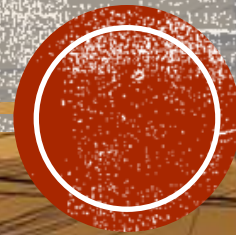


TENNESSEE USER GROUP MEETING

May 20, 2025



Tennessee FACTS

Member
since
2005

Sponsors: AT&T, Tennessee Electric Cooperative Association (TECA) and Tennessee Municipal Electric Power Association (TMEPA)

Tennessee is home to approximately 10,000 caves and caverns and is the birthplace of several sweets; cotton candy, Moon Pies and Mountain Dew. It is also home to the country's largest underground lake, The Lost Sea, the most visited national park, the Great Smokey Mountains, and the tallest underground waterfall, Ruby Falls. Tennessee is the birthplace of Dolly Parton, Justin Timberlake, Morgan Freeman, Aretha Franklin and Tina Turner. The state slogan is Tennessee - America at its Best!

PT – 2005
PA - 2018

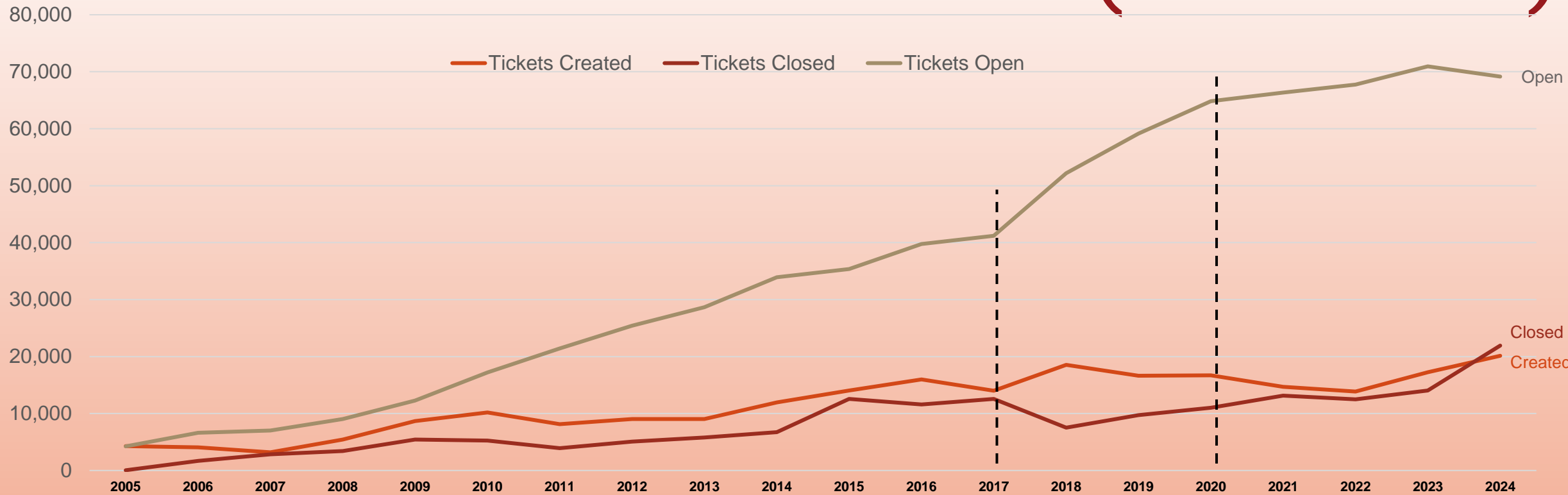
BJ Bernard - TECA
bbernard@tnelectric.org

Mathew Stinnett – Knoxville Utilities Board
Mathew.Stinnett@kub.org
865-558-2612

Lifetime PT Tickets – 234,578
Lifetime PA Tickets – 339



PT+ USAGE (2005 – 2024)

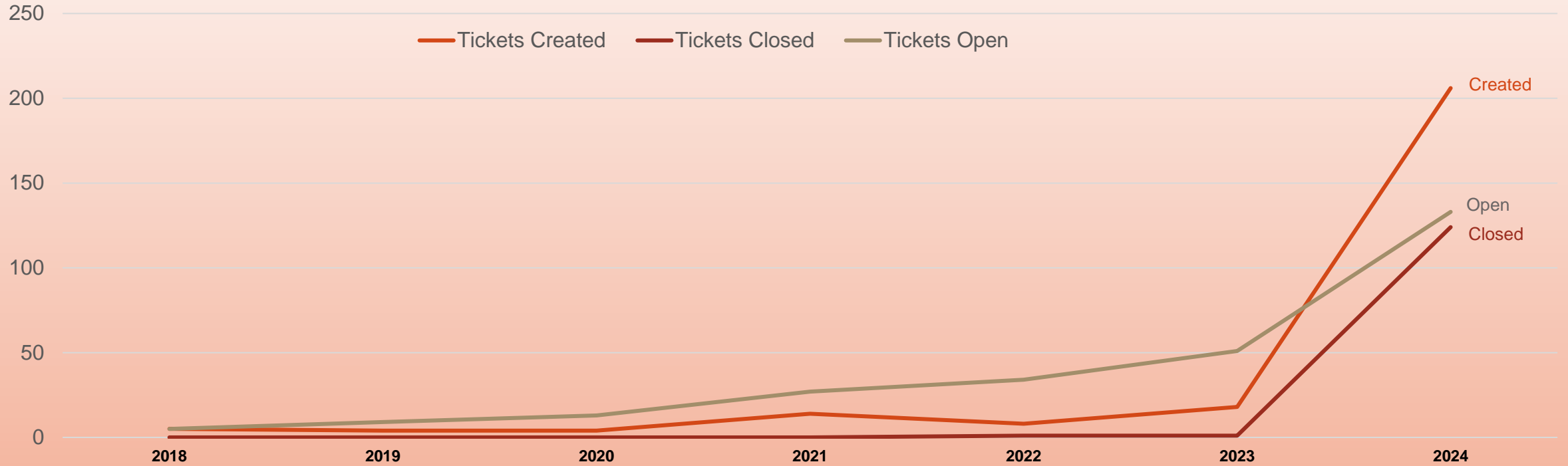


| | <u>2024</u> | <u>2025</u> | <u>% Chg</u> |
|--------------------------------|-------------|-------------|--------------|
| YTD Tickets Created: | 6,077 | 4,835 | -20% |
| YTD Tickets Closed: | 6,276 | 4,766 | -24% |
| YTD Tickets w/Steps Completed: | 14,868 | 13,647 | -1% |

Total Open Tickets: 69,629
 Tickets with Steps Completed: 13,647
 Ready to Close: 6,987 (all steps completed)



PA USAGE (2018 – 2024)



| | <u>2024</u> | <u>2025</u> | <u>% Chg</u> |
|----------------------|-------------|-------------|--------------|
| YTD Tickets Created: | 60 | 35 | -42% |
| YTD Tickets Closed: | 56 | 29 | -48% |

Open Tickets: 153
Draft Tickets: 32



TOP 5 USERS (12MM)

Top Creators (PT)

- Nashville Electric Services
- Middle Tennessee Electric Membership Corp
- AT&T Southeast
- Knoxville Utilities Board
- Cumberland EMC

Top Updaters (PT)

- Nashville Electric Services
- Comcast
- AT&T Southeast
- Knoxville Utilities Board
- Electric Power Board of Chattanooga

Top Owners (PA)

- Knoxville Utilities Board (169)
- MCI Worldcom (3)

Active Users: 662

Active Member Codes: 229



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 Transfer | 15,416 |
| Pole Replacement | 575 |
| Violation | 399 |
| Change of Ownership | 353 |
| Make Ready | 185 |
| Pole Abandonment | 175 |
| Pole Attachment | 172 |
| Pole Location Elimination | 150 |
| New | 139 |
| Other | 49 |
| Aerial Clearance Review | 4 |
| Overlash | 2 |
| TOTAL | 17,619 |

See Ticket Type Definitions document located under Training – Best Practices



CURRENT DISPUTES

| Dispute Reason | Quantity |
|---------------------------------------|--------------|
| Previous Step Not Complete | 4,033 |
| Other | 2,690 |
| Unable to Locate or Bad Address | 1,525 |
| Member Code Incorrect or Not Attached | 470 |
| Pole Owner Work Not Complete | 307 |
| Add New Step | 253 |
| Wrong Pole Owner | 105 |
| Work Unnecessary | 84 |
| Duplicate Ticket or Step | 77 |
| Step Order Incorrect | 29 |
| Legacy Dispute – No Reason | 9 |
| TOTAL | 9,582 |

Approximately **9,582** 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”)

Added reasons - More accurate location given, Not complete, Charter transfer not complete, Power #1104-806 – Telco#A4899201, CenturyLink pole



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

