

GEORGIA USER GROUP MEETING

September 16, 2025



Georgia FACTS

Member
since
1990

Sponsors: AT&T, Georgia Power, ECG (Electric Cities of Georgia), Georgia EMC and Windstream

PT+ – 1990

Heath Slover – Georgia Power
rhslover@southernco.com
(404) 823-1550

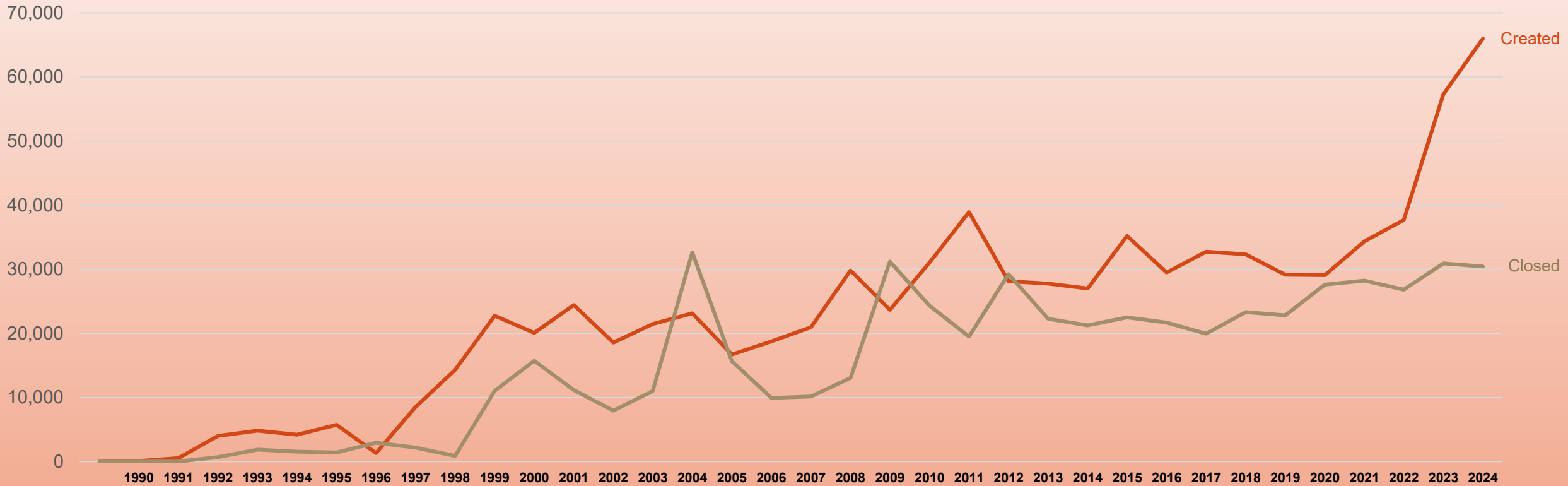
Terrence Cooley- Carroll EMC
terrence.cooley@cemc.com
(770) 830-5772

Lifetime PT+ Tickets – 883,822



NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

PT+ USAGE TREND (1990 – 2024)



NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

PT+ USAGE (YTD 2024 vs YTD 2025)

	<u>2024</u>	<u>2025</u>	<u>% Chg</u>
YTD Tickets Created:	51,132	45,561	-10%
YTD Tickets Closed:	19,693	23,714	20%
YTD Tickets w/Steps Completed:	49,761	59,068	19%

Total Open Tickets: 315,543

Tickets with Steps Completed: 59,068

Ready to Close: 36,990 (all steps completed)

Draft Tickets: 59,794



TOP 5 USERS (12MM)

Top Creators (PT)

- Georgia Power Company
- Carroll EMC
- Central Georgia EMC
- Snapping Shoals EMC
- North Georgia EMC

Top Updaters (PT)

- AT&T Southeast
- Georgia Power Company
- Comcast
- Charter Communications
- Windstream Communications

Active Users: 1276

Active Member Codes: 671



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
Make Ready	22,767
Pole Transfer	19,810
Violation	12,433
Pole Replacement	4,456
Other	1,847
New	395
Pole Location Elimination	362
Pole Abandonment	82
Change of Ownership	33
Oversize Load	17
Overlash	15
Joint Trench	1
TOTAL	62,218

See Ticket Type Definitions document located under Training – Best Practices



CURRENT DISPUTES

Dispute Reason	Quantity
Previous Step Not Complete	2,744
Other	2,079
Member Code Incorrect or Not Attached	984
Unable to Locate or Bad Address	906
Add New Step	302
Pole Owner Work Not Complete	143
Work Unnecessary	138
Step Order Incorrect	80
Duplicate Ticket or Step	62
Wrong Pole Owner	27
Legacy Dispute – No Reason	22
TOTAL	7,487



Approximately **7,487** 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

