

Post Office Box Access in the City of Horseshoe Bay

The USPS is a federal level service provided to deliver mail. They are not responsible for providing the containers for where mail is delivered. When Horseshoe Bay was developed, it was a rural area where most picked up their mail at the post office (OR you could rent a box for your own access outside Post Office business hours). Some variations have grown over time.

City of Horseshoe Bay options for the receipt of mail include:

- **You may pick up your mail daily at the Post Office.** (Stand in line, show ID, collect mail). They cannot hold mail for anyone who does not have an actual mailbox, so any mail not picked up will be returned to sender, marked “No Mail Receptacle”.
- **You may rent a Post Office box** located at the Post Office (varied costs for varied sizes) on a semi-annual or annual basis. There are plenty of boxes available. Any overflow in your box is held and a yellow card is placed in your box to notify you of packages/excess mail. You then pick this up at the Post Office counter (I.D. is required).
- **You may request a key from the Post Office for one of the Community Based Units/CBUs (kiosks) in your community.** The Post Office manages keys, costs, and box assignments. If you live in HSBay Proper/West, all boxes are currently rented and no additional CBU/Kiosk boxes are anticipated.

*For those renting a box from the Post Office, there is a specific challenge in receiving boxes through UPS and FEDEX. In some cases, if you place an order, you **cannot** opt to have it delivered to your home address or PO Box number only. You need to have it addressed to the Post Office's physical address with your PO Box number. For example: 9740 W FM 2147 # 1234 , HSBay 78657. Upon receipt, the Post Office will use the unit # to place in your POBox or provide a yellow card to signal pick up). **For those with a CBU box**, use your home address for shipments.*

- **The City and POAs are not responsible for mail services**, which are federally managed. For any questions about mail delivery, contact the Post Office Supervisor.

As Horseshoe Bay grew, developers installed some “community based mailboxes”/CBUs. For smaller developments, a single box for each lot has been provided. All future developments within the City are similarly responsible for providing CBU boxes for each property.

For the larger Horseshoe Bay Proper and later Horseshoe Bay West, community based boxes/CBUs/kiosks were provided initially for the small number of residents when the developers were growing those areas. Some additional boxes were provided through special fund categories. It was never assumed these large communities would have the capacity to provide a CBU box for every lot (there are thousands). Now that lots are sold and there is no longer a single ‘developer’ in place, there are less CBUs than homes in HSB Proper and West. Most new residents will join other Proper/West residents in renting boxes at the Post Office.

Note: When you have a delivery problem, go to: <https://pfluger.house.gov/services/help-federal-agency> and at the bottom, select Authorization Form and submit your problem. Provide detail as to date, tracking number.