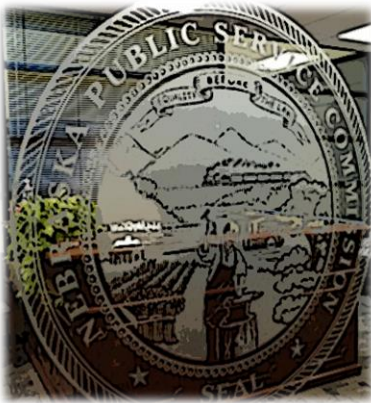


# PSC DEPARTMENT DIGEST

Nebraska Public Service Commission  
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## PSC General Administration Department



Keeping the agency running and running smoothly is the responsibility of the General Administration Department of the Nebraska Public Service Commission.

Housing the executive management functions of the agency, General Administration is the largest of the PSC six Departments with 15 employees assigned under the section.

"The Administrative team provides assistance, to Commissioners, and agency staff while aiding both the public we serve and the industries we regulate."  
Mike Hybl, Executive Director.

The General Administration Department touches every aspect of the agency. Employees provide support in the areas of personnel/human resources, legal services, accounting resources, public information and administrative support services for the agency's five Commissioners.



## Meet Your Administration Department Team



**Mike Hybl-  
Executive Director**

The General Administration Department is under the direction of Executive Director Mike Hybl.

As an attorney, Hybl has had an extensive career in both the public and private sector, having served as Chief of Staff for U.S. Senator Deb Fischer, and President of the Nebraska Trucking Association. He has also provided representation for local telecommunications providers and held legal counsel positions in the Nebraska Unicameral.

No stranger to the Public Service Commission, he previously served the agency as Executive Director from 2007-2012, before returning to the top leadership role in July 2017.

Assisting Mike with the day to day, management of agency executive functions are two Deputy Directors. Shana Knutson, serves as General Counsel-Deputy Director and Suzie Hinzman, is the Deputy Director of Finance and Human Resources.

## Attorney's Play Valuable Role in Agency Operations



**Shana Knutson-General  
Counsel-Deputy Director**

Shana Knutson knows the valuable role the legal team plays in the work done by the PSC.

Knutson who began her career with the PSC in 2000 has been the agency's General Counsel & Deputy Director for more than eight years. In addition to providing counsel to Commissioners/Directors on general agency matters, she currently oversees three attorney's, coordinating schedules and workloads.

"We have a very talented and experienced legal team," Knutson said. "They provide recommendations based on statutes, rules and Commission precedent, as well as assist the department directors with docket management and case progression." (continued)

## Attorney's Play Valuable Role in Agency Operations Continued....

The attorney's also work closely with the agency's five Commissioners, drafting decisions based on Commission direction.

With the Commission's role especially in the area of broadband continuing to grow, the agency will soon be adding another attorney to its ranks.

"We've got plenty to keep us busy," Knutson said, and the fact that we're a very cohesive group means we are able to rely on each other to help keep the agency moving forward."



**Matt Effken-Attorney**



**Sallie Dietrich-Attorney**



**Dillon Keiffer-  
Johnson- Attorney**

## Finance/HR Agency Backbone



**Suzie Hinzman-Deputy  
Director of Finance & HR**

It's the people and the process that keep operations running smoothly at the PSC.

As the Deputy Director of Finance and HR for the past five-and-a-half years, Suzie Hinzman, manages and directs agency financial procedures to include the budget, as well as purchasing and reporting. Her duties also cover the HR side of the house as she oversees agency policy, hiring, recruitment and recognition.

Hinzman supervises a staff of seven employees who specialize in accounting, auditing, human resources and administration.

"We are always exploring efficiencies in both our accounting and HR practices," Hinzman said. "Currently our group is in the process of revising and updating the agency's personnel manual."



**Burdette Schoen-  
Senior Accountant**



**Laurie Casados-Budget &  
Finance Mgr.**



**Ashley Beck-  
Accountant**

## Finance/HR Agency Backbone Continued.....

A 29-year veteran of state government, having worked in with the State Auditor, Department of Roads, DAS Director's Office and Secretary of State, Hinzman is enthusiastic about where the agency is headed.

"With a renewed emphasis being placed on broadband, Hinzman said, it's an exciting time to be a part of the regulatory landscape."



**Maria Roland-Human  
Resource Specialist**



**Eric Harrison-Internal  
Auditor**



**John Monroe-  
Executive &  
Technical Assistant**



**Deborah Bertram-  
Receptionist/  
Administrative Secretary**

## "John" of All Trades & Master of All Things PSC



**Executive & Technical Assistant John  
Monroe handles WebEx duties during  
a Commission meeting**

As the agency's Executive and Technical Assistant, John Monroe has a hand in just about everything in the office. Having trouble with your computer, call John. Need to make travel arrangements, call John. Have a question about schedules, check with John.

You get the picture. John is our go-to-guy and his talents were never more appreciated than this past year as the Commission executed its plan to continue to serve the public and industry while transitioning to a mostly remote working environment during a global pandemic. Never missing a beat John was able to troubleshoot issues, while aiding in day to day Commission operations.

We believe you can never say thank you enough, so we'd like to pass along another big "Thank You" to John for all of his hard work & expertise.



## Answering the Call

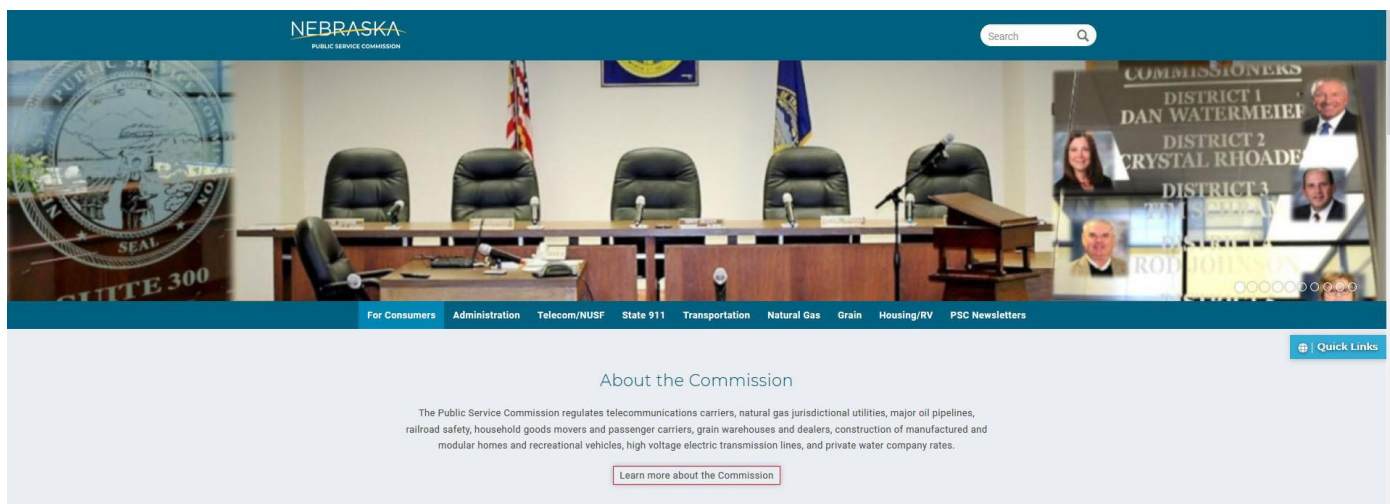


Answering the call(s), literally and figuratively, is what PSC receptionist/administrative secretary Deborah Bertram does day in and day out.

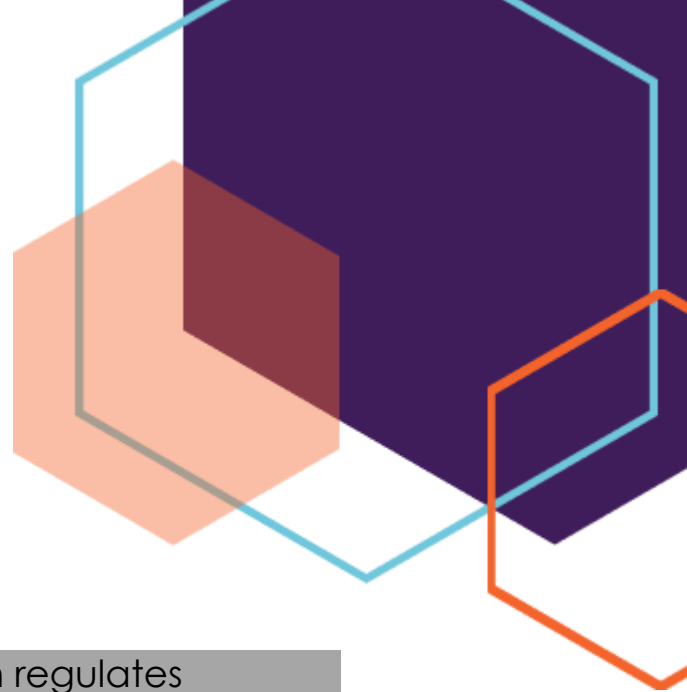
“She’s a real trooper,” said Executive Director Mike Hybl. “Deborah always has a smile on her face and during a trying year she was someone we relied on to keep our front desk running smoothly.”

With the PSC offices closed to walk-in’s during the pandemic, Deborah was the gatekeeper, manning the receptionist desk behind a plexiglass barrier.

A long-time state employee, she has been with the PSC for the past two-and-a-half years and says she enjoys the variety of work afforded her at the Commission.



Want to learn more about the Nebraska Public Service Commission?  
Visit the PSC website @ <https://psc.nebraska.gov/>



The Nebraska Public Service Commission regulates telecommunications carriers, natural gas jurisdictional utilities, major oil pipelines, railroad safety, household goods movers and passenger carriers, grain warehouses and dealers, construction of manufactured and modular homes and recreation vehicles, high voltage electric transmission lines, and private water company rates.

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