

Mailbox Replacement Information

The City of Portage snow removal program is designed to keep city streets clear and safe in the most efficient manner possible. While plow trucks normally travel through heavy snow at speeds of only 15 to 25 mph, the weight of the snow coming off the plow can easily damage mailboxes and/or knock posts and mailboxes completely over. The weight of the snow, not the actual snowplow truck, causes this damage, which unfortunately is unavoidable.

So what is a resident to do when this happens? Call the City of Portage Streets and Equipment Department at 329-4444 or use the "Report It" tool on the city website (www.portagemi.gov/government/report_it.asp) to report the damage. City staff will inspect and schedule either repair of the damage or replacement of the box and post, as necessary.

Replacements will be in the form of a standard U. S. Postal mailbox and/or post. The standard mailbox is either white or black and measures 6.5 inches in width, 19 inches in length and 8.5 inches in height. The mailbox has a hinged door and flag. Damaged posts will be replaced with a standard 4" x 4" wooden cross-arm U.S. Postal post.

Residents will have the option of receiving the standard replacement mailbox installed by the city or receiving a payment of \$44 (the cost of a standard box and post and labor). If payment is desired, the resident will be asked to sign and return a release form from the city and will be responsible for purchase and installation of the mailbox of their choosing.

City snowplow operators will continue efforts to minimize damage to mailboxes, but typically, the damage is beyond the control of the snowplow operator.

If you have any questions concerning the Mailbox Replacement Program, please contact the Streets & Equipment Department at 329-4444.