

Frequently Asked Questions



Why do I have to make an appointment?

We request that you make an appointment for several important reasons. Firstly, due to the nature of the materials we handle and the federal regulations we must adhere to, it takes time to safely process the items you wish to dispose of. This becomes challenging if residents arrive simultaneously or at random, unscheduled times. Secondly, with our limited staff, it is crucial for us to ensure safe and efficient processing of everything you bring in. Having prior knowledge of disposal appointments helps us manage resources effectively and return calls as quickly as possible. *(Please visit the “How Appointment Scheduling Works” link on our homepage for more information about the appointment process.*

How quickly can I get an appointment?

Most appointments can typically be schedule within the same week, depending on when you call. However, as the week progresses, the availability for same-week appointments may decrease. Availability can vary based on the day of the week, the amount of items being disposed of, and the number of request received.

Why do you need to know what I have and how much?

Scheduling appointments based on what you have and how much you are bringing in allows us to accurately allocate the time needed to process your items and determine how soon we can schedule the next appointment. Our aim is to assist as many residents as possible each day, and it is important to note that individuals with larger quantities of items may require more processing time than those with just a few items. This scheduling approach helps us maintain efficiency while ensuring everyone’s safety.



Why doesn't someone answer the phone?

We truly appreciate your call, and while we wish we could be by the phone at all times, our small staff juggles various responsibilities, including handling appointments and processing materials, which can make it challenging to have someone available to answer calls continuously. Rest assured, we diligently monitor voicemail messages and prioritize returning calls as quickly as possible.



We understand that speaking directly with someone is preferable, but regrettably, we cannot always be immediately available by the phone. By leaving an initial message, you enable us to return your call as swiftly as possible, and you will get the opportunity to speak with a member of our team. It is essential to note that if you do not leave a message, we will not know that you called and will not be able to return your call. Additionally, please remember to include your telephone number to ensure we can reach you.

Why doesn't someone return my call?

We do our very best to return every call and email as quickly as we can, but we have noticed a few issues that can make it harder for us to reach you:

Missing Callback Numbers: A few who request appointments do not include a callback number. Without this, we are unable to return your call.

Call Filters: If you use a call filtering service to block spam calls, our return call might not get through.

Voicemail Issues: We always leave a message whenever available. Please check your messages if you are expecting a call back from us. (We do run into mailboxes being full or not set-up a lot.)

Email Issues: Sometimes, when we reply to emails, we may not receive a response for days or even months. Please check your emails for our reply to ensure we can assist you promptly. If you do not receive a response during our hours of operation, please give us a call.

Helpful Tip:

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!

What can I do with items you cannot accept?

If you happen to have items that are not listed under the “Accepted Items” link on our homepage, we recommend checking out some of the other resource links located at the bottom of our homepage. We regularly update this section as we discover more resources that are available for our residents, so it is a good idea to check it periodically. If you cannot find information about your specific items there, please feel free to reach out to us. We will do our best to help you find available resources.



Why can only Norman residents use the Facility?

At this time, our permitting guidelines only allow us to accept household hazardous waste from residents within the City’s service area. Additionally, our funding is provided through the City’s residential trash service, which is why we are currently limited to accepting waste from those with trash service.

We are actively working to get our permit modified to expand our services to surrounding communities for a fee, but this process takes time and may be a while before completed. We would be happy to assist you then, so please feel free to check back in a few months to see if we are able to accept household hazardous waste from non-residents. Thank you for your patience and understanding!