

**Congress of the United States**  
**Washington, DC 20515**

December 13, 2023

The Honorable Louis DeJoy  
Postmaster General  
United States Postal Service  
475 L'Enfant Plaza SW  
Washington, DC 20260

Postmaster General DeJoy:

We write regarding United States Postal Service (USPS) operations breakdowns within the state of Georgia. Specifically, we have heard from our constituents about missing and potentially stolen mail, misdelivered mail, closures of post offices during standard business hours, and inexplicable suspensions of mail service for extended periods.

As you are aware, mail delivery is vital to American communities. Our constituents are taxpayers and customers of USPS. They depend upon the agency to fulfill its mission, and when it does not, to provide top-tier customer service. That's why we're concerned by reports from our constituents, including local elected officials, about the failure of USPS to respond to complaints with action – and not just words.

These concerns are particularly pertinent during the holiday season as Americans send letters and gifts to family and friends. Failing to deliver those items to our constituents will produce a not-so-merry Christmas. Additionally, there are very real health concerns involved. Many Americans rely on mail delivery to receive medications and other life-saving products.

As such, we request the answers to the following questions:

1. Have regional or local post offices in Georgia made you aware of the service issues occurring in our districts?
2. How many complaints from the state of Georgia were received by USPS in Fiscal Years 2022 and 2023?
3. How many of those complaints were resolved with more than a phone call or email, and what is USPS doing to address outstanding concerns?
4. How many post offices in Georgia were closed – for any reason – during business hours in Fiscal Year 2023?
5. What communities in Georgia experienced suspensions of mail delivery during Fiscal Year 2023 and for how many days?

6. What steps is USPS taking to reduce instances of mail theft?
7. Can USPS guarantee that it will begin operating at full capacity throughout Georgia?
8. What is USPS doing to increase transparency and communications with local communities when there are issues at a post office or with mail delivery?

We request the answers to these questions no later than January 8, 2024. We thank you for your prompt attention to this matter.

Sincerely,



Mike Collins  
Member of Congress



Rich McCormick, MD, MBA  
Member of Congress



Drew Ferguson  
Member of Congress



Rick W. Allen  
Member of Congress



Sanford D. Bishop, Jr.  
Member of Congress



David Scott  
Member of Congress



Henry C. "Hank" Johnson, Jr.  
Member of Congress



Lucy McBath  
Member of Congress



Nikema Williams  
Member of Congress



Barry Loudermilk  
Member of Congress



Marjorie Taylor Greene  
Member of Congress



Austin Scott  
Member of Congress



Earl "Buddy" Carter  
Member of Congress