

**Town of Grover**  
**Taylor County**  
**Mailbox Damage Replacement Policy**  
**Policy No. 1/12/2021**

The Town of Grover will consider claims for mailboxes damaged when struck by Town equipment performing snow plowing in the right-of-way. The Town will consider reimbursement up to **\$100** towards the costs to repair or replace mailboxes and/or posts that have been directly hit by Town equipment (not snow or ice being pushed against the mailbox), which were in good condition, and which were installed and maintained in conformance with U.S.P.S. specifications for minimum height and setback.

If a property owner believes their mailbox was directly hit by Town equipment, they should report the damage as soon as possible by calling the Town Chairperson. Reported information should include:

- Claimant name and address, and mailbox property address if different
- Date and time (if known) of damage
- Witnesses (if any) and or photos

An authorized Town representative appointed by the Town Board will review the damaged mailbox and the Town will contact the Claimant with a determination of eligibility for reimbursement. Substantiated claims of damage to a mailbox will be reimbursed up to **\$100** by a check made payable to the property owner on record per Taylor County upon receipt of a paid invoice to cover the cost of materials and / or labor for the repair and replacement of the mailbox with a similar style and design mailbox.

The Town will not pay claims for mailboxes or posts damaged along Town roads when the Town has determined that:

1. The mailbox and/or post were improperly installed or maintained or were not in good condition;
2. The mailbox was not of a standard design or not placed in conformance with U.S.P.S. specifications even though it might have been damaged by Town equipment;
3. The weight of plowed snow or ice resulted in the damage to the mailbox and/or support structure; or
4. The Town representative determines that a force other than Town equipment caused the damage.
5. Newspaper boxes will not be repaired, replaced, or reinstalled by the Town.

Subject to state laws and regulations, a mailbox must be placed to allow safe and convenient delivery by carriers without leaving their vehicles and must comply with the following installation requirements:

1. The bottom of the mailbox shall be between 41 inches and 45 inches from the top of the ground as defined by United States Postal Service (USPS) installation requirements.
2. The front face of the mailbox shall be set back 18-20 inches from the edge of the road.