

Christina McLean

From: Christina McLean
Sent: January 19, 2026 8:57 AM
To: Christina McLean
Subject: FW: Canada Post snow clearance guidelines - Community Mailboxes

From: ZETTLER, Meagan <Meagan.Zettler@canadapost.postescanada.ca>
Sent: Friday, January 16, 2026 12:00 PM
To: Briana Bloomfield <bbloomfield@owensound.ca>
Subject: Canada Post snow clearance guidelines - Community Mailboxes

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Good morning,

We've seen an increase in inquiries from constituents to MPs and municipalities about snow removal at Community Mailboxes (CMBs). To support your offices, I'm sharing key information about our snow-clearing policies and how to help constituents report concerns.

Snow Removal at Community Mailbox (CMB) Sites – Key Information

Please use the following guidance when responding to constituent inquiries about snow clearing at CMB locations.

Snow Clearing Operations

- Snow removal begins once accumulation reaches 5 cm and is typically completed within 24 hours.
- Work occurs between **6:00 a.m. and 8:00 p.m.**
- Canada Post clears the area directly in front of the CMB and paved access routes across boulevards. Grass boulevards are not cleared to avoid damage.
- Municipalities or homeowners are responsible for the remainder of the sidewalk, depending on local bylaws.
- Canada Post does **not** create paths through snowbanks; customers should use cleared sidewalks and pathways.

Reporting Issues

- Snowdrift or plough-back concerns are addressed within 24 hours of being reported.
- Residents should report snow or ice issues by calling **1-866-607-6301** or submitting a request at www.canadapost.ca/support (under *Community Mailbox* → *Request Snow Clearance*).
- Using these channels ensures a ticket is created and tracked.

Additional Notes

- Conditions can change quickly during severe weather; customer patience is appreciated.
- Residents who feel unsafe retrieving mail should contact Canada Post and wait until conditions improve.

Support for Elected Officials

For further assistance, please contact me directly by phone or email. When following up on a case, it is helpful to have the resident's name, address (including postal code), and the exact CMB location.

Sincerely,

Meagan Zettler

Manager, Government and Community Affairs (Southwestern & Northern Ontario)

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