



September 29, 2025

The Honorable Ted Budd
Member of Congress
5380 US Hwy 158 Ste. 202,
Advance, NC 27006-6974

Dear Senator Budd:

This is in response to your correspondence on behalf of Ms. Kim Phillips, Regulatory Affairs Director for the Triad Real Estate and Building Industry Coalition in Greensboro, regarding the location of mail receptacles in new communities.

First, let me apologize on behalf of the U.S. Postal Service for the difficulties Ms. Phillips experienced in obtaining guidance on the proper placement of cluster box units (CBUs) for mail delivery. The Postal Service strives to provide timely and accurate information to builders to facilitate mail delivery service in new residential communities, and I regret that this was not done in this case.

In response to Ms. Phillips' specific questions, it is important to understand that since 2012, the default mode of delivery for new addresses has been centralized delivery, which is the most efficient, cost-effective, and safest method of providing service to customers. All new developments should utilize CBUs as the means of delivery, and the guidelines and requirements to place CBUs are described in our PO-632, *National Delivery Planning Standards: A Guide for Builders and Developers* (also known as the *Builders Guide*). This guide is accessible at <https://about.usps.com/handbooks/po632/welcome.htm>.

The *Builders Guide* provides information for different types of new residential dwellings, including single-family homes, mobile or trailer homes, and apartment communities. In general, it specifies that CBU sites must be safely located so that customers are not required to travel an unreasonable distance to obtain their mail, typically within one block of a residence. For larger developments, however, it may be more practical to install CBUs in more than one location, as determined by the Postal Service. Importantly, the developer is directed to consult with the Postal Service prior to plans being formalized so that an appropriate location(s) can be identified. The *Builders Guide's* appendices provide design specifications to install CBUs properly.

In this case, we acknowledge that Ms. Phillips was in contact with local postal officials and we appreciate her diligence. To correct the erroneous guidance she may have been given, we note that:

- CBUs in single-family home developments do NOT require awnings or lighting (though, these can benefit residents).
- CBUs should be sited so that they can be safely accessed by customers and our carriers, but there is NO requirement for dedicated parking for postal carriers.
- CBUs should be grouped to allow for efficient delivery, but for larger developments with hundreds of new addresses, it may be appropriate to install multiple CBUs. A balance between the distance customers must travel versus the efficiency of the fewest number of CBU sites must be achieved. In such cases, the Postal Service will work collaboratively to find this reasonable balance.

Again, Ms. Phillips has our apologies for the incorrect information she was provided. Greensboro Postmaster Blake Denny has reached out directly to Ms. Phillips about her ongoing projects. Additionally, we have taken the appropriate steps to ensure that going forward postal officials are providing information and guidance in accordance with the *Builders Guide*.

I hope this information is helpful to Ms. Phillips and the members of her coalition. The Postal Service added two million new addresses to its delivery network in 2024, and it is vitally important that the mail receptacles for new homes maximize safety, carrier efficiency and accessibility, and customer convenience. In the future, I hope that advance coordination between builders and postal officials will ensure the timely implementation of mail delivery service in new developments. For future projects, if Ms. Phillips has further questions, she may contact Address Management System Manager Jennifer Way in our North Carolina District at (336) 668-1313. While Ms. Way is the primary contact, should Ms. Phillips require escalation for specific new developments in Greensboro, she may call Postmaster Denny at (870) 824-8527.

Please let me know if I can be of assistance with other postal matters.

Sincerely,

A handwritten signature in blue ink that reads "Scott R. Slusher". The signature is fluid and cursive, with a large, stylized "S" at the beginning.

Scott Slusher
Director, Government Liaison