



## Mailbox Damage Policy

**Policy Number:**  
**Revision Date: February 3, 2026**

**Effective Date: February 4, 2026**  
**Exemptions: None**

### **Purpose**

The intent of this policy is to formalize procedures regarding the repair, replacement or reimbursement for mailbox damage caused by City snow and ice removal from roadways.

### **Statement of Policy**

The City's primary objective is to promote public safety by clearing roadways of snow and ice accumulations. Damage to mailboxes may occasionally occur due to their proximity to the roadway. Because mailboxes are usually located within the public right of way, and the plowing of roadways is for public health, safety and welfare, this policy deems it to be a shared responsibility between the City and residents when mailboxes are damaged during snow and ice removal operations.

Postal service is an important part of the lives of residents and businesses in the community. As such, repair of damage created by the DPW is of high priority so that mail can be delivered. The City aims to abide by the policies and suggestions as described by the United States Postal Service (USPS), the American Association of State Highway and Transportation Officials (AASHTO), and the United States Federal Highway Administration (FHWA).

### **Procedure**

#### **A. Fall Preparation Reminder**

In the fall, DPW personnel will remind residents and businesses to shake their mailboxes and make necessary repairs prior to the first snowfall. This will assist in limiting damage from routine winter maintenance events. All mailboxes shall be constructed and maintained to withstand the impact of snow pushed or discharged from snow removal equipment while adhering to installation standards. The City's policy shall not reimburse for mailbox damage caused by the impact of snow.

#### **B. Damage Occurs**

Regardless of the level of care taken toward personal property in the Right-of-Way, conditions do not always allow for the prevention of all damage. DPW personnel must clear close enough to mailboxes so that the mail carrier can reach the mailbox. With this, sometimes mailboxes can be hit directly with the truck or indirectly with snow coming off the plow causing damage.

#### **C. Notification**

Notification will happen either by the driver operating the vehicle, or by the resident/business owner's phone call/email to the DPW in response to the damage. Upon receipt of notification that a mailbox has been damaged, an investigation of the circumstances will be conducted. If the City determines the mailbox was incorrectly installed or was not damaged by contact with City snow removal equipment, the City should not reimburse for repair or replacement of the mailbox. In the case of a properly



installed mailbox that is damaged by contact with City snow removal equipment, a claim may be filed with the Department of Public Works. If the Public Works Director determines the mailbox was properly installed and maintained and that the damage was caused by contact with City equipment, then the city will remedy the situation with a standard mailbox replacement or the reimbursement option as described below.

- D. Remedy of Situation During the next normal business hours shift, the damage will be assessed and repairs to the damaged mailbox(s) and post(s) will be made, if possible. If not possible and the ground is frozen, a temporary mailbox will be placed for the resident(s)/business owner(s) to be able to receive mail. When the ground is not frozen or has thawed, a standard post and/or mailbox will be installed to replace the damaged item(s) in such a manner that is approved by the United States Federal Highway Administration (FHWA), the American Association of State Highway and Transportation Officials (AASHTO), and the United States Postal Service (USPS).

E. Reimbursement Option

Should the resident/business owner desire to replace their mailbox on their own, a reimbursement will be made up to the amount equal to the equipment, labor, and materials utilized to repair/replace a standard mailbox per the standards of this policy. The total reimbursement cost will be \$210 and the owner of the mailbox will be responsible for replacing the mailbox on their own. The receipt for their purchase will be required for reimbursement.

**If determination is made that the City was responsible for the damage of the mailbox, the summary breakdown for replacement or reimbursement options are included below:**

**Option 1: City-Provided Replacement:** The City will provide and install a standard mailbox and post at no cost to the property owner. The standard replacement includes:

- USPS-approved metal mailbox (black)
- 4"x4" wooden post or 2" diameter metal post
- Installation by City personnel or contracted installer
- Compliance with USPS height and placement regulations (41-45 inches above road surface)

**Option 2: Cash Reimbursement:** The City will reimburse the property owner up to **\$210.00** for the purchase and installation of a replacement mailbox and post of their choosing. The purchase and installation of the mailbox and post will be the responsibility of the owner if this option is chosen. To receive reimbursement:

- Property owner must submit the damaged mailbox to the Public Works Department
- Provide receipt(s) showing purchase and/or installation costs
- Complete Mailbox Damage Claim Form
- Reimbursement will be processed within 30 days of claim approval
- Abide by USPS, FHWA and AASHTO standards.

END OF POLICY