



July 2, 2019

To Whom It May Concern:

As the Delivery Growth Coordinator for the United States Postal Service (USPS) Northern New England (NNE) District, I am the manager responsible for coordinating establishment of all mail delivery points for new residential and business developments and for renovations to existing residential and commercial multi-unit buildings throughout this district. The NNE District oversees all postal operations in Maine, New Hampshire and Vermont.

My goal in contacting you today is to share important information regarding the establishment of mail delivery with local officials and planning board members in your community. In addition, I ask that you share this information with all developers proposing new developments and renovations of multi-unit buildings within your town or municipality. USPS needs all of those individuals to plan ahead for the appropriate establishment of mail delivery prior to any developments being built and to secure the required postal approvals for mail delivery in advance of any decisions being made.

Unfortunately, we often find that local officials or business and residential developers are under some misimpressions about this issue. The purpose of this outreach is to provide current USPS information on this subject, to educate all involved in new developments or multi-unit building renovations, and to eliminate any confusion which may exist.

Although U.S. Postal Service rules allow residents and businesses one free form of delivery, determinations about the mode of delivery – which means where and how mail delivery points are established – are USPS decisions, not local or state ones. As authorized by the Congress of the United States, according to the federal regulations which govern our agency, the mode of delivery is determined by the U.S. Postal Service in its sole discretion.

The mode of delivery includes the following:

- Type of mail box used
- Location of the mail box for each delivery address

Newly established individual business or residential customers and developers in charge of larger scale development projects must request and receive approval of both the delivery location and mode of delivery from the local Postmaster or District designees. Approval from USPS must be secured prior to mail delivery being established for any new developments as well as for renovation of multi-unit buildings whether the buildings are residential or commercial.

When establishing new delivery service, it is the goal of USPS to establish the most cost-effective, operationally efficient and safest delivery mode and location possible. For these reasons, centralized delivery service is now required for mail delivery in all new developments and for renovations to existing multi-unit buildings under current USPS HQ regulations. For residential developments, Centralized delivery to cluster box units (CBUs) is preferred. Wall boxes or mail rooms are also considered Centralized delivery and are used mostly in high-rise

buildings, assisted living facilities and other multi-unit business or residential developments. Centralized delivery equipment improves delivery efficiency while also providing the space necessary to deliver large mail items such as packages, both of which are great customer benefits.

While in the planning stages for new residential and commercial developments, developers should contact the local postmaster to determine the specific delivery point locations where centralized mailbox units must be established. Doing so will help enable USPS to serve mail recipients in those developments with utmost efficiency and safety. Securing USPS approval in advance will also prevent any unplanned costs to developers related to reinstalling mail receptacles or mail service delays down the road. USPS finds that is sometimes the unfortunate result of developers not contacting us first regarding mail delivery establishment locations and modes.

For the most current information about this issue, please direct local officials, planning board members, and developers to follow this link, which is the [usps.com *Delivery Growth Management*](https://about.usps.com/what-we-are-doing/current-initiatives/delivery-growth-management/welcome.htm) site:

<https://about.usps.com/what-we-are-doing/current-initiatives/delivery-growth-management/welcome.htm>

The *Developers Guide*, which can be found on the site, provides more information about the types of USPS-approved mailbox equipment options which are commercially available and also includes other details about mail delivery planning which applies to new developments or multi-unit renovations. Please feel free to share this information with companies and individuals involved in new development projects.

Should you have any additional questions, please feel free to contact me directly by email (below). Thank you for your anticipated cooperation and assistance in helping USPS share this important information with all of the constituents in your community who are involved with development issues and multi-unit renovation planning.

Respectfully,

Kim Killer

Kim Killer, AMS Manager
Delivery Growth Coordinator
USPS NNE District
Kimberly.A.Killer@usps.gov