

OREGON USER GROUP MEETING

May 6, 2025



FUN FACTS

Member
since
1993

PT – 1993
PA - 1997

Lifetime PT Tickets – 5,736,622
Lifetime PA Tickets – 114,186

Sponsors: CenturyLink, PacifiCorp, Portland General Electric and Ziplly Fiber

Oregon is known as the “beaver state”. Oregon produces 99% of the country’s hazelnuts and is the only state with an official nut. Tater tots and corn dogs were invented in Oregon and is home to the largest independent bookstore in the world.

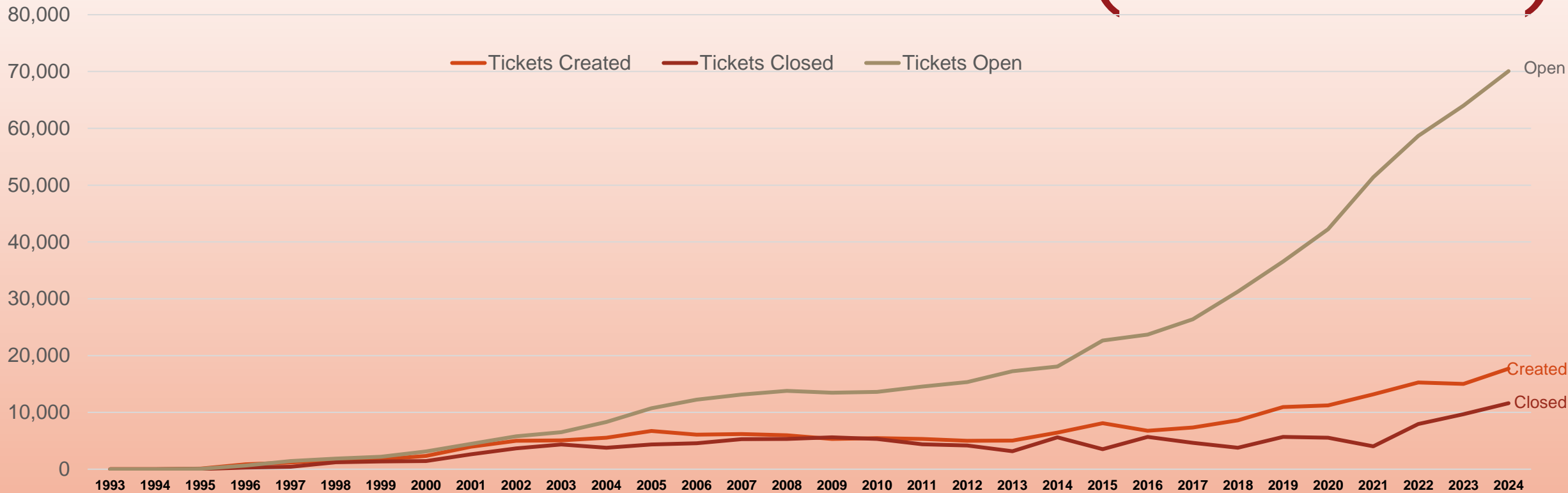
James Lowry - Portland General Electric
James.Lowry@pgn.com
503-672-5438

Tami Katzmarek - PacifiCorp
tami.katzmarek@pacificorp.com
503-813-5504



NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

PT+ USAGE (1993 – 2024)

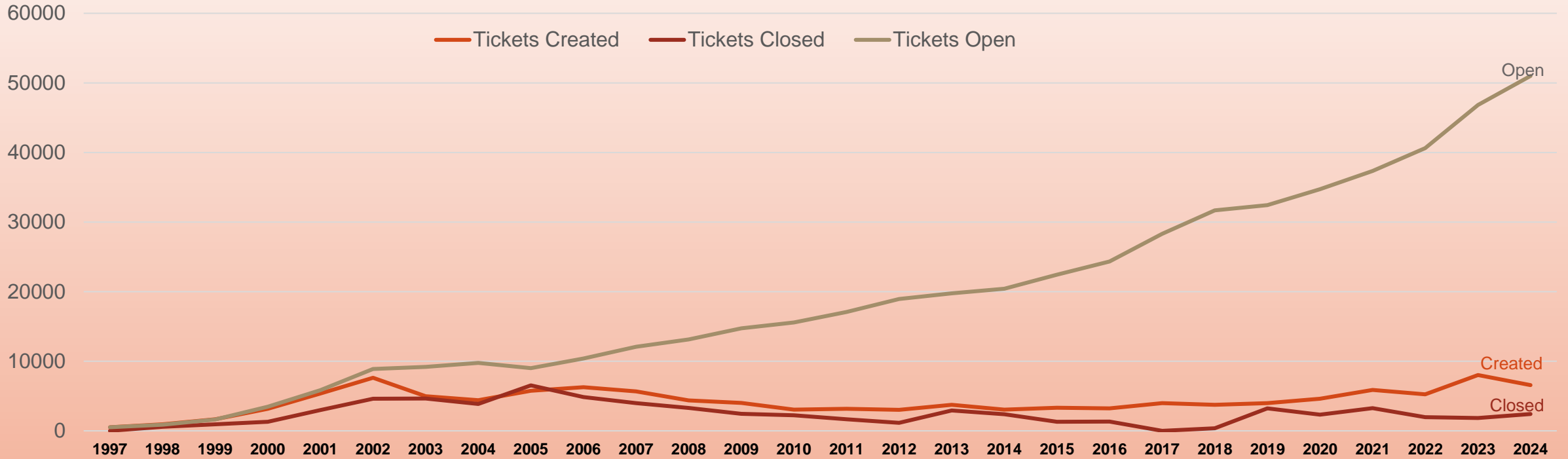


| | <u>2024</u> | <u>2025</u> | <u>% Chg</u> |
|--------------------------------|-------------|-------------|--------------|
| YTD Tickets Created: | 5,733 | 5,689 | -1% |
| YTD Tickets Closed: | 3,665 | 2,672 | -27% |
| YTD Tickets w/Steps Completed: | 11,575 | 11,402 | -1% |

Total Open Tickets: 67,470
 Tickets with Steps Completed: 11,402
 Ready to Close: 3,042 (all steps completed)



PA USAGE (1997 – 2024)



| | <u>2024</u> | <u>2025</u> | <u>% Chg</u> | |
|----------------------|-------------|-------------|--------------|----------------------|
| YTD Tickets Created: | 2,131 | 2,028 | -5% | Open Tickets: 38,298 |
| YTD Tickets Closed: | 838 | 1,406 | 68% | Draft Tickets: 1,149 |



TOP 5 USERS (12MM)

Top Creators (PT)

- Portland General Electric
- PacifiCorp
- Central Lincoln PUD
- Eugene Water and Electric Board
- Crown Castle International

Top Updaters (PT)

- Portland General Electric
- Comcast
- CenturyLink
- Oregon Aerial
- Ziplly Fiber

Top Owners (PA)

- PacificCorp (3,031)
- CenturyLink (729)
- Central Lincoln PUD (328)
- Portland General Electric (320)
- Ziplly Fiber (295)

Active Users: 738

Active Member Codes: 231



MEMBER CODES

Member

UPC2

Header

Name: NJUNS, Two

Contact: Linda Brumeloe

Company: NJUNS Inc.

Is active:

Ticket Email: aweaver@njuns.com; mjohnson@njuns.com

Auto Close Ticket:

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 Attachment | 6,365 |
| Pole Replacement | 5,044 |
| Make Ready | 3,566 |
| Pole Transfer | 2,955 |
| New | 1,528 |
| Violation | 1,454 |
| Common Crew | 1,261 |
| Pole Location Elimination | 692 |
| Pole Abandonment | 523 |
| Other | 256 |
| Change of Ownership | 64 |
| Overlash | 20 |
| TOTAL | 23,728 |

See Ticket Type Definitions document located under Training – Best Practices



CURRENT DISPUTES

| Dispute Reason | Quantity |
|---------------------------------------|--------------|
| Other | 672 |
| Member Code Incorrect or Not Attached | 154 |
| Pole Owner Work Not Complete | 96 |
| Previous Step Not Complete | 94 |
| Work Unnecessary | 75 |
| Duplicate Ticket or Step | 47 |
| Unable to Locate or Bad Address | 24 |
| Add New Step | 14 |
| Wrong Pole Owner | 12 |
| Step Order Incorrect | 7 |
| TOTAL | 1,195 |



Approximately **1,195** 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

