Town of Agawam

36 Main Street Agawam, Massachusetts 01001-1837

Tel. 413-786-0400 Fax 413-786-9927

Snow Plow Damage Policy

The Town of Agawam Department of Public Works has adopted the following policy regarding the replacement or repair to mailboxes or other property damaged by plowing trucks during the snow and ice removal process. The purpose of this policy is to establish a uniform process to reimburse citizens for damage due to snow removal operations performed by the Agawam Department of Public Works.

The Town of Agawam snow plow drivers make every effort to avoid damage to resident's property; however, especially during conditions with poor visibility, mailboxes may be struck by accident. If the Town or Town contractor's plow made direct contact with the mailbox, a reimbursement or replacement may be made in accordance with this policy. Property that is damaged by the weight of the plow windrow (snow exiting the side of the plow) will not be covered under this policy, and any replacement/repair will be the responsibility of the owner. A landowner that installs or keeps decorative materials or other property along the curb side does so at their own risk.

Mailboxes that border roadways should be sufficiently stable to withstand the inevitable stresses caused by the snow-clearing efforts of the Town. Owners are responsible for ensuring that the condition of the mailbox does not deteriorate or rot, which would make the mailbox unusually fragile. The Town will not be responsible for replacing mailboxes which were not properly maintained or were in need of repair before the snow-clearing.

It is also the responsibility of the owner of the mailbox to ensure that the installation of the mailbox is properly in accordance with the guidelines provided by the United States Postal Service. That information is available online at www.USPS.com or at any post office. The regulations USPS provides includes information as to the proper placement of mailboxes. In order to minimize the risk of damage from snow-clearing, the Town encourages the placement of mailboxes at the maximum allowable distance from the pavement. The Town will not be responsible for damage to any mailbox with a pole less than six inches from the curb line, or if the front edge of the mailbox extends beyond the curb line.

In the event that a mailbox which complies with the above requirements was directly struck by a snowplow, the Superintendent of Public Works, or their designee, will inspect the reported damage to determine the cause of the damage to the mailbox and/or the post. If the Superintendent, or their designee, determines that the claim meets the requirements of this Policy, and the damage is deemed irreparable, the Homeowner may select either to have the Town replace the damaged mailbox and/or post with a standard-style mailbox; or to furnish/install a mailbox of their own choosing and apply for reimbursement of that expense by submission of an original receipt. Such reimbursement will not exceed $50, regardless of the location, size, original cost, or elaborateness of the damaged mailbox and/or post. Non-standard mailboxes will not be replaced in-kind. It is imperative that residents submit a Claim to the Department of Public Works within three days of the damage occurring. Claims can be made by contacting the Department of Public Works at (413) 821-0600, or by mail to 1000 Suffield Street, Agawam, MA 01001. Since late claims are difficult, or impossible, to verify under this policy, they may be denied if the Superintendent, or their designee, cannot adequately determine the cause of damage.