

Requesting an Appointment is Easy!

We offer appointments for hazardous waste disposal and appointments for our Swap Shop from Wednesday to Saturday between 9 AM and 3 PM.

(Please be aware that disposal appointments and Swap Shop appointments are two separate bookings.)

To request an appointment, there are two convenient options. You can either leave us a voicemail at 405.366.5463 or you can email us at householdhazardouswaste@normanok.gov. To help streamline the appointment process, we request that you include your full name, address, and telephone number when requesting an appointment. Additionally, to ensure a smoother experience, our appointment scheduling process is tailored to accommodate the types and quantity (not volume) of products being disposed of. You can provide this information in an email or by having it ready when we return your call. For more details on the appointment process, please visit the Appointment Flow and Logistics link on our home page.



We strive to accommodate appointment requests within the same week, especially if we are contacted early in the week, like Wednesday, for example. However, as the week progresses, the availability for same-week appointments may decrease. Be aware that your appointment might be scheduled for the following week with later contact.



We completely understand that most people prefer to speak directly with someone rather than leaving a voicemail. Unfortunately, with our small staff we may not always have someone available to answer the phone every time it rings. By leaving your information, you have our commitment that we will return your call as soon as we can – you will get to speak with someone directly. We make every effort to return all messages in a timely manner and try to return calls on the same day they are received (with the exception of calls received outside of regular business hours). Of course, there are exceptions, particularly on days with a high call volume. Please be assured that we will return your call within 24 hours during regular working hours.

If you are reaching out to us outside of our regular hours, please know that we will get back to you once we are back in the office. Please understand that it may not be immediate. We do value your call and will respond as soon as we are available. Thank you for your patience and understanding.

Helpful Tips:

To ensure you receive our call back or email, please add the Household Hazardous Waste Facility number (405.366.5463) and email (householdhazardouswaste@normanok.gov) to your contacts. This will help us reach you more effectively. Thank you for your assistance!