

## **Information Regarding Mailbox and Post Damage During Snow Removal Operations**

The Wilton Public Works Department will be responsible for the replacement of mailboxes that are damaged by direct contact with the snowplow apparatus.

***Please note:** The Department is not responsible for damage caused by snow discharged from the plow as it passes by. Snow discharge is a normal function of snow removal operations. It is not possible for plow operators to avoid or moderate this effect. It is the property owner's responsibility to use sturdy materials capable of withstanding the heavy snow loads commonly encountered in Wilton.*

**When a mailbox or post is damaged by direct contact from a Town plow, the following will occur:**

1. Inspection of mailbox and post to determine the cause of damage.
2. Determination of responsibility (improper installation of mailbox or plow operator error).
3. If the damage occurred due to direct contact with the apparatus, the Department will install a standard steel mailbox with a wooden post. The Department is not responsible for plastic and decorative mailboxes.

Homeowners must notify Public Works within seven (7) days from the date of the storm to be eligible for repair or replacement.