

WASHINGTON USER GROUP MEETING

June 3, 2025



Washington FACTS

Member
since
2000

Sponsors: CenturyLink (Lumen), PacifiCorp, Puget Sound Energy and Zply Fiber

Washington is the only state named after a U.S. President and is the leading apple and pear producer in the country. Washington is home to 4 of the 5 longest floating bridges in the world. The state amphibian is the Pacific Chorus Frog known for its distinctive "riiibbit" sound. Washington is second to Canada in number of glaciers and second to California in wine production.

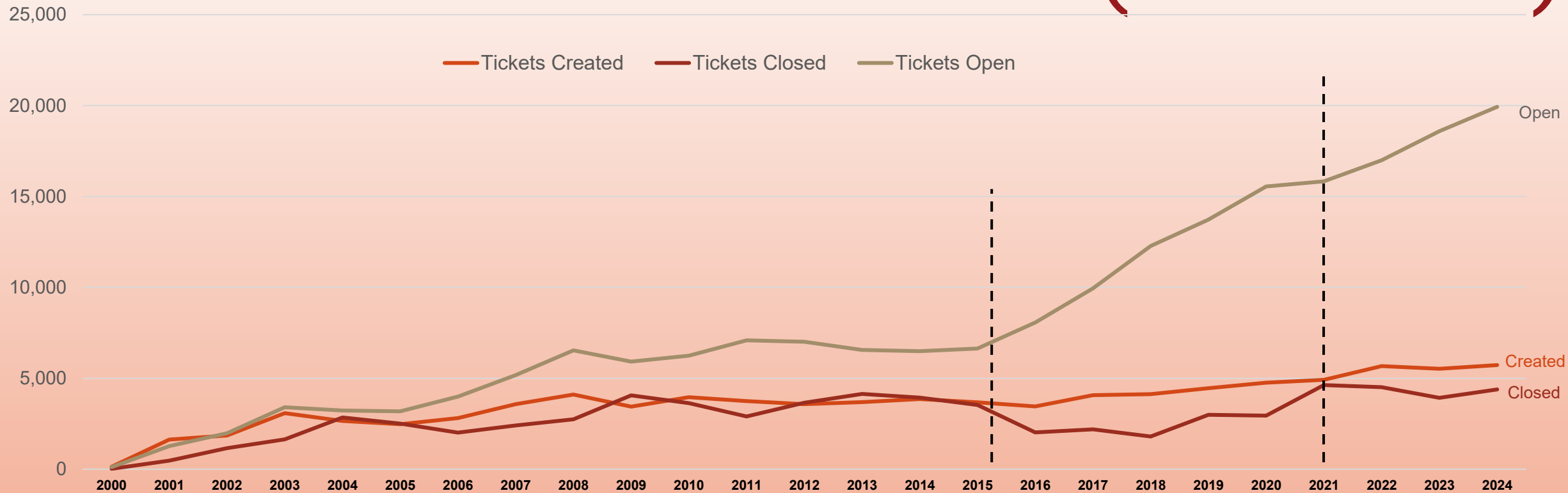
PT – 2000
PA - 2000

William Hamby - Puget Sound Energy
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Lifetime PT Tickets – 92,309
Lifetime PA Tickets – 24,183



PT+ USAGE (2000 – 2024)

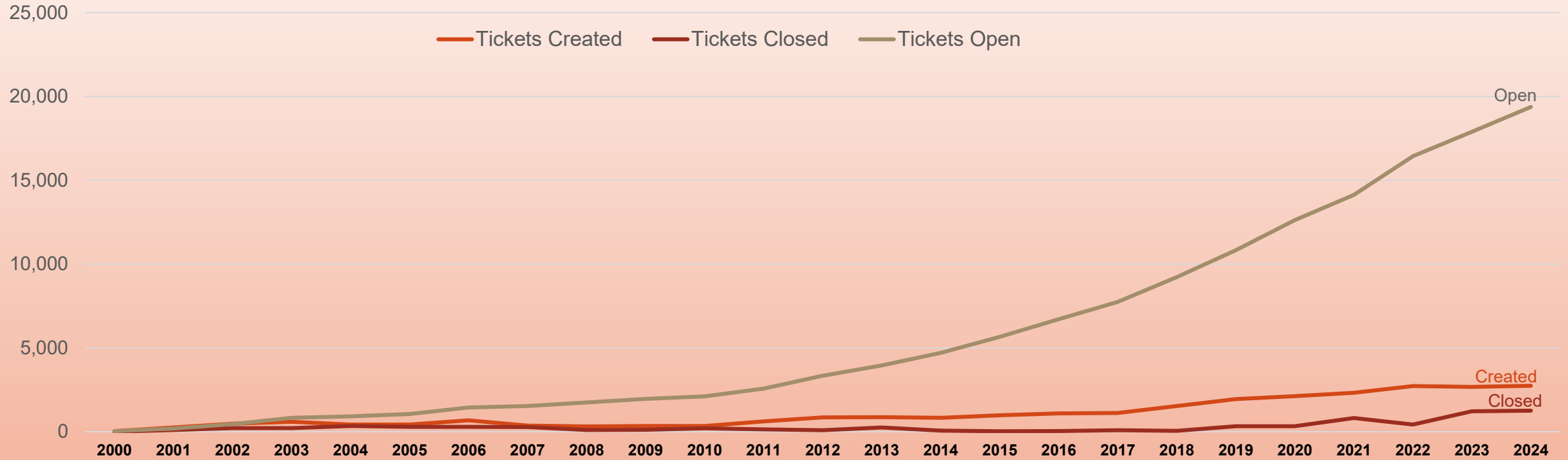


	<u>2024</u>	<u>2025</u>	<u>% Chg</u>
YTD Tickets Created:	2,461	2,630	7%
YTD Tickets Closed:	1,360	2,030	49%
YTD Tickets w/Steps Completed:	4,573	5,678	24%

Total Open Tickets: 20,433
 Tickets with Steps Completed: 5,678
 Ready to Close: 1,071 (all steps completed)



PA USAGE (2000 – 2024)



	<u>2024</u>	<u>2025</u>	<u>% Chg</u>	
YTD Tickets Created:	1,070	1,161	9%	Open Tickets: 16,428
YTD Tickets Closed:	752	413	-45%	Draft Tickets: 569



TOP 5 USERS (12MM)

Top Creators (PT)

- Puget Sound Energy
- Tacoma Power
- Snohomish County PUD
- PacifiCorp
- Clark Public Utilities

Top Updaters (PT)

- Puget Sound Energy
- Tacoma Power
- Comcast
- CenturyLink
- Ziplly Fiber

Top Owners (PA)

- Puget Sound Energy
- PacifiCorp
- Clark Public Utilities
- Ziplly Fiber
- Cowlitz County PUD

Active Users: 648

Active Member Codes: 298



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	3,212
Pole Attachment	2,609
Pole Replacement	1,337
Make Ready	452
Other	228
Common Crew	189
Violation	157
New	108
Pole Location Elimination	104
Change of Ownership	22
Pole Abandonment	6
Overlash	1
TOTAL	8,425

See Ticket Type Definitions document located under Training – Best Practices



CURRENT DISPUTES

Dispute Reason	Quantity
Previous Step Not Complete	161
Work Unnecessary	94
Other	57
Wrong Pole Owner	55
Pole Owner Work Not Complete	49
Member Code Incorrect or Not Attached	28
Duplicate Ticket or Step	9
Unable to Locate or Bad Address	5
Step Order Incorrect	3
Add New Step	1
TOTAL	462

Approximately **462** 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
- 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
- Prepare for future user authentication
- Send requests for assistance to support@njuns.com



LinkedIn
NJUNS, Inc.



X(formerly Twitter)
@NJUNSINC



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

