

CITY OF MADISON Snow Season Mailbox Replacement Policy

The Streets Division mandate during “Snow and Ice Season” is to clear as much snow and ice as possible from Madison streets. This means that we will always plow as close to the curb as possible. The Streets Division takes great care not to damage any property within the city right-of-way; however, mailboxes do occasionally get damaged.

In the majority of cases, the City has repaired or replaced all mailboxes that were claimed to have been damaged by its snow removal vehicles. Due to the time and cost associated with these repairs and replacements, we have enacted a new policy for mailbox repairs and installation.

The Policy

The Streets Division will repair or replace any damaged standard mailbox and/or support post when the following two (2) criteria are met:

1. It is determined that the City plow operators damaged the mailbox; and
2. The mailbox had been properly installed (e.g., meeting USPS* installation guidelines discussed below) and maintained prior to the damage occurring.

If both criteria noted above are met, the City of Madison will repair or replace your mailbox with the standard mailbox and/or support post we offer. If you do not want the standard mailbox and/or support, you may repair or replace the mailbox/post at your own cost. The City of Madison will then reimburse you up to a maximum of \$75 (copies of receipts are needed). If your mailbox claim exceeds the \$75 maximum, you must file a proper claim with the City of Madison Clerk’s Office pursuant to Section 893.80 of the Wisconsin Statutes. Instructions on how to file a claim are available at www.cityofmadison.com/comp/RiskIndex.htm or by calling (608) 266-5965.

Note: Any mailbox damaged by the weight of the plow windrow (snow exiting the end of the plow) will no longer be covered under this policy.

Guidelines established per USPS regulations regarding mailbox installation:

- Mailboxes installed on streets with a curb must be 41” to 45” above the street surface.
- The face of the mailbox must be between 6” and 8” back from the curb face (see diagram).

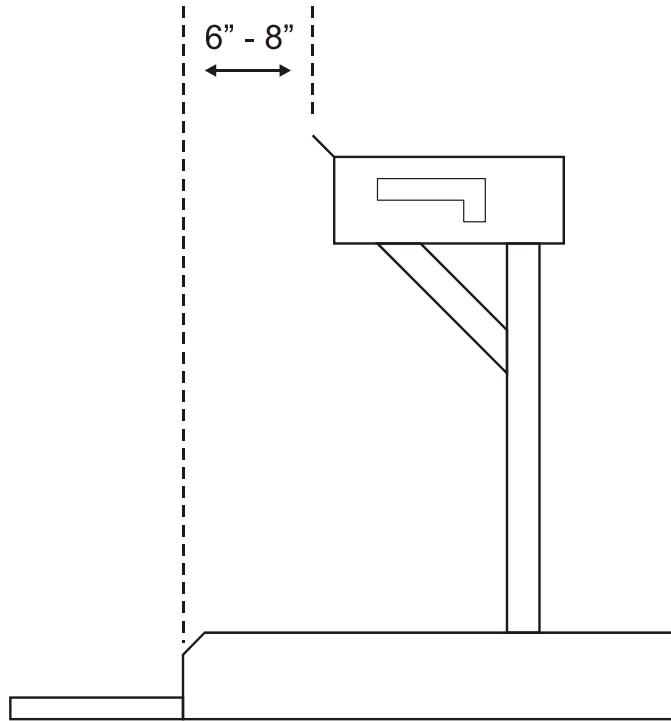
You can contact the main post office Customer Service Manager at (608) 246-1319 or (608) 245-6095 with any questions regarding USPS mailbox installation guidelines.

Other requirements and recommendations:

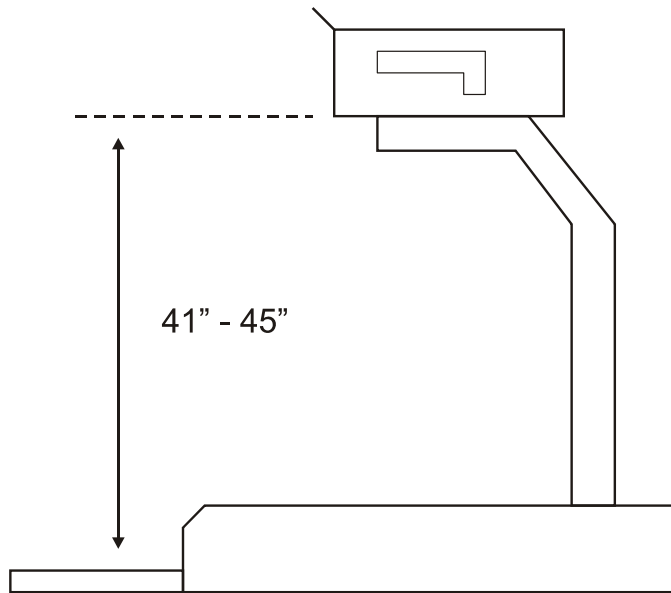
Please DO NOT use concrete to secure your mailbox post. Instead, use 1/4” screenings (1/4” gravel with fines) or compacted sand. We will not remove concrete and will only trim broken post to the top surface of the concrete. Placement of the new post will be to either side of the existing concrete, unless you specify a new location or remove any existing concrete.

* United States Postal Service

Mailbox Location (POM 632)



Mailboxes are set back 6" - 8" from the front face of the curb or road edge to the mailbox door.



Generally, mailboxes are installed at a height of 41" - 45" from the road surface to the bottom of the mailbox.

The mailbox should ideally be located to the right of the driveway. This allows your letter carrier to serve your mailbox without blocking your driveway.

Note: Check with your local municipality/county for mailbox requirements which may differ from above. Customers should contact the postmaster or carrier before erecting or replacing their mailbox.