

KANSAS USER GROUP MEETING

April 1, 2025



FUN FACTS

Member
since
2012

PT – 2010
PA - 2016

Lifetime PT Tickets – 21,596
Lifetime PA Tickets - 843

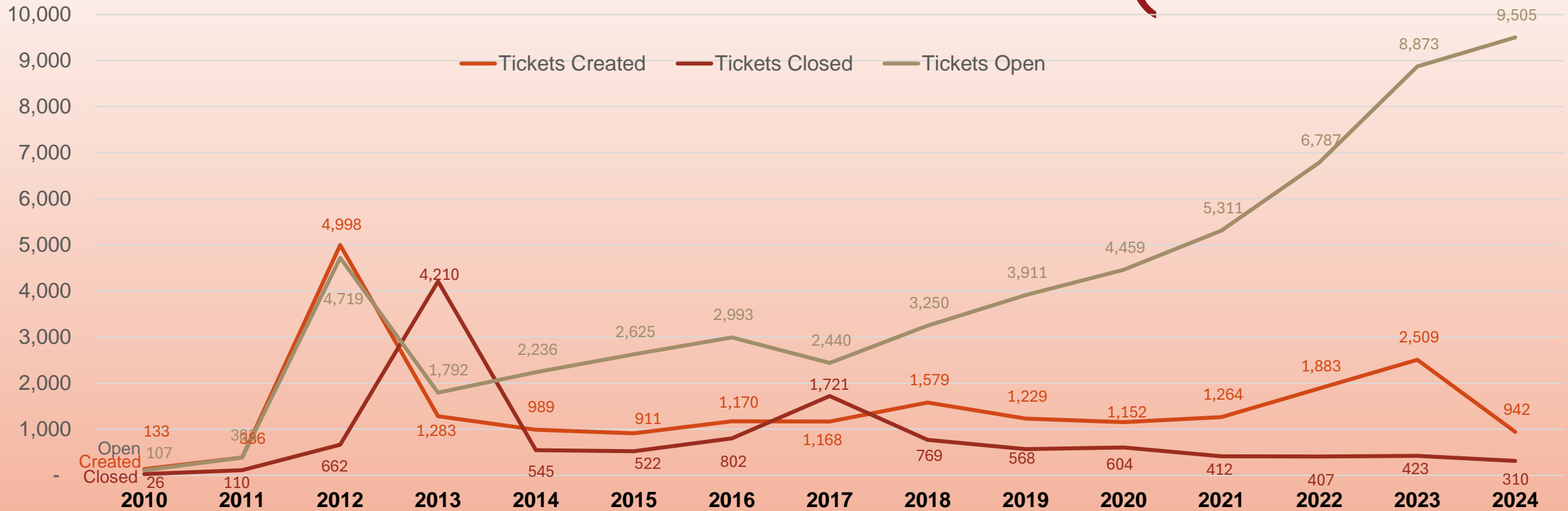
Sponsors: AT&T, Kansas City Power & Light / Westar Energy
(Evergy)

Kansas is known as the “sunflower state” and part of Tornado Alley. It is also home to the world’s first Pizza Hut, the birthplace of Amelia Earhart and the location of the world’s largest ball of twine.

Jessica Everhart – Evergy (KCP&L)
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PT+ USAGE (2010 – 2024)

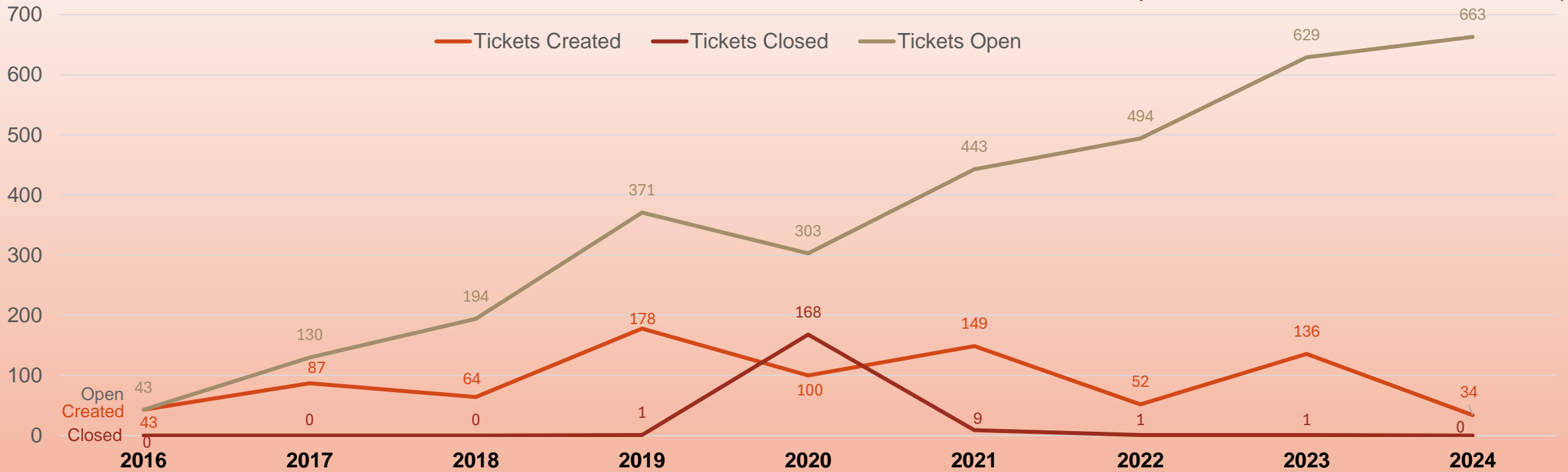


	<u>2024</u>	<u>2025</u>	<u>% Chg</u>
YTD Tickets Created:	300	208	-30%
YTD Tickets Closed:	33	34	3%
YTD Tickets w/Steps Completed:	506	251	-50%

Total Open Tickets: 8,929
 Tickets with Steps Completed: 251
 Ready to Close: 1,669 (all steps completed)



PA USAGE (2016 – 2024)



	<u>2024</u>	<u>2025</u>	<u>% Chg</u>
YTD Tickets Created:	20	0	-100%
YTD Tickets Closed:	0	0	-

Open Tickets: 563
Draft Tickets: 198



TOP 5 USERS (12MM)

Top Creators (PT)

- Evergy
- Kansas City Board of Public Utilities
- Cox Communications
- AT&T Southwest
- City of Garden City (KS)

Top Updaters (PT)

- Evergy
- Cox Communications
- AT&T Southwest
- Google
- Charter Communications

Top Owners (PA)

- Evergy (14)

Active Users: 201

Active Member Codes: 172



MEMBER CODES

Member	
UPC2	
^ Header	
Name	NJUNS, Two
Contact	Linda Brumeloe
Company	NJUNS Inc.
Is active	<input checked="" type="checkbox"/>
Ticket Email	aweaver@njuns.com; mjohnson@njuns.com
Auto Close Ticket	<input type="checkbox"/>
Description	NJUNS Training Code - Default PT Mask, Default PA mask

- View codes in profile by clicking on Members<My Members.
- Run report called Member Codes By State.
- Send any updates to support@njuns.com.
- Ticket Email can have up to 4 email addresses. If blank, it will deactivate after several bounces.
- Make sure Contact is correct and ticket email are correct.
- Enable Auto-Close here to utilize feature.



TICKET TYPES (12MM)

Ticket Type	12MM
Pole Transfer	394
Pole Replacement	191
Overlash	168
Joint Trench	43
Other	38
Pole Attachment	14
Pole Location Elimination	8
New	6
Pole Abandonment	1
TOTAL	863

See Ticket Type Definitions document located under Training – Best Practices



CURRENT DISPUTES

Dispute Reason	Quantity
Other	133
Member Code Incorrect or Not Attached	52
Previous Step Not Complete	44
Unable to Locate or Bad Address	20
Pole Owner Work Not Complete	12
Duplicate Ticket or Step	8
Wrong Pole Owner	5
Step Order Incorrect	5
Add New Step	2
TOTAL	281



Approximately **281** active Dispute Steps

“Other” may have better choices:

- Can't Locate Pole
(Use “Unable to Locate or Bad Address”)
- Not on Pole
(Use “Member Code Incorrect or Not Attached”)
- CATV needs to Transfer First
(Use “Previous Step Not Complete or Add New Step”)



INFO & ACTION ITEMS

- Visit Training tab on www.njuns.com for available training
Training Calendar, User Guide, Training Videos, Best Practices
- Visit News tab on www.njuns.com for updates
- Subscribe to our Newsletter on our website Home tab
- Check for system Alerts on the NJUNS dashboard
- Review Member Codes, Contacts and Ticket Email Recipients for updates
- Close Tickets that are Ready to Close (have all steps completed)
- Follow us on social media  LinkedIn
NJUNS, Inc.  X(formerly Twitter)
@NJUNSINC
- Prepare for future user authentication
- Send requests for assistance to support@njuns.com



SHORT DEMO

NJUNS Tips & Tricks

- Utilizing the PT+ Detail Report
- Review uses for Import Tool



QUESTIONS

Any questions for us?

Contact us at support@njuns.com

818-485-2765, ext. 1

