

 City of WHITewater		Mailbox Replacement Policy			
Owner:	Streets Department	Approving Position:	Public Works Director	Pages:	4
Issue Date:		Revision Date:		Review Date:	
Special Instructions:	Establishing mailbox placement, installation, maintenance, and replacement standards within the public right-of-way				

I. PURPOSE

The purpose of this policy is to establish standards for the placement, installation, maintenance, and replacement of mailboxes located within the public street right-of-way. These standards are intended to support efficient snow removal and right-of-way maintenance, enhance traffic safety, and define the conditions under which the City of Whitewater will reimburse property owners for mailbox damage caused by municipal operations.

II. THE POLICY

The Public Works Department will repair or replace a damaged standard mailbox, support post, and/or mailbox board when all the following conditions are met:

1. It is determined that the damage was caused by City snowplow operations; and
2. The mailbox was properly installed in accordance with United States Postal Service (USPS) installation guidelines (see below) and was in good condition prior to the damage.

When these criteria are met, the City of Whitewater will repair or replace the mailbox using the standard mailbox and/or support post provided by the City. Reasonable efforts will be made to replace the damaged mailbox with one of similar style.

If the mailbox was not a standard-style mailbox, or if the property owner chooses to repair or replace the mailbox independently, the City of Whitewater will reimburse the cost up to a maximum of \$75, upon submission of valid receipts.

Note: Damage caused by the weight or force of snow, rather than direct contact with a City snowplow, is not covered under this policy.

III. MAILBOX PLACEMENT, INSTALLATION, MAINTENANCE, AND REPLACEMENT STANDARDS

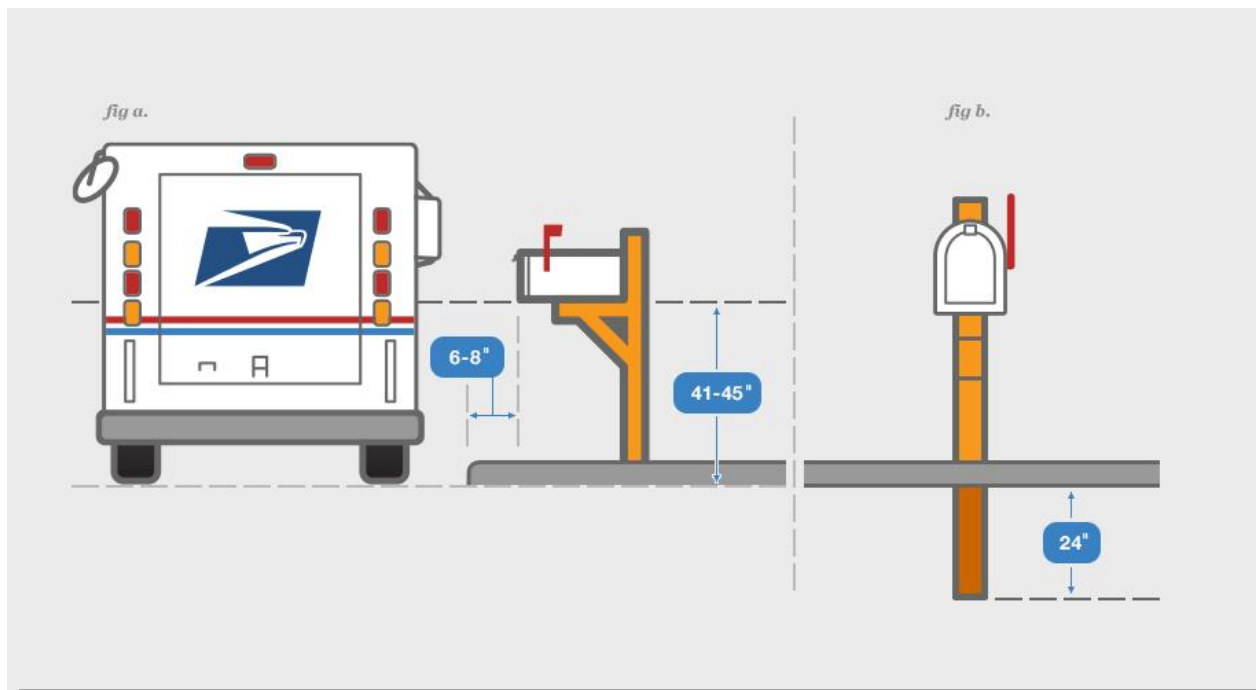
This policy serves as a guide for residents regarding proper mailbox installation and maintenance per the USPS regulations for mailbox placement. All mailboxes must be installed and maintained in accordance with United States Postal Service (USPS) guidelines, as outlined below. Residents can contact the USPS office with any questions regarding USPS mailbox installation guidelines.

A. Mailbox Placement (Refer to Exhibit A)

The USPS has standard regulations for residents to follow for mailbox placement. Residents can contact the USPS office with any questions regarding USPS mailbox installation guidelines. Residents should follow these guidelines when installing or relocating a mailbox.

- Position your mailbox 41” to 45” from the road surface to the bottom of the mailbox or point of mail entry.
- Place your mailbox 6 inches to 8 inches from the curb. If you do not have a raised curb, contact your local postmaster for guidance.
- The mailbox must display the house or apartment number.
- If the mailbox is located on a different street than the residence, the full street address must be clearly displayed on the mailbox.

Exhibit A: Mailbox Placement



B. Mailbox Post Installation

The best mailbox supports are stable but bend or break away if struck by a vehicle. The Federal Highway Administration recommends:

- A 4" x 4" wooden support or a 2" diameter standard steel or aluminum pipe.
 - Avoid unyielding and potentially dangerous supports, heavy metal pipes, concrete posts, or farm equipment (e.g., milk cans filled with concrete).
 - Bury your post no more than 24" deep.
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C. Maintenance

Due to exposure to weather and snow removal operations, residents are encouraged to inspect and maintain their mailboxes annually. Recommended maintenance includes:

- Tightening loose door hinges
 - Repairing or replacing rusty or loose components
 - Replacing missing, faded, or illegible address numbers
 - Keeping the area around the mailbox clear and accessible
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D. Mailbox Damage and Replacement

City snowplow operators take great care to avoid damaging property within the public right-of-way (ROW). Despite these efforts, damage to mailboxes may occasionally occur.

If a mailbox is directly struck by City snow removal equipment and the mailbox meets USPS specifications outlined in this policy, the City of Whitewater will reimburse the property owner for replacement costs up to a maximum of \$75, upon submission of valid receipts. If City staff can repair the mailbox with minimal effort, the repair will be completed by the City.

Mailboxes that are tipped, knocked down, or damaged by the weight or force of snow are not eligible for reimbursement. Mailboxes that lean toward the roadway, contain decorative elements extending into the street, or otherwise fail to meet USPS standards are considered noncompliant. The City is not responsible for damage to mailboxes constructed of inadequate or deteriorated materials, including cracked or rotted wooden posts, which are more likely to fail under snow and ice loads. Property owners are responsible for routine inspections and maintenance to ensure mailbox stability.

E. Reporting Damage

Mailbox damage believed to be caused by municipal operations must be reported to the Department of Public Works at (262) 473-0560 within seven (7) days of the incident. A representative from the City of Whitewater will investigate all reported claims.

If the investigation determines that damage was caused solely by snow or ice discharged from the plow blade, reimbursement will not be provided, as a properly installed mailbox should withstand such forces.

F. Temporary Mailboxes

When mailbox damage occurs, due to a snowplow incident, the City will first evaluate whether temporary or permanent repairs can be made. If repairs are not feasible, the City may install a temporary mailbox until permanent repair or replacement can be completed after snow and frost conditions have ended.