Occupational Safety and Health Administration Concord Area Office J.C. Cleveland Federal Building 53 Pleasant Street, Room 3901 Concord, NH 03301 (603) 225-1629 (603) 225-1580 FAX



July 22, 2010

Reply to the attention of: 311593164

Branch President local 520 PO Box 1021 White River Junction, VT 05001

Dear Branch President :

Enclosed are citations for violations of the Occupational Safety and Health Act of 1970 (the Act) which may have accompanying proposed penalties. If you have any questions about the enclosed citations and penalties, I would welcome further discussion in person or by telephone.

The employer has been offered the opportunity for an informal conference. If the employer requests an informal conference, you will be given the opportunity to participate. During the informal conference you may present any evidence or views which you believe should be considered in the settlement of this case.

Under the Act employees have a right to contest the abatement dates assigned. If you have any problem with these dates, please feel free to contact me for an informal conference where this issue or others which you may have can be discussed.

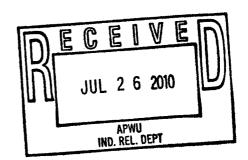
If you desire to have an informal conference to discuss the abatement dates, please keep in mind that a written letter of intent to contest the abatement dates must be submitted to the Area Director within 15 working days of receipt of the citation by the employer. The running of this contest period is not interrupted by an informal conference. Therefore, you must take care to schedule the informal conference early enough in the 15-day period to allow time to contest subsequent to the informal conference, should you decide to do so.

Sincerely,

Rosemarie Ohar
Area Director

Corey Thompson APWU

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Occupational Safety and Health Administration
J.C. Cleveland Federal Building
53 Pleasant Street, Room 3901

Concord, NH 03301

Phone: (603)225-1629 FAX: (603)225-1580



Citation and Notification of Penalty

To:

U.S. Postal Service and its successors 195 Sykes Ave White River Junction, VT 05001

Inspection Site:

195 Sykes Ave White River Junction, VT 05001 **Inspection Number:** 311593164

Inspection Date(s): 02/01/2010-07/08/2010

Issuance Date: 07/22/2010

The violation(s) described in this Citation and Notification of Penalty is (are) alleged to have occurred on or about the day(s) the inspection was made unless otherwise

indicated within the description given below.

This Citation and Notification of Penalty (this Citation) describes violations of the Occupational Safety and Health Act of 1970. The penalty(ies) listed herein is (are) based on these violations. You must abate the violations referred to in this Citation by the dates listed and pay the penalties proposed, unless within 15 working days (excluding weekends and Federal holidays) from your receipt of this Citation and Notification of Penalty you mail a notice of contest to the U.S. Department of Labor Area Office at the address shown above. Please refer to the enclosed booklet (OSHA 3000) which outlines your rights and responsibilities and which should be read in conjunction with this form. Issuance of this Citation does not constitute a finding that a violation of the Act has occurred unless there is a failure to contest as provided for in the Act or, if contested, unless this Citation is affirmed by the Review Commission or a court.

Posting - The law requires that a copy of this Citation and Notification of Penalty be posted immediately in a prominent place at or near the location of the violation(s) cited herein, or, if it is not practicable because of the nature of the employer's operations, where it will be readily observable by all affected employees. This Citation must remain posted until the violation(s) cited herein has (have) been abated, or for 3 working days (excluding weekends and Federal holidays), whichever is longer. The penalty dollar amounts need not be posted and may be marked out or covered up prior to posting.

Informal Conference - An informal conference is not required. However, if you wish to have such a conference you may request one with the Area Director during the 15 working day contest period. During such an informal conference you may present any evidence or views which you believe would support an adjustment to the citation(s) and/or penalty(ies).

If you are considering a request for an informal conference to discuss any issues related to this Citation and Notification of Penalty, you must take care to schedule it early enough to allow time to contest after the informal

conference, should you decide to do so. Please keep in mind that a written letter of intent to contest must be submitted to the Area Director within 15 working days of your receipt of this Citation. The running of this contest period is not interrupted by an informal conference.

If you decide to request an informal conference, please complete, remove and post the page 4 Notice to Employees next to this Citation and Notification of Penalty as soon as the time, date, and place of the informal conference have been determined. Be sure to bring to the conference any and all supporting documentation of existing conditions as well as any abatement steps taken thus far. If conditions warrant, we can enter into an informal settlement agreement which amicably resolves this matter without litigation or contest.

Right to Contest - You have the right to contest this Citation and Notification of Penalty. You may contest all citation items or only individual items. You may also contest proposed penalties and/or abatement dates without contesting the underlying violations. Unless you inform the Area Director in writing that you intend to contest the citation(s) and/or proposed penalty(ies) within 15 working days after receipt, the citation(s) and the proposed penalty(ies) will become a final order of the Occupational Safety and Health Review Commission and may not be reviewed by any court or agency.

Penalty Payment - Penalties are due within 15 working days of receipt of this notification unless contested. (See the enclosed booklet and the additional information provided related to the Debt Collection Act of 1982.) Make your check or money order payable to "DOL-OSHA." Please indicate the Inspection Number on the remittance.

OSHA does not agree to any restrictions or conditions or endorsements put on any check or money order for less than the full amount due, and will cash the check or money order as if these restrictions, conditions, or endorsements do not exist.

Notification of Corrective Action - For each violation which you do not contest, you are required by 29 CFR 1903.19 to submit an Abatement Certification to the Area Director of the OSHA office issuing the citation and identified above. The certification must be sent by you within 10 calendar days of the abatement date indicated on the citation. For Willful and Repeat violations, documents (examples: photos, copies of receipts, training records, etc.) demonstrating that abatement is complete must accompany the certification. Where the citation is classified as Serious and the citation states that abatement documentation is required, documents such as those described above are required to be submitted along with the abatement certificate. If the citation indicates that the violation was corrected during the inspection, no abatement certification is required for that item.

All abatement verification documents must contain the following information: 1) Your name and address; 2) the inspection number (found on the front page); 3) the citation and citation item number(s) to which the submission relates; 4) a statement that the information is accurate; 5) the signature of the employer or employer's authorized representative; 6) the date the hazard was corrected; 7) a brief statement of how the hazard was corrected; and 8) a statement that affected employees and their representatives have been informed of the abatement.

The law also requires a copy of all abatement verification documents, required by 29 CFR 1903.19 to be sent to OSHA, also be posted at the location where the violation appeared and the corrective action took place.

Employer Discrimination Unlawful - The law prohibits discrimination by an employer against an employee for filing a complaint or for exercising any rights under this Act. An employee who believes that he/she has been discriminated against may file a complaint no later than 30 days after the discrimination occurred with the U.S. Department of Labor Area Office at the address shown above.

Employer Rights and Responsibilities - The enclosed booklet (OSHA 3000) outlines additional employer rights and responsibilities and should be read in conjunction with this notification.

Notice to Employees - The law gives an employee or his/her representative the opportunity to object to any abatement date set for a violation if he/she believes the date to be unreasonable. The contest must be mailed to the U.S. Department of Labor Area Office at the address shown above and postmarked within 15 working days (excluding weekends and Federal holidays) of the receipt by the employer of this Citation and Notification of Penalty.

Inspection Activity Data - You should be aware that OSHA publishes information on its inspection and citation activity on the Internet under the provisions of the Electronic Freedom of Information Act. The information related to these alleged violations will be posted when our system indicates that you have received this citation, but not sooner than 30 calendar days after the Citation Issuance Date. You are encouraged to review the information concerning your establishment at WWW.OSHA.GOV. If you have any dispute with the accuracy of the information displayed, please contact this office.

U.S. Department of Labor
Occupational Safety and Health Administration



NOTICE TO EMPLOYEES OF INFORMAL CONFERENCE

An informal conference has been scheduled with OSHA to discuss the citation(s) issued on
07/22/2010. The conference will be held at the OSHA office located at J.C. Cleveland Federal
Building, 53 Pleasant Street, Room 3901, Concord, NH, 03301 on at
Employees and/or representatives of employees have a right to attend an
informal conference.

ABATEMENT CERTIFICATION

Rosemarie Ohar, Area Director U.S. Department of Labor - OSHA J.C. Cleveland Federal Building 53 Pleasant Street, Room 3901 Concord, NH 03301 Phone: (603)225-1629

U.S. Postal Service 195 Sykes Ave White River Junction, VT 05001

The hazard referenced in Inspection Number			for the violation identified as
Citation by the following action:	and Item	was corrected	on
The hazard referenced ir	Inspection Number		for the violation identified as
Citation	and Item	was corrected	on
by the following action:			
			for the violation identified as
Citation	and Item	was corrected	on
by the following action:			
The hazard referenced in	Inspection Number		for the violation identified as
Citation	and Item	was corrected	on
by the following action:			
I attest that the	e information conta	ined in this do	cument is accurate and t
the affected employee abatement activities c	-		been informed of the
•			
Signature			
Typed or Printed Name			

Occupational Safety and Health Administration

Inspection Number: 311593164

Inspection Dates: 02/01/2010 - 07/08/2010

Issuance Date: 07/22/2010



Citation and Notification of Penalty

Company Name:

U.S. Postal Service

Inspection Site:

195 Sykes Ave, White River Junction, VT 05001

The alleged violations below have been grouped because they involve similar or related hazards that may increase the potential for injury resulting from an accident.

Citation 1 Item 1a Type of Violation: Willful

29 CFR 1910.332(b)(1): Employees were not trained in and familiar with the safety-related work practices required by 29 CFR 1910.331 through 29 CFR 1910.335 that pertained to their respective job assignments:

a. Site - The employee(s) who were exposed to electrical hazards pertaining to their respective job assignments were not trained to be familiar with safety-related work practices.

THE U.S. POSTAL SERVICE WAS PREVIOUSLY CITED FOR A VIOLATION OF THIS OCCUPATIONAL SAFETY AND HEALTH STANDARD OR ITS EQUIVALENT STANDARD 29 CFR 1910.332(b)(1) WHICH WAS CONTAINED IN OSHA INSPECTION 309556223 CITATION NUMBER 1, ITEM NUMBER 3a, ISSUED ON SEPTEMBER 24, 2007, WITH RESPECT TO A WORKPLACE LOCATED AT 345 HERITAGE AVENUE, PORTSMOUTH NEW HAMPSHIRE. THE FINAL ORDER DATE FOR THE CITATION WAS ON OCTOBER 17, 2007.

Specific abatement documentation is required.

Date By Which Violation Must be Abated: 09/07/2010
Proposed Penalty: \$ 70000.00

Occupational Safety and Health Administration

Inspection Number: 311593164

Inspection Dates: 02/01/2010-07/08/2010

Issuance Date: 07/22/2010



Citation and Notification of Penalty

Company Name:

U.S. Postal Service

Inspection Site:

195 Sykes Ave, White River Junction, VT 05001

Citation 1 Item 1b Type of Violation: Willful

29 CFR 1910.332(b)(2): Additional requirements for unqualified persons. Employees who are covered by paragraph (a) of this section but who are not qualified persons were not trained in and familiar with any electrically related safety practices not specifically addressed by 1910.331 through 1910.335 but which are necessary for their safety.

a. Site - The unqualified employees were not trained and familiar with safety related work practices.

THE U.S. POSTAL SERVICE WAS PREVIOUSLY CITED FOR A VIOLATION OF THIS OCCUPATIONAL SAFETY AND HEALTH STANDARD OR ITS EQUIVALENT STANDARD 29 CFR 1910.332(b)(1) WHICH WAS CONTAINED IN OSHA INSPECTION 309556223 CITATION NUMBER 1, ITEM NUMBER 3a, ISSUED ON SEPTEMBER 24, 2007, WITH RESPECT TO A WORKPLACE LOCATED AT 345 HERITAGE AVENUE, PORTSMOUTH NEW HAMPSHIRE. THE FINAL ORDER DATE FOR THE CITATION WAS ON OCTOBER 17, 2007.

Specific abatement documentation is required.

Date By Which Violation Must be Abated:

Occupational Safety and Health Administration

Inspection Number: 311593164

Inspection Dates: 02/01/2010-07/08/2010

Issuance Date: 07/22/2010



Citation and Notification of Penalty

Company Name:

U.S. Postal Service

Inspection Site:

195 Sykes Ave, White River Junction, VT 05001

Citation 1 Item 2 Type of Violation: Willful

29 CFR 1910.332(c): The degree of training provided was not determined by the risk to the employee:

Site - The training provided by the employer to the qualified and unqualified employee(s) was a. not determined by an adequate risk assessment of the hazards that employees were exposed to.

Specific abatement documentation is required.

Date By Which Violation Must be Abated:

09/07/2010

Proposed Penalty:

70000.00

The alleged violations below have been grouped because they involve similar or related hazards that may increase the potential for injury resulting from an accident.

Citation 1 Item 3a Type of Violation: Willful

29 CFR 1910.333(a)(1): Live parts to which an employee could be exposed were not deenergized before the employee worked on or near them:

Site - Employees were exposed to electric shock hazards while working on or near exposed live a. parts such as but not limited to: Bus bars, electrical panels and motors.

Specific abatement documentation is required.

Date By Which Violation Must be Abated:

09/07/2010

Proposed Penalty:

70000.00

Occupational Safety and Health Administration

Inspection Number: 311593164

Inspection Dates: 02/01/2010 - 07/08/2010

Issuance Date: 07/22/2010



Citation and Notification of Penalty

Company Name:

U.S. Postal Service

Inspection Site:

195 Sykes Ave, White River Junction, VT 05001

Citation 1 Item 3b Type of Violation: Willful

29 CFR 1910.333(a)(2): Where exposed live parts were not deenergized, other safety related work practices were not used to protect employees who could be exposed to the electrical hazards involved:

a. Site - When employees were testing and or working on or near live parts safety related work practices were not used for employee protection from arc blast/flash and shock hazards.

THE U.S. POSTAL SERVICE WAS PREVIOUSLY CITED FOR A VIOLATION OF THIS OCCUPATIONAL SAFETY AND HEALTH STANDARD OR ITS EQUIVALENT STANDARD 29 CFR 1910.332(a) WHICH WAS CONTAINED IN OSHA INSPECTION 309556223 CITATION NUMBER 1, ITEM NUMBER 3b, ISSUED ON SEPTEMBER 24, 2007, WITH RESPECT TO A WORKPLACE LOCATED AT 345 HERITAGE AVENUE, PORTSMOUTH NEW HAMPSHIRE. THE FINAL ORDER DATE FOR THE CITATION WAS ON OCTOBER 17, 2007.

Specific abatement documentation is required.

Date By Which Violation Must be Abated:

Occupational Safety and Health Administration

Inspection Number: 311593164

Inspection Dates: 02/01/2010-07/08/2010

Issuance Date: 07

07/22/2010



Citation and Notification of Penalty

Company Name:

U.S. Postal Service

Inspection Site:

195 Sykes Ave, White River Junction, VT 05001

Citation 1 Item 3c Type of Violation: Willful

29 CFR 1910.333(c)(2): Unqualified persons worked on electric circuit parts or equipment that had not been de-energized:

a. Site - The employer allowed unqualified personnel to work on and test for electrical voltages in and on circuits and equipment in the facility without providing adequate procedures, personnel protective equipment and training to affected personnel.

Specific abatement documentation is required.

Date By Which Violation Must be Abated:

09/07/2010

Citation 1 Item 3d Type of Violation: Willful

29 CFR 1910.334(c)(1): Unqualified persons performed testing work on electric circuits or equipment:

a. Site - Employees who were not qualified persons performed testing on live parts without the appropriate personal protective equipment.

Specific abatement documentation is required.

Date By Which Violation Must be Abated.

Occupational Safety and Health Administration

Inspection Number: 311593164

Inspection Dates: 02/01/2010-07/08/2010

Issuance Date:

07/22/2010



Citation and Notification of Penalty

Company Name:

U.S. Postal Service

Inspection Site:

195 Sykes Ave, White River Junction, VT 05001

Citation 1 Item 4 Type of Violation: Willful

29 CFR 1910.333(b)(2): While any employee was exposed to contact with parts of fixed electric equipment or circuits which had been de-energized, the circuits energizing the parts were not locked out or tagged or both:

a. Site - The employer did not establish safe procedures for de-energization and testing of circuits and equipment.

Specific abatement documentation is required.

Date By Which Violation Must be Abated: 09/07/2010
Proposed Penalty: \$ 70000.00

Occupational Safety and Health Administration

Inspection Number: 311593164

Inspection Dates: 02/01/2010 - 07/08/2010

Issuance Date: 07/22/2010



Citation and Notification of Penalty

Company Name:

U.S. Postal Service

Inspection Site:

195 Sykes Ave, White River Junction, VT 05001

The alleged violations below have been grouped because they involve similar or related hazards that may increase the potential for injury resulting from an accident.

Citation 1 Item 5a Type of Violation: Willful

29 CFR 1910.335(a)(1)(i): Employees working in areas where there were potential electrical hazards were not provided with, and/or did not use, electrical protective equipment that was appropriate for the specific parts of the body to be protected and for the work to be performed:

- a. Site The employees were exposed to the hazards of electrical arc flash/blast and shock when working on equipment and circuitry rated at 480 volts were not provided with personal protective equipment such as but not limited too: Fire Resistant clothing, rubber protective gloves with leather protectors, and arc flash rated eye and face protection.
- b. Site The employees were exposed to the hazards of electrical arc flash/blast and shock when working on equipment and circuitry rated at 208 volts were not provided with personal protective equipment such as but not limited too: Fire resistant clothing, rubber protective gloves with leather protectors and arc flash rated eye and face protection.

Specific abatement documentation is required.

	09/07/2010
Date By Which Violation	
Proposed Penalty:	\$ 70000.00

Occupational Safety and Health Administration

Inspection Number: 311593164

Inspection Dates: 02/01/2010-07/08/2010

Issuance Date: 07/22/2010



Citation and Notification of Penalty

Company Name:

U.S. Postal Service

Inspection Site:

195 Sykes Ave, White River Junction, VT 05001

Citation 1 Item 5b Type of Violation: Willful

29 CFR 1910.335(a)(1)(ii): Protective equipment was not maintained in a safe, reliable condition and/or was not periodically inspected or tested:

a. Site - The electrical protective gloves issued to employees were not kept in a safe and reliable condition to include both daily inspections and periodic testing.

THE U.S. POSTAL SERVICE WAS PREVIOUSLY CITED FOR A VIOLATION OF THIS OCCUPATIONAL SAFETY AND HEALTH STANDARD OR ITS EQUIVALENT STANDARD 29 CFR 1910.335(a)(1)(ii) WHICH WAS CONTAINED IN OSHA INSPECTION 309556223 CITATION NUMBER 1, ITEM NUMBER 2d, ISSUED ON SEPTEMBER 24, 2007, WITH RESPECT TO A WORKPLACE LOCATED AT 345 HERITAGE AVENUE, PORTSMOUTH NEW HAMPSHIRE. THE FINAL ORDER DATE FOR THE CITATION WAS ON OCTOBER 17, 2007.

Specific abatement documentation is required.

Date By Which Violation Must be Abated:

09/07/2010

Citation 1 Item 5c Type of Violation: Willful

29 CFR 1910.335(a)(1)(iii): Where the insulating capability of protective equipment could have been subject to damage during use, the insulating material was not protected:

a. Site - The insulating gloves issued to employees were not provided with leather protectors.

Specific abatement documentation is required.

Date By Which Violation Must be Abated:

Occupational Safety and Health Administration

Inspection Number: 311593164

Inspection Dates: 02/01/2010 - 07/08/2010

Issuance Date:

07/22/2010



Citation and Notification of Penalty

Company Name:

U.S. Postal Service

Inspection Site:

195 Sykes Ave, White River Junction, VT 05001

Citation 1 Item 5d Type of Violation: Willful

29 CFR 1910.335(a)(1)(iv): Employees exposed to the danger of head injury from electric shock or burns due to contact with exposed energized parts did not wear nonconductive head protection:

a. Site - The employees who worked near or on live electrical equipment and conductors were not provided with appropriate no nonconductive head gear.

Specific abatement documentation is required.

Date By Which Violation Must be Abated:

09/07/2010

Citation 1 Item 5e Type of Violation: Willful

29 CFR 1910.335(a)(1)(v): Employees exposed to the danger of jury to the eyes or face from electric arcs or flashes or from flying objects resulting from electrical explosion did not wear protective equipment for the eyes or face:

a. Site - The employees who were exposed to arc flash/blast hazards were not provided with the appropriate personal protective equipment to protect their eyes and face.

Specific abatement documentation is required.

Date By Which Violation Must be Abated:

Occupational Safety and Health Administration

Inspection Number: 311593164

Inspection Dates: 02/01/2010-07/08/2010

Issuance Date: 07/22/2010



Citation and Notification of Penalty

Company Name:

U.S. Postal Service

Inspection Site:

195 Sykes Ave, White River Junction, VT 05001

Citation 1 Item 6 Type of Violation: Willful

29 CFR 1910.335(a)(2)(i): When working near exposed energized conductors or circuit parts, each employee did not use insulated tools or handling equipment when the tools or handling equipment might have made contact with such conductors or parts:

a. Site - The employee(s) who worked on or near live electrical equipment were not provided with listed and labeled insulated tools and handling equipment.

THE U.S. POSTAL SERVICE WAS PREVIOUSLY CITED FOR A VIOLATION OF THIS OCCUPATIONAL SAFETY AND HEALTH STANDARD OR ITS EQUIVALENT STANDARD 29 CFR 1910.335(a)(2)(i) WHICH WAS CONTAINED IN OSHA INSPECTION 309556223 CITATION NUMBER 1, ITEM NUMBER 2f, ISSUED ON SEPTEMBER 24, 2007, WITH RESPECT TO A WORKPLACE LOCATED AT 345 HERITAGE AVENUE, PORTSMOUTH NEW HAMPSHIRE. THE FINAL ORDER DATE FOR THE CITATION WAS ON OCTOBER 17, 2007.

Specific abatement documentation is required.

Date By Which Violation Must be Abated:

08/24/2010

Proposed Penalty:

\$ 70000.00

Rosemarie Ohar Area Director

Occupational Safety and Health Administration J.C. Cleveland Federal Building 53 Pleasant Street, Room 3901 Concord, NH 03301

Phone: (603)225-1629 FAX: (603)225-1580



INVOICE/ DEBT COLLECTION NOTICE

Company Name:

U.S. Postal Service

Inspection Site:

195 Sykes Ave, White River Junction, VT 05001

Issuance Date:

07/22/2010

Summary of Penalties for Inspection Number 311593164

Citation 1, Willful

= \$ 420000.00

TOTAL PROPOSED PENALTIES

S 420000.00

To avoid additional charges, please remit payment promptly to this Area Office for the total amount of the uncontested penalties summarized above. Make your check or money order payable to "DOL/OSHA". Please indicate OSHA's Inspection Number (indicated above) on the remittance.

OSHA does not agree to any restrictions or conditions put on any check or money order for less than full amount due, and will cash the check or money order as if these restrictions, conditions, or endorsements do not exist.

If a personal check is issued, it will be converted into an electronic fund transfer (EFT). This means that our bank will copy your check and use the account information on it to electronically debit your account for the amount of the check on Number (indicated above) on the remittance.

OSHA does not agree to any restrictions or conditions put on any check or money order for less than full amount due, and will cash the check or money order as if these restrictions, conditions, or endorsements do not exist.

If a personal check is issued, it will be converted into an electronic fund transfer (EFT). This means that our bank will copy your check and use the account information on it to electronically debit your account for the amount of the check. The debit from your account will then usually occur within 24 hours and will be shown on your regular account statement. You will not receive your original check back. The bank will destroy your original check, but will keep a copy of it. If the EFT cannot be completed because of insufficient funds or closed account, the bank will attempt to make the transfer up to 2 times.

Pursuant to the Debt Collection Act of 1982 (Public Law 97-365) and regulations of the U.S. Department of Labor (29 CFR Part 20), the Occupational Safety and Health Administration is required to assess interest, delinquent charges, and administrative costs for the collection of delinquent penalty debts for violations of the Occupational Safety and Health Act.

<u>Interest</u>. Interest charges will be assessed at an annual rate determined by the Secretary of the Treasury on all penalty debt amounts not paid within one month (30 calendar days) of the date on which the debt amount becomes due and payable (penalty due date). The current interest rate is 4%. Interest will accrue from the date on which the penalty amounts (as proposed or adjusted) become a final order of the Occupational Safety and Health Review Commission (that is, 15 working days from your receipt of the Citation and Notification of Penalty), unless you file a notice of contest. Interest charges will be waived if the full amount owed is paid within 30 calendar days of the final order.

<u>Delinquent Charges</u>. A debt is considered delinquent if it has not been paid within one month (30 calendar days) of the penalty due date or if a satisfactory payment arrangement has not been made. If the debt remains delinquent for more than 90 calendar days, a delinquent charge of six percent (6%) per annum will be assessed accruing from the date that the debt became delinquent.

Administrative Costs. Agencies of the Department of Labor are required to assess additional charges for the recovery of delinquent debts. These additional charges are administrative costs incurred by the Agency in its attempt to collect an unpaid debt. Administrative costs will be assessed for demand letters sent in an attempt to collect the unpaid debt.

Rosemarie Ohar

Area Director

Date

7/22/10