

MAILBOX REPLACEMENT POLICY

During collections or winter snowplow operations mailboxes can become damaged because of proximity to the work area. The City will reimburse a maximum of \$125.00 for mailbox materials in the event physical contact was made with City equipment.

Property owners should call the Street Department at (920) 766-6337 to report mailbox damage as soon as possible. The City will make a temporary repair or deliver a temporary mailbox so postal services can resume. The Street Superintendent or their designee will investigate any damage and verify if reimbursement is warranted. If damage was caused from snow being pushed to the curb known as "snow load" the City is not responsible for damages unless excessive speed or other operator error caused the damage.

Property owner must install mailbox per USPS specifications. Once mailbox is repaired, if it is determined by the Street Superintendent or their designee that reimbursement is appropriate, the property owner shall provide the original materials receipt to the Street Park and Recreation office at 207 Reaume Ave. The City will make a copy of the receipt and verify materials at the damage location. Once materials have been verified the city will send a check to the property owner for materials up to \$125.00.