



### **Special Needs Policies & Procedures**

The City of Abilene Solid Waste Services offers physically challenged customers special assistance with their refuse service at no additional cost providing the following conditions are met:

- The citizen shall request such services in writing
- The handicap which is the basis of such request must be a physical handicap which prevents the citizen from placing solid waste in the alley dumpster for collection or rolling out the 95 gallon dumpster to the street for collection
- The citizen shall present with the written request for service, documentation from an attending physician confirming the handicap; and
- The citizen shall be the sole resident at the residential service address at which the service is requested, unless all other residents at the service address qualify for this service under the provisions of the section.
- If your area is serviced by an alley, if approved, the roll out container must sit by your gate. The gate must be unlocked, no dogs loose in yard.

Special Assist will be collected once per week. Either on Thursday or Friday.

Required documents must be returned to our office in person or may be faxed to us at 325-738-8045.

Documents may be mailed to us at City of Abilene, P.O. Box 60, 79604.  
ATTN: Solid Waste Services