

Rural Mailbox Maintenance During Winter Operations



Canada Post provides Rural Mailbox Guidelines for those residents in rural areas. The Guidelines specify heights, setbacks, placement, identification requirements, and responsibilities for snow clearance during the winter. Their Guidelines stipulate that:

- Rural mailbox owners are responsible for all costs associated with placing, relocating and for ongoing maintenance of their mailbox and the surrounding terrain.
- Replacing or reinstalling a mailbox that becomes damaged or knocked own.

The City of Port Colborne has 520 lane kilometres of roadway to maintain, including the clearing of snow during the winter months. The City Operations Division and their Contractors are responsible for the plowing, sanding and salting of the roads under their jurisdiction. The Plow Operators are instructed to plow the rural shoulders as closely as possible to the mailboxes in order to clear the shoulders. The City takes every precaution to ensure that the mailboxes are not damaged by their operations and will be responsible for the repair or replacement of the mailboxes, should the damage be caused by contact with the plows. The replacement will be a simple rural mailbox available from local suppliers. The repair will be done at a time when the storm has been cleaned up and traffic is able to freely move on all roads. A temporary installation may be performed until conditions allow otherwise.

Any mailboxes that are deemed to be in a poor state of repair (e.g. wooden support post rotted) are not the responsibility of the Municipality or their contractors, and the homeowner will be notified of those findings. Mailboxes with unique or decorative designs will be replaced with the standard mailbox replacement as outlined.

Any questions regarding issues for rural mailboxes can be directed to our Operations Centre at (905) 835-5079.