

USPS Report on PRC Rate and Service Inquiries for August 2015

The Postal Regulatory Commission referred 70 inquiries to the Postal Service in August, 2015. Customers received responses on average within 8 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (70) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (4) – i.e., hours of service, availability of retail products, and product tracking.
- 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.

Secure, efficient, affordable



The Postal Service has exclusive access to mailboxes because the public expects and requires secure, efficient and affordable deliveries, a spokesman writes in a new [blog post](#).

“Exclusive mailbox access isn’t some kind of gratuitous privilege,” Media Relations Manager David Partenheimer writes on the USPS blog.

“Rather, it reflects common sense ways of helping the Postal Service shoulder its enormous and unique responsibility: namely, delivering mail and packages to every home and business in America at affordable prices, and not just delivering packages to the most profitable addresses or with hefty surcharges.”

The post follows a recent [commentary](#) by a UPS executive who argued delivery companies should be able to leave packages in mailboxes. This commentary was posted on a blog operated by the Office of Inspector General (OIG), an independent agency that audits postal programs and operations.

In the Postal Service’s response, Partenheimer writes there’s widespread agreement on USPS maintaining exclusive access to mailboxes.

“Virtually every expert report and customer poll to have discussed the issue is unanimous in supporting continuation of exclusive mailbox access as a way to support universal postal service.”