

DISTRICT MANAGER



February 24, 2010

Mr. Keith A. Bergman  
Town Administrator  
Town of Littleton  
Littleton, MA 01460



Dear Town Administrator Bergman:

This is sent to provide you with additional information regarding the postal services provided at the Harwood Post Office.

First, I want to advise there are no plans to close the Harwood Station at this time. However, a decision was made recently to change the retail service hours at the Harwood Station. The decision to change the hours of service at the Harwood Post Office was based upon a thorough review of retail transactions and customer visitations. Although we had planned to make the date of the change effective late last year, we decided to postpone the implementation. This was due to further consideration provided to concerns raised by customers who rent post office boxes at the Harwood Station. We have concluded that the changes in service hours will be implemented effective April 1, 2010 as follows:

Retail hours will be Monday to Friday, 10:00 am – 1:00 pm; the Harwood Post Office will close daily from 1:00 pm to 2:00 pm, and will be reopening from 2:00 pm – 4:00 pm.

The lobby hours of service for customers to access their post office boxes at the Harwood Post Office will be Monday to Friday 9:30 am to 5:00 pm, and Saturday 9:00 am to 12:00 Noon.

Our goal is to provide our customers with the best possible postal service and we look forward to continue to provide service to the Littleton community. If you have any questions, or if we may be of assistance in the future, please contact Joanne Killackey-Hogan, Manager, Consumer Affairs, at 617-654-5891. In closing, I want to assure you that our goal is to provide our customers with the best possible postal service, and I appreciate being provided this opportunity to respond to your concerns.

Sincerely,

A handwritten signature in black ink that reads "Charles K. Lynch".

Charles K. Lynch  
District Manager  
Customer Service and Sales