

135 HART SENATE OFFICE BUILDING
WASHINGTON, DC 20510-1501
(202) 224-3744
www.grassley.senate.gov

721 FEDERAL BUILDING
210 WALNUT STREET
DES MOINES, IA 50309-2106
(515) 288-1145

111 7TH AVENUE, SE, BOX 13
SUITE 6800
CEDAR RAPIDS, IA 52401-2101
(319) 363-6832

United States Senate

CHARLES E. GRASSLEY
PRESIDENT PRO TEMPORE
WASHINGTON, DC 20510-1501

120 FEDERAL BUILDING
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SIOUX CITY, IA 51101-1244
(712) 233-1860

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(319) 232-6657

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DAVENPORT, IA 52801-1817
(563) 322-4331

2146 27TH AVENUE
SUITE 550
COUNCIL BLUFFS, IA 51501-6985
(712) 322-7103

June 26, 2025

Ms. Amber F. McReynolds
Chair, Board of Governors
United States Postal Service
475 L'Enfant Plaza, SW
Washington, DC 20260

Dear Ms. McReynolds and members of the Board of Governors,

As the United States Postal Service (USPS) approaches 250 years of its establishment as an institution that serves the American people, I write to you with skepticism that the institution is delivering on its mission. I often hear from postal customers that they are facing issues with sending and receiving their mail in a timely and reliable manner. In addition, businesses that utilize the postal service for the delivery of market dominant products are facing postage rate price hikes that are impacting business operations and causing companies to decrease mailing volume.

I have been a partner of the USPS to ensure that it remains self-sufficient and, as advised by USPS, direct Iowans to the proper channels to seek remedies for the problems they face. Though, the persistence of issues with USPS's services remains. For example, so far in 2025, no fewer than two dozen Iowans have contacted me outlining the challenges they are having with bills and checks being delivered on time, mail missing, and increased duration of mail pickup and delivery times. These issues are not location specific and span across every congressional district in Iowa. Additionally, I have heard from businesses about difficulties in maintaining mail volumes given the dramatic rate increases of more than 50% on USPS market dominant products, or that there is poor handling of packages and improper planning to satisfy shipping demand. Further, changes to rural delivery are impacting postal workers and customers alike.

Committee Assignments:

CHAIRMAN
JUDICIARY

BUDGET
FINANCE

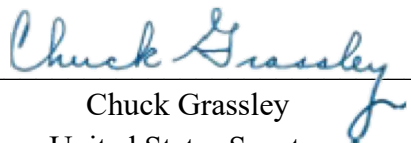
AGRICULTURE

In Congress, we often hear from USPS leaders that the legislative branch tends to hinder USPS's ability to adapt to address the challenges it faces because members and the American people do not want any change to how USPS operates. While there may be some truth to that as change is often met with resistance, the initial years of the implementation of USPS' self-help "*Delivering for America Plan*," has not demonstrated that USPS is striking a needed balance of financial self-sufficiency and quality service. Delivering to every corner of the United States is no small feat, and I applaud the dedicated postal workers that serve their communities daily and USPS for the successes of decreasing its projected losses. That said, USPS must not let the quality of its service decline as reforms to achieve stronger financial footing are considered and implemented.

I recognize the challenges USPS faces and understand that given the advent of the internet and competition with other entities, there has been a considerable decrease in mail volume which has impacted the Postal Service's operations and bottom line. The need for innovation is apparent. It appears that efforts, such as recovering market dominant revenue, are in practice facilitating counterproductive outcomes. The long-term viability of USPS ought to be the focus, so the institution remains to serve the American people for another 250 plus years.

As the USPS awaits to formally welcome Mr. David Steiner as the new Postmaster General; I strongly encourage you and Mr. Steiner to be innovative in the approaches to right size the institution as well as flexible when reforms are not working to ensure that it fulfills its mission successfully. Americans depend on it.

Sincerely,

A handwritten signature in blue ink that reads "Chuck Grassley". The signature is written in a cursive style with a long, sweeping tail on the "y" of "Grassley".

Chuck Grassley
United States Senator