



10/21/2011

Postal Customer
HAWTHORNE, WI 54842

This letter provides notice that the U.S. Postal Service is conducting a discontinuance feasibility study of facility operations at the Hawthorne Post Office into the Solon Springs Post Office.

The office is being studied due to declining office workload, which may indicate that maintaining this facility is not warranted.

A discontinuance feasibility study involves a review of delivery and retail operations of a postal facility. The purpose of the study is to evaluate the facility's operations in a continuing effort to meet customers' retail needs, improve productivity, increase efficiency, and cut costs.

Customer needs have changed dramatically. Many customers receive and pay their bills online and communicate by email and text messaging. In addition, many customers demand easier, more convenient access to Postal Service products and services when and where they want them – online, on their smart phones, and at the stores they frequent.

If a decision is ultimately made to discontinue the Hawthorne Post Office and you are a Post Office Box customer, you will have the option of Post Office Box delivery at the Solon Springs Post Office. To request delivery, submit a request for establishment of rural delivery service, PS Form 4027, "Petition for Change in Rural Delivery". This form is available at the Hawthorne Post Office. The Solon Springs Post Office is 12.0 miles away and has retail hours from 830 to 1100 - 1230 to 1600 Monday through Friday and 930 to 1030 on Saturday. Additionally Lake Nebagamon Post Office is 8.6 miles from the Hawthorne Post Office with retail hours from 900 to 1230 - 1330 to 1600 Monday through Friday and 830 to 1000 on Saturday.

Retail services would continue to be available through a variety of channels beyond traditional brick-and-mortar facilities, such as the www.usps.com website, non-city delivery carriers, stamp consignment locations, and Stamps by Mail, Fax, and Phone.

We value your opinions during this review process. As the Postal Manager responsible for all Post Offices in your area, I would like your input concerning your postal needs. We encourage you to complete and return the enclosed survey in the pre-addressed, postage-paid envelope provided. Your responses along with others received will be included in the study and considered carefully before any final determination regarding discontinuance is made. Please submit your response no later than November 10, 2011.

A community meeting will be held to explain the process and to address community concerns. Postal representatives will be at the Hawthorne Town Hall, 7227 Town Hall Road on 11/02/2011 from 6:30 pm to 8:30 pm to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

Written comments may be hand-delivered to the Hawthorne Post Office or mailed to:

District Discontinuance Coordinator
NORTHLAND PFC
100 South First St. Room 426B
Minneapolis MN, 55401-9990

The study consists of a publicly available record, so please be advised that any information or responses that you furnish will be visible to others.

A proposal that further explains the nature and justification of the proposed change in service and requests for customer comment may be posted prior to the community meeting. Comments received from the questionnaire, community meeting, and proposal will be considered prior to making a final determination.

If you have any questions concerning this discontinuance feasibility study, please contact Margaret Campbell, District Discontinuance Coordinator Contact at (612) 349-3568.

Sincerely,

A handwritten signature in black ink that reads "Mark Thimm". The signature is written in a cursive, flowing style.

Mark Thimm
Manager, Post Office Operations

Enclosures:

Customer Survey/Pre-addressed postage-paid envelope
Summary of Postal Service Retail Facility Change Regulations