

Snow Removal Information & Guidelines

Snow Removal Operations

Snow removal is performed under emergency conditions, and our crews work long hours to keep roads safe. If you experience an issue with service or with one of our plow drivers, please submit a report using the **Notify Us** form. Supervisors receive these reports quickly.

Please do not confront plow drivers directly.

When submitting a report, include:

- Truck license plate number (if available)
- Description of the issue
- Street where it occurred
- Approximate time
- Your name and contact information

If you cannot get the license plate, we can identify the truck using our GPS system with the street name and approximate time.

Safety Around Snowplows

- **Never pass a snowplow.**
- **Do not assume the driver can see you.** If you cannot see the driver in the mirror, the driver cannot see you.

Road Plowing Priorities

Roads are plowed in the following order:

1. **Primary Town roads**
2. **Secondary Town roads**
3. **Subdivision roads**
4. **Cul-de-sacs**

Roads with state route numbers (Rte. 1, 156, 161) are plowed by the **State of Connecticut**.

Crews typically need **6–8 hours after the snow stops** to complete cleanup.

To reduce snow pushed back into your driveway, shovel or plow snow **to the right** (when facing the road). Do not push or blow snow into the street.

Parking During Storms

Vehicles should be moved off streets and cul-de-sacs for storms of **3 Inches or more**.

Parking bans will be announced on:

- Town Public Works Facebook
- Town Public Works Instagram
- **Town Website - eltownhall.com**

Sidewalk Clearing

Sidewalks are cleared in the same priority order as roads:

1. Main roads
2. Business districts
3. School areas
4. Neighborhood sidewalks

The Town has **two sidewalk clearing units** and over **12 miles of sidewalks**, and work begins **after roads are completed**. Crews may require rest after a long storm. Thank you for your patience.

Property owners and businesses who clear their frontage help the community and are greatly appreciated.

Parks, Town parking lots, and the boardwalk are cleared after sidewalks.

Mailboxes

Snow Around Mailboxes

Homeowners are responsible for clearing snow around their mailbox.

Damage to Mailboxes

- The Town is **not responsible** for damage caused by heavy snow thrown from a plow.
- If a mailbox is **physically struck** by a Town plow, the Town will repair it or replace it with a **standard wood post and metal box** at no cost.
- The Town does **not** replace decorative, granite, metal, or plastic mailboxes. However, the Town will reimburse the cost of a standard mailbox setup if you choose to reinstall your own upgraded model.

Report mailbox damage using the **Notify Us** form ("Snow Related"). Include photos, date, and approximate time.

Fire Hydrants

If you have a hydrant on your property, please clear snow around it if safely possible.

With over **800 hydrants** in Town, assistance from residents helps significantly.

To report a buried hydrant you cannot clear, contact the **Water Department** at **860-691-4104**.

Trash Collection During Storms

Place trash bins **5–6 feet from the pavement**, but not in the road. Objects in the street hinder plowing.

Storm-related trash collection changes will be posted at **eltownhall.com**.

Basketball Hoops

Basketball hoops may **not** be placed in or near roads.

Damage to hoops caused by plow trucks is **not** the responsibility of the Town.

Hoops placed too close to the road may also damage Town equipment and delay plowing.

Salt & Sand

We use **treated salt** for deicing—no sand. Treated salt is essential for safe road conditions.

Residents should regularly wash vehicles at appropriate facilities during winter.

Free sand/salt mix for residential use is available at the **Field Services Facility on Colton Road**.

Bring your own container; supplies are limited.

We're Here to Help

The Public Works Department is proud to serve the residents and businesses of East Lyme.

For any winter operations questions or concerns, please submit a report using the [Notify Us](#) form.