

LOUISIANA USER GROUP MEETING

August 19, 2025

Louisiana FACTS

Member since 2001

PT+ – 2001
PA - 2023

Lifetime PT+ Tickets – 103,442
Lifetime PA Tickets – 1,272

Sponsors: AT&T, CLECO, DEMCO and Entergy

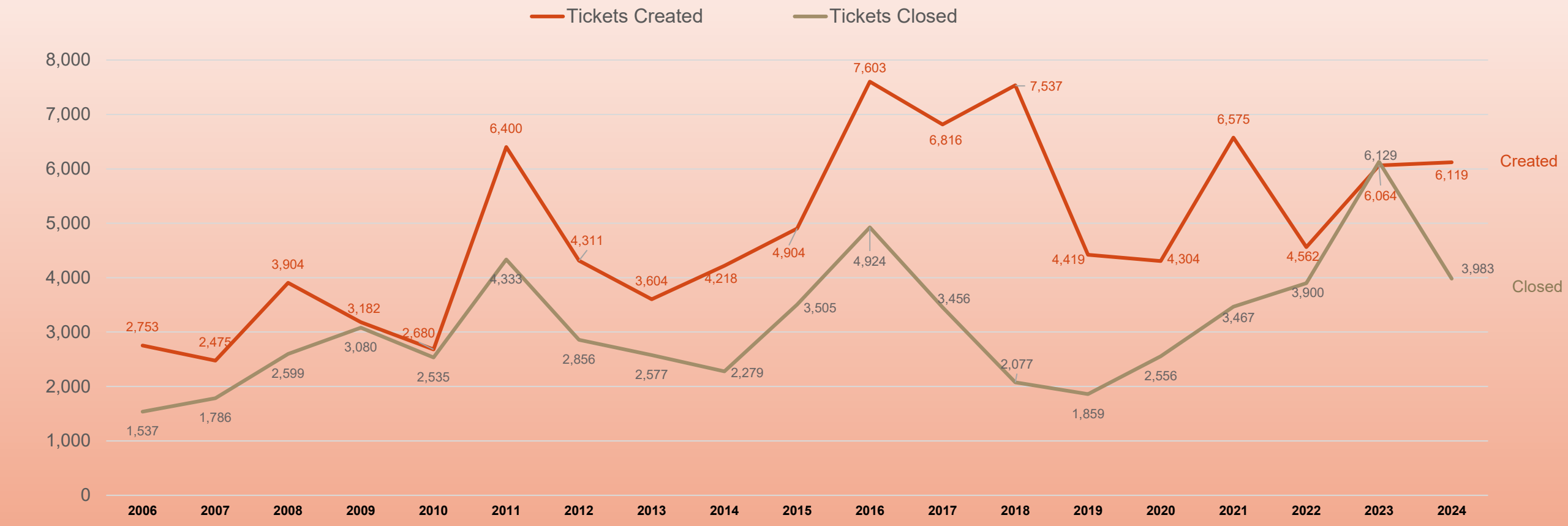
Louisiana's Sate Capitol Building is the tallest state capital in the United States. The state has the highest alligator population in the U.S. and also has the most alligator hunters. Louisiana is the second warmest state in the U.S. behind Florida. Louisiana is home to the largest swamp in the United States. Louisiana does not have an official language as there is an abundance of languages widely spoken there: English, French, Spanish and Vietnamese. The official drink of Louisiana is milk. Voodoo is still widely practiced in New Orleans.

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PT+ USAGE TREND (2001 – 2024)





PT+ USAGE (YTD 2024 vs YTD 2025)

	2024	2025	% Chg
YTD Tickets Created:	3,819	5,727	50%
YTD Tickets Closed:	2,523	2,779	10%
YTD Tickets w/Steps Completed:	6,833	6,907	1%

Total Open Tickets: 36,255
Tickets with Steps Completed: 6,907
Ready to Close: 2,584 (all steps completed)
Draft Tickets: 6,255



PA USAGE (YTD 2024 vs YTD 2025)

	2024	2025	% Chg
YTD Tickets Created:	141	414	193%
YTD Tickets Closed:	69	53	-23%

Total Open Tickets: 53
Draft Tickets: 86



TOP 5 USERS (12MM)

Top Creators (PT)

- Entergy
- AT&T Southeast
- DEMCO
- Washington – St. Tammany Electric Cooperative
- CLECO

Top Updaters (PT)

- AT&T Southeast
- Entergy
- Cox Communications
- Suddenlink Communications
- Lafayette Utilities System

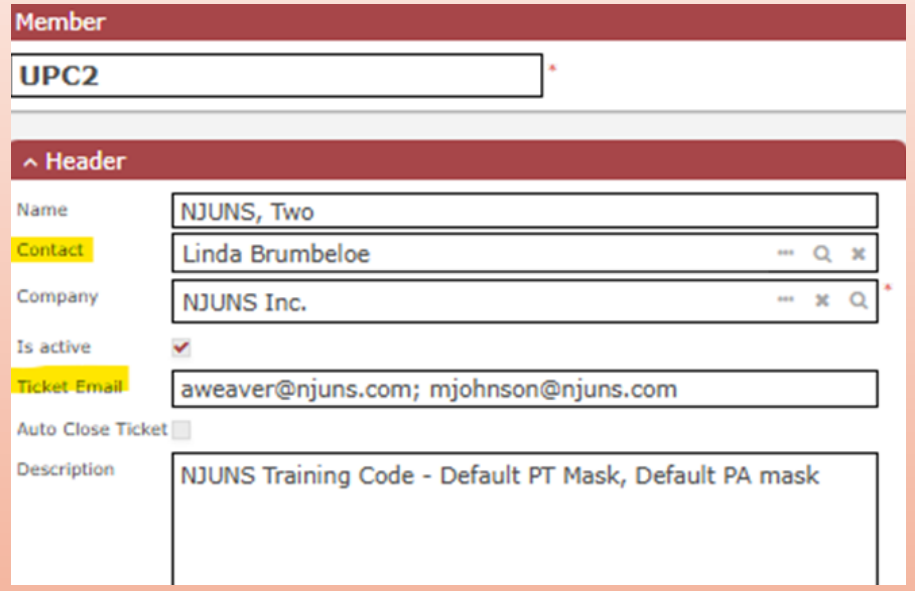
Top Pole Owners (PA)

- Entergy
- DEMCO

Active Users: 646
Active Member Codes: 256



MEMBER CODES



- 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 Replacement	3,234
Pole Transfer	3,090
Pole Attachment	601
New	403
Other	395
Violation	171
Make Ready	163
Pole Location Elimination	43
Pole Abandonment	6
Aerial Clearance Review	3
Common Crew	1
TOTAL	8,110

See Ticket Type Definitions document located under Training – Best Practices



CURRENT DISPUTES

Dispute Reason	Quantity
Other	1,204
Previous Step Not Complete	1,151
Unable to Locate or Bad Address	491
Member Code Incorrect or Not Attached	475
Pole Owner Work Not Complete	168
Add New Step	90
Wrong Pole Owner	48
Duplicate Ticket or Step	39
Step Order Incorrect	17
Work Unnecessary	16
TOTAL	3,699

Approximately 3,699 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

NJUNS
EFFICIENT UTILITY COMMUNICATION

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

