

# MAILBOX REPLACEMENT POLICY

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

Property owners should call the Street Department at (920) 766-6337 to report mailbox damage as soon as possible. The City may 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 is responsible for repairing or replacing the mailbox per USPS specifications within 6 months of the reported damage. Once the mailbox is repaired or replaced, 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 Superintendent. The City will make a copy of the receipt and verify materials used at the location of the damage. After the materials have been installed and verified the City will reimburse by check to the property owner up to \$125.00 for material costs.