7,000.00         |
| Maintenance                       | 3,290.00         |
| Rental Costs, Excluding Utilities | <u>+4,980.00</u> |
| Total Annual Costs                | \$36,270.00      |
| Less Cost of Replacement Service  | -2,000.00        |
| Total Annual Savings              | \$34,270.00      |

**V. OTHER FACTORS**

The Postal Service has identified no other factors for consideration.

**VI. SUMMARY**

The Postal Service has determined to close the Gwynedd Classified Station and provide city delivery service administered by the North Wales Post Office, located two miles away.

Retail transactions and revenue have declined by over 40 per cent from fiscal year 2008. A new road will further restrict access to the Gwynedd Station.

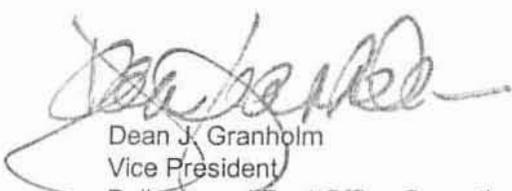
The Gwynedd Station provides 15 hours of window service per week to 141 customers. Daily retail window transactions average 22.

Carrier service will continue to provide effective and regular service. There will be a loss of a retail outlet. However, delivery service will be available from the carrier, alleviating the need to travel to a post office to pick up mail. To help preserve identity, the name and ZIP Code will be retained in the mailing address. The Postal Service will save an estimated \$34,270.00 annually. A disadvantage to some may be in the extra travel to obtain retail services.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

**VII. NOTICES**

Notify customers of the permanent discontinuance of the Gwynedd Classified Station and advise them of the hours of operation and services available at the North Wales Post Office and Springhouse Classified Station. Explain specific information on address changes and why the change is necessary.

  
 Dean J. Granholm  
 Vice President  
 Delivery and Post Office Operations

03/14/2011  
 Date

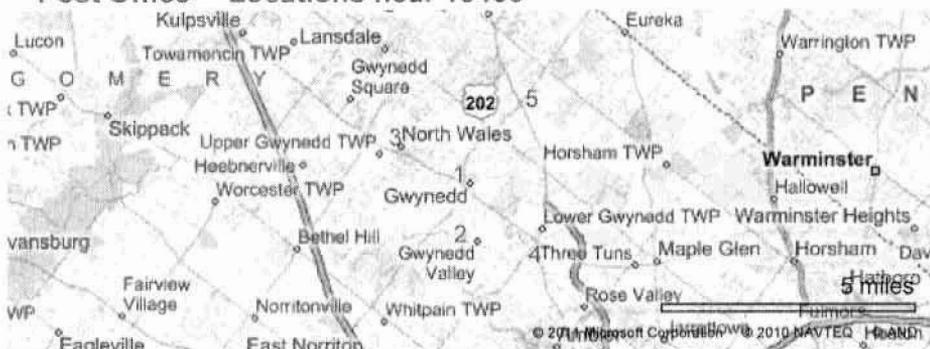
# **EXHIBIT 2**



# Post Office™ Locations

[PRINT](#) | [BACK](#)

## Post Office™ Locations near 19436



- |  |  |   |
|--|--|---|
| <p><b>1</b> <b>Post Office™</b><br/><b>Location -</b><br/><b>GWYNEDD</b><br/>1200<br/>MEETINGHOUSE RD<br/>GWYNEDD, PA<br/>19436-9998<br/>(800) ASK-USPS<br/><br/>(800) 275-8777<br/>(215) 661-0975<br/><br/><span style="border: 1px solid black; padding: 2px;">0.3 mi</span></p>                 | <p><b>Business Hours</b><br/>Mon-Fri<br/>8:00am-11:00am<br/>Sat-Sun<br/>closed</p>                       | <p><b>Services</b><br/><a href="#">PO Boxes Online</a><br/><br/>Service hours may vary. Please<br/>check link for business hours.</p> |
| <p><b>2</b> <b>Post Office™</b><br/><b>Location -</b><br/><b>GWYNEDD</b><br/><b>VALLEY</b><br/>527 PLYMOUTH RD<br/>GWYNEDD VALLEY,<br/>PA 19437-9900<br/>(800) ASK-USPS<br/><br/>(800) 275-8777<br/>(215) 646-1209<br/><br/><span style="border: 1px solid black; padding: 2px;">1.1 mi</span></p> | <p><b>Business Hours</b><br/>Mon-Fri<br/>8:00am-12:00pm<br/>2:00pm-5:00pm<br/>Sat-Sun<br/>closed</p>     | <p><b>Services</b><br/><a href="#">PO Boxes Online</a><br/><br/>Service hours may vary. Please<br/>check link for business hours.</p> |
| <p><b>3</b> <b>Post Office™</b><br/><b>Location -</b><br/><b>NORTH</b><br/><b>WALES</b><br/>450 BEAVER ST<br/>NORTH WALES, PA<br/>19454-9998<br/>(800) ASK-USPS<br/><br/>(800) 275-8777<br/>(215) 661-0652<br/><br/><span style="border: 1px solid black; padding: 2px;">1.8 mi</span></p>         | <p><b>Business Hours</b><br/>Mon-Fri<br/>8:00am-4:30pm<br/>Sat<br/>9:00am-11:00am<br/>Sun<br/>closed</p> | <p><b>Services</b><br/><a href="#">PO Boxes Online</a><br/><br/>Service hours may vary. Please<br/>check link for business hours.</p> |

**4 Post Office™**  
**Location - SPRING HOUSE**  
 905 BETHLEHEM PIKE  
 SPRING HOUSE, PA 19477-9998  
 (800) ASK-USPS  
 (800) 275-8777  
 (215) 591-0462

**Business Hours**  
 Mon-Fri 8:00am-4:30pm  
 Sat-Sun closed

**Services**  
[PO Boxes Online](#)  
 Service hours may vary. Please check link for business hours.

1.9 mi

**5 Post Office™**  
**Location - MONTGOMERYVILLE**  
 411 DOYLESTOWN PIKE  
 MONTGOMERYVILLE, PA 18936-9998  
 (800) ASK-USPS  
 (800) 275-8777  
 (215) 855-0166

**Business Hours**  
 Mon-Fri 8:30am-4:30pm  
 Sat 9:00am-11:00am  
 Sun closed

**Services**  
[Passport Application Services](#)  
[PO Boxes Online](#)  
 Service hours may vary. Please check link for business hours.

2.0 mi

**Post Office™ Locations near 19436**

**By City**

[GWYNEDD](#) [GWYNEDD VALLEY](#) [NORTH WALES](#) [SPRING HOUSE](#) [MONTGOMERYVILLE](#)

**By ZIP Code**

[19437](#) [19454](#) [19477](#) [18936](#) [19486](#) [19446](#) [19002](#) [18915](#) [19044](#) [19490](#)  
[18422](#) [19034](#) [19443](#) [18932](#) [19025](#) [19440](#) [19423](#) [18914](#) [19031](#) [19075](#)

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# **EXHIBIT 3**



# Alternate Locations to Buy Stamps

## Alternate Locations to Buy Stamps near 19436



- |   |  |        |  |
|---|--|--------|--|
| 1 | <b>WHOLE FOODS MARKET</b><br>1210 BETHLEHEM PIKE<br>NORTH WALES, PA<br>19454-1323                | 1.4 mi | <a href="#">Directions</a><br><a href="#">More info</a><br><a href="#">Nearby Businesses</a> |
| 2 | <b>STAPLES</b><br>1210 BETHLEHEM PIKE<br>NORTH WALES, PA<br>19454-1323                           | 1.4 mi | <a href="#">Directions</a><br><a href="#">More info</a><br><a href="#">Nearby Businesses</a> |
| 3 | <b>WELLS FARGO BANK</b><br>1140 BETHLEHEM PIKE<br>SPRING HOUSE, PA<br>19477-1100                 | 1.5 mi | <a href="#">Directions</a><br><a href="#">More info</a><br><a href="#">Nearby Businesses</a> |
| 4 | <b>GENUARDI SUPERMARKETS INC</b><br>1121 BETHLEHEM PIKE STE 50<br>SPRING HOUSE, PA<br>19477-1102 | 1.5 mi | <a href="#">Directions</a><br><a href="#">More info</a><br><a href="#">Nearby Businesses</a> |
| 5 | <b>GENUARDI SUPERMARKETS INC</b><br>107 S MAIN ST<br>NORTH WALES, PA<br>19454-2832               | 1.6 mi | <a href="#">Directions</a><br><a href="#">More info</a><br><a href="#">Nearby Businesses</a> |

### Post Office™ Locations near 19436

By City

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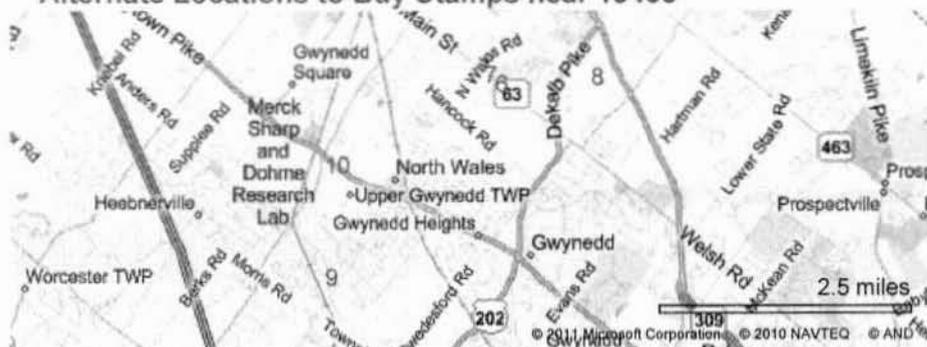
|       |       |       |       |       |       |       |       |       |       |       |       |       |       |
|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 19437 | 19438 | 19439 | 19440 | 19441 | 19442 | 19443 | 18932 | 19025 | 19440 | 19423 | 18914 | 19031 | 19075 |
|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|

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# Alternate Locations to Buy Stamps

## Alternate Locations to Buy Stamps near 19436



- |    |  |        |  |
|----|--|--------|--|
| 6  | <b>MORE BANK</b><br>1222 WELSH RD<br>NORTH WALES, PA<br>19454-2054         | 1.7 mi | <a href="#">Directions</a><br><a href="#">More info</a><br><a href="#">Nearby Businesses</a> |
| 7  | <b>REDNERS MARKET</b><br>1200 WELSH RD<br>NORTH WALES, PA<br>19454-3771    | 1.8 mi | <a href="#">Directions</a><br><a href="#">More info</a><br><a href="#">Nearby Businesses</a> |
| 8  | <b>GIANT FOOD STORES</b><br>1201 KNAPP RD<br>NORTH WALES, PA<br>19454-1831 | 1.8 mi | <a href="#">Directions</a><br><a href="#">More info</a><br><a href="#">Nearby Businesses</a> |
| 9  | <b>WALGREENS</b><br>710 N WALES RD<br>NORTH WALES, PA<br>19454-1725        | 2.1 mi | <a href="#">Directions</a><br><a href="#">More info</a><br><a href="#">Nearby Businesses</a> |
| 10 | <b>TD BANK</b><br>437 N SUMNEYTOWN PIKE<br>NORTH WALES, PA<br>19454-2506   | 2.2 mi | <a href="#">Directions</a><br><a href="#">More info</a><br><a href="#">Nearby Businesses</a> |

### Post Office™ Locations near 19436

**By City**

GWYNEDD    GWYNEDD    NORTH WALES    SPRING HOUSE    MONTGOMERYVILLE  
 VALLEY

**By ZIP Code**

[19437](#) [19454](#) [19477](#) [18936](#) [19486](#) [19446](#) [19002](#) [18915](#) [19044](#) [19490](#)  
[19422](#) [19034](#) [19443](#) [18932](#) [19025](#) [19440](#) [19423](#) [18914](#) [19031](#) [19075](#)

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# **EXHIBIT 4**



February 15, 2011

Dear Postal Customer:

Changes in consumer preference and recession-related declines in mail volume have reduced U.S. Postal Service revenues. Operation of the Postal Service is paid for by postage and fees paid by our customers. The Postal Service receives no operational subsidy from taxes. Current economic conditions require that we review all postal operations for opportunities to streamline processes and provide service more efficiently.

As the postal manager responsible for all offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. As you are aware there is a construction project on Route 202 that will result in a further restriction of customer traffic permanently into the Gwynedd Branch. A review of the business activities of the Gwynedd Station/Branch revealed that the office workload has declined. This reduced workload and the fact that we have 10 other Post Offices and Stations/Branches located within a 5 mile radius suggests that the continuation of the Gwynedd classified station/branch may not be warranted.

Accordingly, we are considering consolidation of the Gwynedd Station, located at 1200 Meetinghouse Rd. If you are currently receiving letter carrier delivery, there will be no change to your delivery service. Any mail pickup of parcel and signature items will remain the same. Mail delivery service is administered by the North Wales Main Post Office.

If you are a post office box customer, you have the option of post office box delivery at Springhouse station, or you may receive carrier delivery at your residence. The Postal Service is considering relocating current post office boxes to the Springhouse Branch/Station located 1.90 miles from your current location. Full retail service hours at Springhouse are from 8:00 AM-4:30 PM, Monday through Friday and there are no retail hours on Saturday. The lobby is open 24 hours for customer convenience.

If a change to service is implemented, post office box customers will continue to use the name Gwynedd, PA 19436 in the last line of the mailing address. Post Office Box customers may be required to add 2,000 to their current Post Office Box number. The Postal Service operates to serve our customers. We value your opinions during this review process.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the Lower Gwynedd Township Building located at 1130 N. Bethlehem Pike Springhouse Pa. 19477 on March 3<sup>rd</sup>, 2011 from 6:00 PM to 7:00 PM to answer questions and provide information about our service.

If you have any questions, you may call Donna Saulino, Customer Relations Coordinator whose telephone number is 215-863-5009.

Thank you for your assistance.

Sincerely,

Carl Zingle  
Postmaster  
450 Beaver Street  
North Wales Pa. 19454

# **EXHIBIT 5**



April 4, 2011

Dear Postal Customer:

This is to advise you that the Gwynedd Station will be officially closed on May 27, 2011.

Effective May 28, 2011, retail services and PO Box services will be provided through the Springhouse Classified Branch. Post Office Box Customers will be required to change their addresses and add 2000 to their present PO Box number. PO Box Customers that choose to have their mail delivered will have to use their 911 address. Mail will be forwarded in accordance with postal regulations, and changes of address forms are available from any postal unit, customers may also complete a change of address online by going to [www.usps.com](http://www.usps.com).

Thank you for your input in helping the Postal Service determine the best form of alternate mail service to meet the needs of the Gwynedd Station Customers. Retail services from the Springhouse Classified Branch will insure regular and effective service to the Gwynedd Station Customers.

We appreciate all comments and concerns that were expressed in the process and we will continue to provide the best mail service to our customers.

James J. Gallagher  
Philadelphia Metropolitan District Manager