

**TOWN OF CLINTON**  
**DEPARTMENT OF PUBLIC WORKS**  
117 Nod Rd, Clinton CT. 06413  
860-664-1100

**MAILBOX POLICY**

During the process of clearing our streets of ice and snow, damage may occur to your mailbox. We make every attempt to avoid such damage, but it is impossible during heavy snowstorms to keep snow that is cast off the plows from hitting mailboxes. We do replace mailboxes which are directly impacted (hit) by the plow or vehicle. We do not replace mailboxes that are damaged due to snow that leaves the plow (snow cast) and impacts the mailbox.

It is the job of the Department of Public Works to remove the snow from road surfaces and in the case of heavy or wet snow, it is necessary to drive at a sufficient speed to move the snow off the road. This will have significant impact on your mailbox and may cause damage. There is nothing we can do to prevent this from happening.

If we directly hit your mailbox with the plow or truck:

1. Your mailbox must be installed according to United States Post Office standards. This means that no portion of the mailbox can hang over the road or curb surface.
2. The post must be of adequate strength and size. In cases of PVC or Rubbermaid type boxes, the supporting post must extend fully up into the plastic portion of the post to the bottom of the mailbox.
3. The mailbox must be securely attached to the post with a mounting plate.
4. On roads with no curbs, the front of the mailbox must not extend into the road surface. It is recommended that in this case the front of the mailbox be set at least 6" back from the road surface.

**ADDITIONALLY:**

1. We **DO NOT RECOMMEND** the use of PVC type mailboxes; they tend to become brittle in extreme cold and subject to breakage.
2. **When we replace a mailbox, we use a standard 4x4 post and mailbox. We do not supply or pay for other types.**

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3. You must report damage to the Department of Public Works within 24 hours of the incident. Reports may be made by email to [ClintonDPW@ClintonCT.Gov](mailto:ClintonDPW@ClintonCT.Gov) or by phone to 860-664-1100. This will allow us to investigate the incident in a timely manner. We reserve the right to reject any claims that are not reported in a timely manner.
4. When we investigate, we look at several factors:
- The location of the mailbox relative to curb and road surface.
  - The path of the snowplows along the road.
  - The area around the mailbox for indications that the plow or vehicle left the road surface.
  - The mailbox and/or post for signs of impact.
  - The condition of the post and overall installation method.

Once notified a complaint sheet is filled out and the Director or his designee will in most cases contact you and investigate your complaint as soon as practical. If you want to meet with the Director when he is conducting his investigation, please indicate that when filing your complaint. You will be notified when the Director is in route to your house.

**REVISED 11/03/2025**

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06413

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