

Congress of the United States
House of Representatives
Washington, DC 20515-2302

April 24, 2024

Chairman Michael Kubayanda
Postal Regulatory Commission
901 New York Av. NW Washington
D.C. 20268

Dear Chairman Kubayanda:

I write to express my strong concerns with the proposal to increase stamp prices for the fourth time in 18 months and the overall management of the United States Postal Service (USPS). It is especially absurd that these rate increases have come while unacceptable service levels persist throughout Minnesota and our nation. The Postal Service is a critical resource for my constituents, many of whom depend exclusively on USPS to deliver their prescription medications, shipments from small businesses and rent checks on time.

For nearly two years, I've been hearing from thousands of constituents who are frustrated with ongoing poor delivery service. Your proposal would further exacerbate this situation and raise the cost of living for many of my constituents. Before this occurs, I urge the Postal Regulatory Commission to halt any further rate increases and to immediately reassess your strategic plan and how the long-term viability of the USPS could be jeopardized by these persistent increases.

These unprecedented twice-yearly rate hikes have driven nonprofits, newspapers, small and large businesses to switch from utilizing the mail to other means of communicating. In other words, you may be driving your volume and revenue down as folks look for alternatives. Many of my constituents tell me they have started using alternative shipment methods because they do not trust that USPS will deliver on time.

The Postmaster General's *Delivering for America Plan (DFA)* forecasted that the USPS would break even in FY23. Not only did it not break even, but the USPS lost \$6.5 billion last fiscal year and is expected to lose another \$6.3 billion in FY24. Any other CEO and Board in America would be fired for this kind of performance.

Service delays and security concerns raised by letter carriers need to be addressed now as the current USPS strategy and management is not working. My constituents deserve better. Paying more money for poor service is disincentivizing consumers, business owners and everyday Americans from utilizing the mail.

Let me be clear: you cannot run a successful organization with a demoralized workforce. And I have never seen anything like what is happening in Minnesota due to poor senior leadership. Time and again, I hear this directly from postal workers, letter carriers and the people in charge of our post offices.

Again, I urge the Postal Regulatory Commission to pause any further rate increases and the Board to figure out how to run the organization before more damage is done to the financial viability and the long-term sustainability of the USPS.

Sincerely,



Angie Craig
Member of Congress

CC: United States Postmaster General Louis DeJoy
United States Postal Service Board of Governors