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# News Profile

## Sussex County Utility Billing Assistant Director Patricia Faucett

Georgetown, Del., May 2, 2006: Patty Faucett is a problem person. And that's just what Sussex County needs in its Utility Billing department.

Ms. Faucett is the newest face in Sussex County's Utility Billing department, where nearly one dozen people day after day process tens of thousands of billing statements for users of Sussex County's sewer and water systems. And, as is to be expected, problems can and do occur: addresses change, account information is wrong, new users want to join a sewer system.

As the department's new assistant director, a position she took on March 1, it's Ms. Faucett's job to make sure those problems can be solved quickly and efficiently. "I like troubleshooting. I enjoy solving problems," she said.



Patty Faucett

That's what drew Ms. Faucett to a love of math as a young girl, and eventually led her to a career as an accountant. Ms. Faucett worked six years in Sussex County's Accounting division before taking on her new role this past winter. Ms. Faucett has spent the last two months in training, learning the department's operations from Director Leon Collins, who will step down Oct. 31.

"I've always liked working with numbers. I'm a numbers freak," she said. "I remember

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numbers, not names.”

In her new role as assistant director of the Utility Billing department, Ms. Faucett is still working with numbers. In many respects, the job is similar to what she did in Accounting.

“I was already handling receivables in Accounting, and this is basically a whole department of receivables. We send out bills to people, and then we collect,” she said. “But there is a lot more delegating.”

**Name:** Patricia G. Faucett  
**Age:** 42  
**Residence:** Georgetown  
**Occupation:** assistant director, Sussex County Utility Billing Department  
**Responsibilities:** oversees daily operations of a department of nearly 12 employees who process quarterly billing statements for the more than 50,000 users of Sussex County government’s 15 sewer districts, as well as the one county-run water district  
**Background:** has more than 20 years working as an accountant, working the last six years of that time in the county’s Accounting division; prior to that, worked as accountant and office manager at two local car dealerships; owned her own home-based accounting business  
**Education:** bachelor’s degree in accounting from Wilmington College, 2000

There’s also plenty of customer service, with as many as 50 telephone calls and visits to the office each day from sewer users. It’s not unusual to see Ms. Faucett answering the phone from time to time.

Utility Billing Director Leon Collins said Ms. Faucett brings to the department a level of experience that will no doubt help her, and the team of employees working there.

“Her experience in the accounting division is an asset, and her abilities, I think, will be beneficial to her in this position,” said Mr. Collins, who has spent the past few weeks with Ms. Faucett passing on his nearly three decades of knowledge.

“There’s still a lot to learn. The toughest thing often is that with a job like this, it’s not laid out in black and white,” Mr. Collins said. “There isn’t a manual you can just hand over to someone. It’s a lot like life: there are many shades of gray, and you’ve got to figure out each scenario differently.”

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*This is the fifth in an occasional series of profiles about some of the newest members of Sussex County government.*