

Congress of the United States
Washington, DC 20515

June 5, 2026

David Steiner
Postmaster General
United States Postal Service
475 L'Enfant Plaza SW
Washington, DC 20260

Benjamin Kuo
Senior Vice President of Facilities and Infrastructure
United States Postal Service
Office of the Consumer Advocate
475 L'Enfant Plaza SW
Washington, DC 20260

Carissa Shea
District Manager, MA-RI
United States Postal Service
25 Dorchester Ave, RM 4003
Boston, MA 02205

Dear Postmaster General Steiner, Vice President Kuo, and District Manager Shea,

We write to respectfully request reconsideration of the United States Postal Service (USPS) decision to terminate Contract Postal Unit (CPU) Station #14 located at Gateway Hardware in Springfield, Massachusetts.

Gateway Hardware has continuously operated this contract postal unit in the heart of Springfield's Pine Point Neighborhood for more than fifty years, a location known for being one of the city's most active working-class and business corridors.

Local residents — especially the neighborhood's large and faithful senior citizen population — have come to rely on this CPU as a trusted community anchor and resource for accessing essential USPS services. Gateway Hardware employees who operate the CPU are known for their strong understanding of USPS rules and best practices, and for taking extra care and time to service postal customers who would otherwise have difficulty accessing USPS retail locations because they lack transportation. The CPU also provides a resource for postal customers outside of USPS retail locations' regular operating hours, including on Sunday. According to the operator, this CPU has never operated at a loss. On February 25, 2026, Gateway Hardware received notice from USPS of your intent to exercise the Contract Postal Unit's Termination

Clause effective June 25, 2026. No further information was provided regarding what motivated this decision or whether USPS considered its impact on the community.

Since the news of the CPU's impending closure, our offices have received substantial outreach from the community and city's elected leadership in support of the CPU's continued operation in Pine Point, including Springfield Mayor Domenic Sarno and members of the Springfield City Council, Springfield School Committee, and the city's state legislative delegation. We are attaching formal letters of opposition to the CPU's closure from Mayor Sarno and State Representative Bud Williams highlighting the community benefits it brings to Springfield and the negative consequences that would result from its closure.

We understand that, following outreach from our offices, USPS has initiated discussions with the owner of Gateway Hardware regarding alternative contract terms to keep the CPU in operation. We appreciate USPS' willingness to revisit its previous determination and we urge USPS to ensure that the terms of any negotiated resolution with Gateway Hardware are fair, reasonable, and consistent with other CPUs' arrangements, including compensation based on performance, as publicly advertised on the USPS website¹.

Understanding the unique nature of the Gateway Hardware CPU, its benefit to Pine Point and the greater Springfield community, and the net benefit that the CPU provides to the USPS, we strongly urge you to move forward with renewing the longstanding agreement that has made the services provided by the Gateway Hardware CPU possible for more than half a century. We ask that you provide a written update to our offices by June 15, 2026.

Thank you for your attention to this important matter.

Respectfully,



Edward J. Markey
United States Senator



Elizabeth Warren
United States Senator



Richard E. Neal
Member of Congress

¹ United States Postal Service, About, Contract Postal Units (2025), <https://about.usps.com/suppliers/becoming/contract-postal-unit.htm>.