Welcome to the Sevierville City eBrief, your source for current, timely information about your City government, services and community.

Visit our Website

A Message From Your Mayor

Hello, I'm Robbie Fox, Mayor of the City of Sevierville. The COVID-19 pandemic is affecting all of us in every part of our lives. I'd like to let you know that we are working closely with Sevier County, the city of Pigeon Forge, the city of Gatlinburg and the city of Pittman Center to assist and help you through this very difficult period.

In an effort to communicate with you, we will keep you informed of any local developments, including the status of City facilities and services. A new webpage is now available that is linked to the City website with up to date City information regarding the COVID-19 pandemic. In partnership with Sevier County, the city of Pigeon Forge, the city of Gatlinburg and the city of Pittman Center, the mountaintough.org website has been relaunched and is a great resource for everyone.

The next few weeks are going to be vitally important in terms of containing and slowing down the COVID-19 spread. I ask everyone to follow the CDC guidelines on personal hygiene and social distancing. Just so you are aware, we will continue to do our very best to maintain city services. Water and sewer services, garbage and brush collection will continue. I also want to let you know that City greenways and parks are open for non-organized use, and as always our police officers and firefighters are hard at work and will be there for you when needed.

Our City and county will ultimately get through this and we will be stronger than ever. We can do this by all of us working together.

Thank you.
New City Website Page for Important COVID-19 Information

To help keep you informed and up to date on important City information related to the COVID-19 outbreak, we have added a new page to your City website. In addition to updates from us, you will find helpful links to County, State and national resources.

Sevierville COVID-19 Information

mountaintough.org Website Relaunches

In partnership with Sevier County and the cities of Pigeon Forge, Gatlinburg and Pittman Center, the mountaintough.org website has been relaunched to provide important county-wide COVID-19 information. The site will provide the following information:

- COVID-19 information and updates from the Sevier County Health Department, State of Tennessee and CDC;
- Links to the State for employers and employees regarding unemployment benefits/information and necessary forms;
- A link for small business owners to the SBA for those that have been affected;
- COVID-19 testing sites, if/when implemented;
- Sevier County School System information and link to their website;
- Information for businesses that need temporary employees;
- Links to local government websites.

Current Status of City Facilities and Services

The City of Sevierville will keep residents informed of any changes to City services and facility schedules in light of the COVID-19 pandemic. For the most up to date information, please click here.

Currently, ALL City services remain in place.

The following facilities are closed indefinitely:
- Sevierville Community Center;
- Mulligan’s Restaurant at the Sevierville Golf Club;
- Sevierville Civic Center;
- Public Works building lobby. Signs are posted with phone numbers to call for specific assistance. Employees will respond to visitors during regular business hours;
- Fire Department lobby and other areas are closed to visitors. Staff will respond to residents at the lobby entrance if needed. For emergencies, dial 911. For fire department non-emergency services please call 865-453-9276.

The Police Department lobby will close indefinitely beginning Monday, March 23. There is a telephone just outside the lobby for persons needing assistance. For emergencies, dial 911. For non-emergency assistance please call 865-453-5506.
For the safety of our residents, visitors and employees, these facilities and areas have been closed based upon current CDC guidelines in an attempt to slow the COVID-19 outbreak. We will continue to provide updates on the status of City facilities and services as needed. The City maintains multiple Facebook pages and a Twitter page, which are listed at [www.seviervilletn.org](http://www.seviervilletn.org). Residents can also call City Hall for assistance at 865-453-5504. Phone numbers for all City departments are available on the City website.

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### Online Bill Payment Options Available At No Cost

The City of Sevierville has a number of online services, including water, sewer and garbage collection payments at [www.seviervilletn.org](http://www.seviervilletn.org).

Residents are encouraged to take advantage of conducting business and communicating with the City online or by phone.

- Water, sewer and garbage bill payments can be made a variety of ways:
  - [Utility Online Bill Pay](http://www.seviervilletn.org), Visa/Mastercard accepted, free service;
  - By phone at 1-866-929-2102; Visa/Mastercard accepted, free service;
  - By mail to City of Sevierville, PO Box 5500, Sevierville, TN 37864-5500;
  - At the depository located between City Hall and the Police Department (no cash accepted). Include account number with payment;
  - Auto payments via bank draft. Submit online form and voided check either in person at City Hall or via email to [utilitybilling@seviervilletn.org](mailto:utilitybilling@seviervilletn.org).
  - Submit development plans at My Government Online.
  - [Public Notices](http://www.seviervilletn.org) and information.
  - [Hospitality Tax](http://www.seviervilletn.org) online filing.
  - [Property Tax](http://www.seviervilletn.org) online payments.

Residents can also call City Hall for assistance at 865-453-5504. Phone numbers for all City departments are available on the website.

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### City Greenways and Parks Open For Non-Organized Use

City of Sevierville parks and greenways are currently open for non-organized use. In an attempt to reduce the possible spread of the COVID-19 outbreak, league sponsored activities are discouraged at this time.

For the health of all greenway and park users, please follow these guidelines.

- If you are experiencing COVID-19 or flu-like symptoms, please do not use the greenways or parks.
- Adhere to the CDC’s guidance on personal hygiene prior to your arrival and while enjoying the greenspace. Wash your hands often and carry hand sanitizer.
- Cover your mouth and nose when coughing or sneezing.
- Observe at all times the CDC’s minimum recommended social distancing space of six feet from other people.
- Warn other users of your presence and allow for proper distance. Signal your presence with your voice, bell or horn.
- Public Restrooms are still open normal hours however be prepared before you leave and time outings so that you are not dependent on public restrooms.
- Bring water or drinks. Public drinking fountains may be disabled and should not be used, even if operable.
- Bring a suitable trash bag. Leave no trash, take everything with you to protect other users and park employees.
“In a time like this, it is really important for people to continue to get out and enjoy what we have right here in Sevierville with our open spaces and our park system,” said Bob Parker, Director of Parks and Recreation. “We just ask folks to practice social distancing, be mindful of how they are interacting with other people and follow CDC guidelines when it comes to personal hygiene.”

The recommendations of the CDC and health officials have been evolving almost daily. Although City greenways and parks are currently open, please be aware that they may close in response to new recommendations. For up to date City news and facility and service availability, click here.