

# TEXAS USER GROUP MEETING

June 17, 2025



# Texas FACTS

Member  
since  
2003

**Sponsors:** AEP, AT&T, Austin Energy, CenterPoint Energy, CPS Energy, Entergy, Frontier, Oncor, Texas - New Mexico Power, Texas Cooperatives

Texas's name is derived from a Caddo Indian word which translates to friend, which explains why Texas' state motto is "Friendship". Texas is the second largest state in area and is home to the largest rose garden. Texas has multiple state animals including the armadillo and the Texas longhorn. Dr. Pepper and margaritas were invented in Texas. Chili is the state dish of Texas.

PT+ – 2003  
PA - 2010

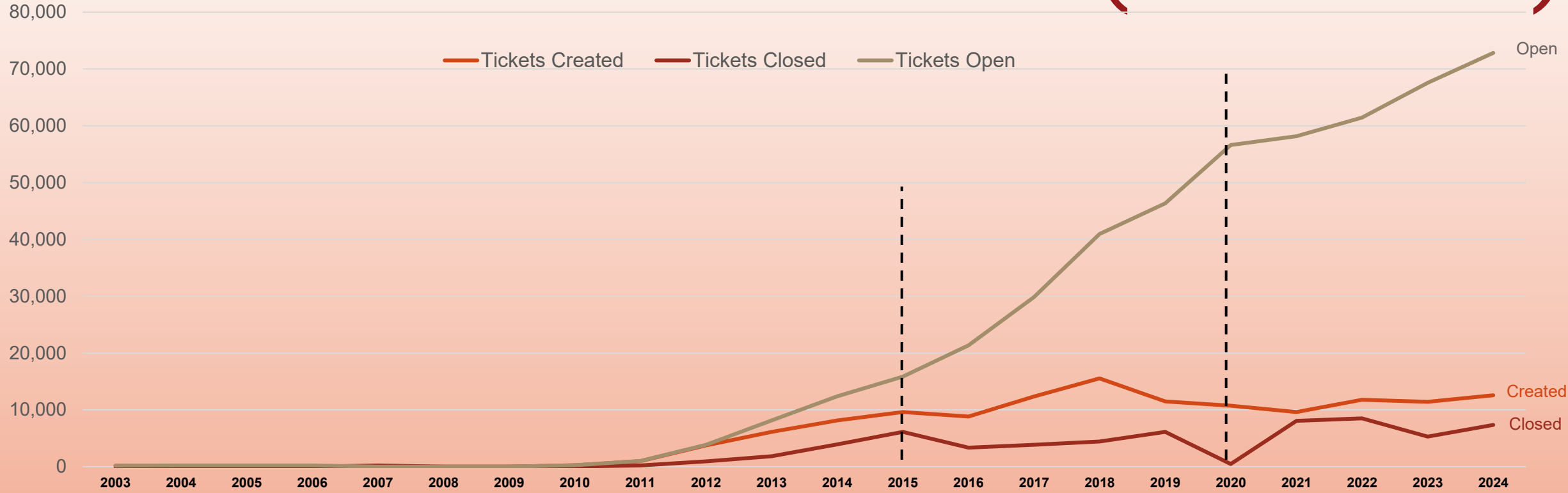
Nancy Jackson - Texas New Mexico Power  
nancy.jackson@pnmresources.com  
254-675-3908 x6131

Britney Bartholomew - Oncor Electric Delivery  
Britney.Bartholomew@oncor.com  
817-858-2517

Lifetime PT Tickets – 137,782  
Lifetime PA Tickets – 24,835



# PT+ USAGE (2003 – 2024)

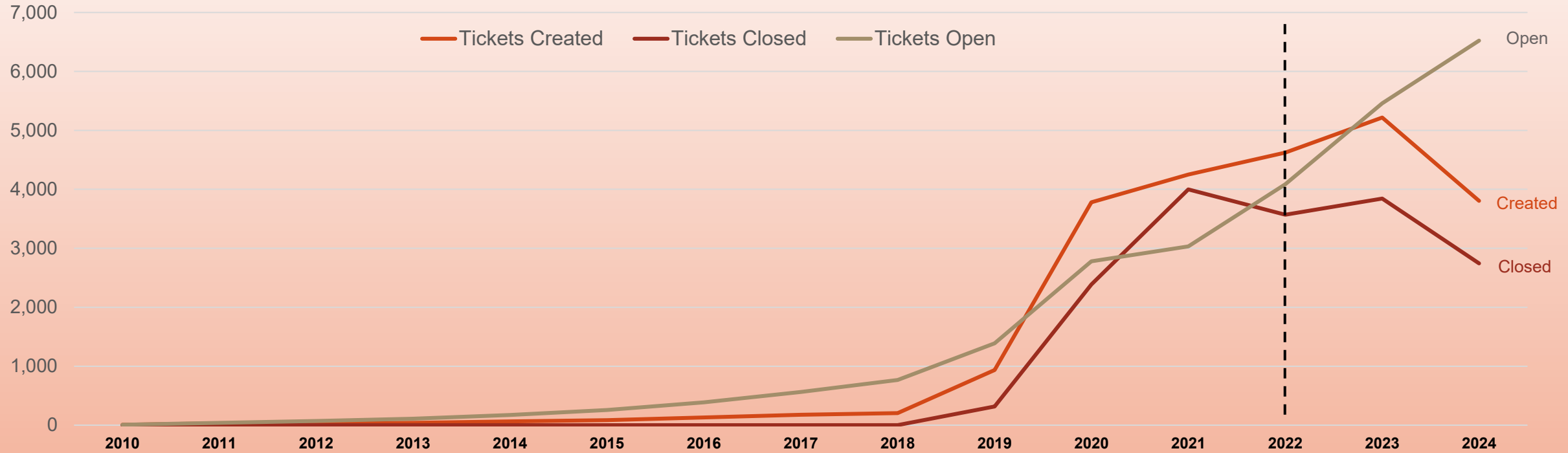


	<u>2024</u>	<u>2025</u>	<u>% Chg</u>
YTD Tickets Created:	4,735	6,319	33%
YTD Tickets Closed:	2,796	3,453	23%
YTD Tickets w/Steps Completed:	9,384	10,735	14%

Total Open Tickets: 68,894  
 Tickets with Steps Completed: 10,735  
 Ready to Close: 2,044 (all steps completed)



# PA USAGE (2010 – 2024)



	<u>2024</u>	<u>2025</u>	<u>% Chg</u>
YTD Tickets Created:	1,403	1,754	25%
YTD Tickets Closed:	1,199	1,574	31%

Open Tickets: 6,349  
Draft Tickets: 1,652



# TOP 5 USERS (12MM)

## Top Creators (PT)

- Oncor Electric Delivery
- CPS Energy
- Austin Energy
- Texas – New Mexico Power Company
- Bryan Texas Utilities

## Top Updaters (PT)

- AT&T Southwest
- CPS Energy
- Oncor Electric Delivery
- Charter Communications
- Google

## Top Owners (PA)

- CenterPoint Energy Houston Electric
- Texas - New Mexico Power Company
- Entergy
- CPS Energy
- United Cooperative Services

Active Users: 1,732

Active Member Codes: 516



# 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](mailto: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)

<b>Ticket Type</b>	<b>12MM</b>
<b>Pole Transfer</b>	<b>8,271</b>
<b>Pole Attachment</b>	<b>4,313</b>
<b>Pole Replacement</b>	<b>1,369</b>
<b>New</b>	<b>1,218</b>
<b>Make Ready</b>	<b>1,150</b>
<b>Overlash</b>	<b>639</b>
<b>Other</b>	<b>384</b>
<b>Violation</b>	<b>337</b>
<b>Pole Location Elimination</b>	<b>154</b>
<b>Pole Abandonment</b>	<b>30</b>
<b>Change of Ownership</b>	<b>1</b>
<b>TOTAL</b>	<b>17,866</b>

See Ticket Type Definitions document located under Training – Best Practices



# CURRENT DISPUTES

Approximately **3,933** 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”)

Dispute Reason	Quantity
Other	1,761
Member Code Incorrect or Not Attached	881
Pole Owner Work Not Complete	412
Unable to Locate or Bad Address	194
Step Order Incorrect	182
Duplicate Ticket or Step	120
Add New Step	109
C20250422, AT20250422, GR20250421, VZ20250422	105
Previous Step Not Complete	104
Wrong Pole Owner	47
Work Unnecessary	17
Legacy Dispute	1
<b>TOTAL</b>	<b>3,933</b>



# INFO & ACTION ITEMS

- Visit Training tab on [www.njuns.com](http://www.njuns.com) for available training  
Training Calendar, User Guide, Training Videos, Best Practices
- Visit News tab on [www.njuns.com](http://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](mailto: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](mailto:support@njuns.com)

818-485-2765, ext. 1

