

Congress of the United States

Washington, DC 20515

May 20, 2024

Dr. Joshua Colin
Chief Retail and Delivery Officer and Executive Vice
President
United States Postal Service
475 L'Enfant Plaza SW
Washington, D.C. 20260

Mr. Douglas Smith
Acting District Manager
Colorado-Wyoming District
United States Postal Service
7500 East 53rd Place, Rm 1131
Denver, CO 80266

Dear Dr. Colin and Mr. Smith,


We write to urge the United States Postal Service (USPS), Colorado-Wyoming District Office to expedite the process determining eligibility for residents in the City of Steamboat Springs, Colorado who do not receive USPS home delivery to receive a post office box (P.O. Box) at no charge. We also request USPS issue refunds to eligible residents and provide an update to our offices on your progress in a timely manner.

Many Steamboat Springs residents pay over one hundred dollars annually to receive mail in their P.O. boxes, even though USPS does not deliver mail or parcels to the residents' homes. Meanwhile, other Steamboat Springs residents and those living outside of town receive home delivery at no charge. In November 2023, after nearly a year of internal study and deliberation, USPS announced that eligible residents who previously paid for P.O. Boxes would no longer be charged a fee, and USPS would provide refunds for up to 24 months of previously paid fees to those residents. Unfortunately, nearly six months later, eligible residents still report paying P.O. Box fees, and have not been provided with an estimated date by which they can expect an update or a refund.


We applaud USPS employees' hard work and dedication to delivering mail and parcels to local residents, while implementing substantial changes to the post office's systems. We recognize local residents must complete and return Postal Service Form (PS) 1093 for USPS to determine eligibility, which the USPS is working to process. We also understand USPS is considering new delivery routes for Steamboat Springs, which requires a requisite level of planning before implementation. Nevertheless, eligible local residents, many of whom have already submitted a completed PS Form 1093, are rightfully growing increasingly frustrated that USPS has not yet issued an update on these efforts and continues to charge them for P.O. box rentals.

Thank you for your attention to this important matter. We look forward to hearing from the Colorado-Wyoming District Office with an update on the timeline for the completion of these initiatives, and request that the USPS implement these changes as soon as practical.


Sincerely,



Joe Neguse
Member of Congress



Michael F. Bennet
United States Senator



John Hickenlooper
United States Senator