

**City of Canal Winchester  
Department of Public Works  
Administrative Policy**

### **Mailbox Replacement Policy**

**Purpose:**

The intent of this policy is to establish a uniform process to reimburse citizens for mailbox damage caused by City crews during snow and ice control or any other maintenance activity.

**Applicability:**

This policy applies to all locations within the Canal Winchester city limits.

**Policy:**

The City's primary obligation is to ensure safety by keeping roadways free of snow and ice. Unfortunately, damage to mailboxes is often unavoidable due to their close proximity to the roadway. Because mailboxes are generally located inside the public right of way, and the service of plowing streets is for the public good, this policy assumes there is a shared responsibility between the City and citizen when mailboxes are damaged during City operations.

All mailboxes should be installed (and maintained) in a fashion as to absorb the impact of snow coming off the face of a plow blade. Citing these criteria, **the City's policy shall be to only grant reimbursement for a mailbox failure due to a mailbox having been physically hit by City equipment and no reimbursement will be made from mailbox damage caused by impact of snow.**

When the City receives a complaint that a mailbox has been damaged, an investigation of the circumstances will be conducted. If it is determined the mailbox was physically hit by City equipment, the City will make or coordinate repairs. Complaints must be filed within 30 days of the alleged damage to be considered. If a mailbox was incorrectly installed, not maintained or not physically hit by City equipment, the City will not grant any compensation.