

August 4, 2022

Mr. Gerald Roane  
Virginia District Manager  
United States Postal Service  
1801 Brook Road  
Richmond, VA 23232

Dear Mr. Roane:

Thank you for your service as Virginia District Manager for the United States Postal Service. I am grateful for the dedication of public servants like yourself working on behalf of the American people.

Unfortunately, many constituents have contacted my office to report the abrupt closure of the Montpelier Station Post Office in Orange County, Virginia on June 1, 2022. Due to its location in a rural community, the Montpelier Station Post Office serves nearly 100 customers by P.O. box only. Neither my constituents nor local officials were given any prior notice of the closure, and the only information they were provided after service had already been discontinued was that their mail would be held behind the counter at the Orange County post office where they must now pick it up in-person during regular business hours. This poses significant logistical issues for my constituents who cannot access their mail due to their work schedules, childcare needs, transportation obstacles, and other barriers.

Under [39 U.S.C. §404\(d\)\(2\)](#), prior to closing or consolidating a post office, the USPS must consider the impact such a closure will have on the community and postal employees. Additionally, USPS is required to consider its policy to “provide a maximum degree of effective and regular postal services to rural areas, communities, and small towns where post offices are not self-sustaining.” USPS is required to make its determination to close or consolidate a post office in writing, and its determination must be made available to the customers served by the post office.

Further, the USPS may not close or consolidate a post office until “60 days after its written determination is made available to persons served by such post office” under [39 U.S.C. §404\(d\)\(4\)](#). Any person served by the post office may appeal the closure within 30 days of USPS’s written determination.

My constituents who have attempted to appeal the closure of the post office thus far have also reported significant barriers, including that the process is time-consuming, complicated, and requires the assistance of a legal attorney (as noted by the [Postal Regulatory Commission](#)).

As a Representative for the Orange region, I am concerned by this abrupt discontinuation of mail service that has prevented those we serve from receiving the important items they rely on. I am also extremely frustrated by the lack of transparency, forewarning regarding the closure, and information following the closure that my constituents and local officials have received. While it is understandable that there may be conditions under which USPS decides to consolidate or close a post office location, it is wholly unacceptable to leave entire communities in the lurch without reliable access to mail services. It has now been almost two months without answers or meaningful engagement from the USPS on this closure, and all the while our community continues to go without access to their local post office. Virginians rely on the postal service to deliver their prescription medications, bills, groceries, and other essential items in a timely manner. As such, I would like to request the following information:

- Did you receive prior notice of the decision to close the Montpelier Station Post Office before June 1, 2022?
  - If so, please provide a timeline and justification for the decision to discontinue mail service immediately without 60 days prior notice to customers as required by law.
- Were the employees at this post office transferred to a different location, terminated from their employment, or otherwise?
- What alternative options are available for these customers to access their mail if barriers prevent them from picking it up at the Orange County Post Office in-person during normal business hours?
- If there were not extreme circumstances necessitating immediate closure of the post office, please provide information and a timeline for how the USPS will restore mail service at the Montpelier Station Post Office until the required procedure for closure is followed per 39 U.S.C. §404(d).

I look forward to working with you to resolve this issue and restore mail service to those we serve as quickly as possible. Virginians must be able to rely on the USPS for timely delivery of prescription medications, bills, and more. Additionally, we must ensure that our hardworking USPS employees receive fair treatment.

Thank you for your attention to this critical matter – and for the hard work of the USPS in handling the historic challenges posed by these past two years. I look forward to your response.

Sincerely,



Abigail D. Spanberger  
MEMBER OF CONGRESS