

MARYLAND USER GROUP MEETING

September 23, 2025



Maryland FACTS

Member
since
2017

Sponsors: Verizon and Southern Maryland Electric Cooperative (SMECO)

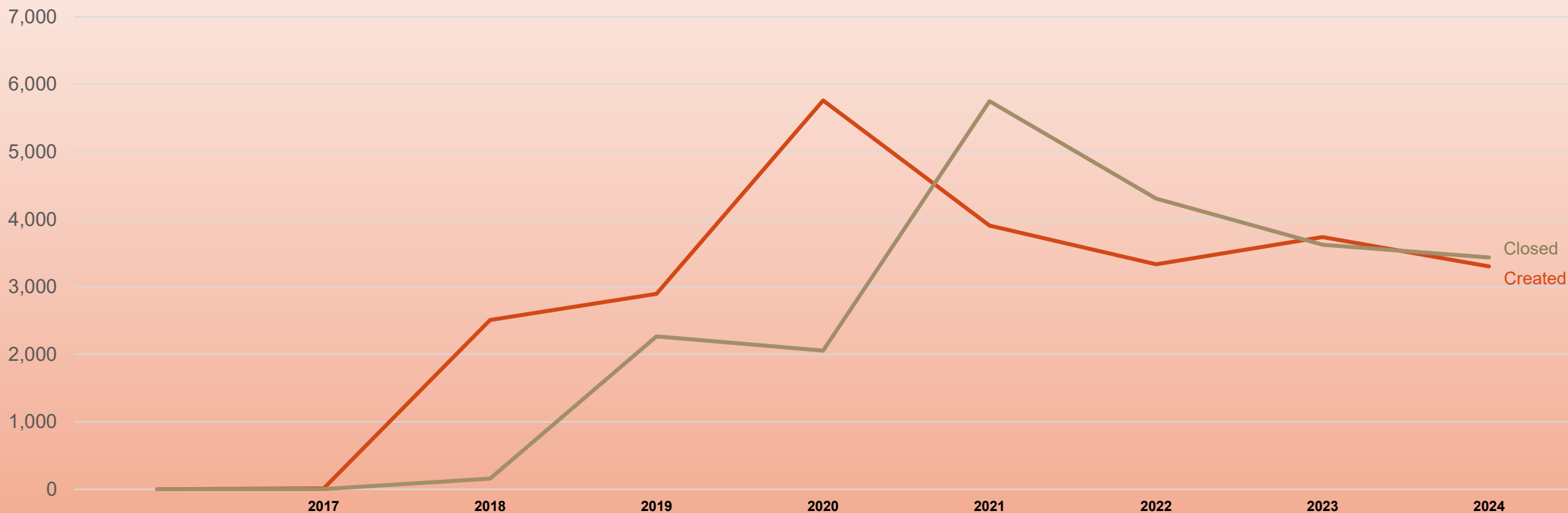
PT+ – 2017
PA - 2022

Director: Joe Lineberger – Southern Maryland Electric Cooperative
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(301) 274-8240

Lifetime PT+ Tickets – 27,531



PT+ USAGE TREND (2017 – 2024)



PT+ USAGE (YTD 2024 vs YTD 2025)

	<u>2024</u>	<u>2025</u>	<u>% Chg</u>
YTD Tickets Created:	2,365	2,438	3%
YTD Tickets Closed:	2,520	2,508	-0.5%
YTD Tickets w/Steps Completed:	3,144	2,860	-9%

Total Open Tickets: 3,705
Tickets with Steps Completed: 2,860
Ready to Close: 1,061 (all steps completed)
Draft Tickets: 2,744



TOP 5 USERS (12MM)

Top Creators (PT)

- Verizon
- Southern Maryland Electric Cooperative
- Potomac Electric Power Company

Top Updaters (PT)

- Verizon
- Southern Maryland Electric Cooperative
- Comcast
- MetroCast Communications
- Potomac Electric Power Company

Active Users: 131

Active Member Codes: 30



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 Replacement	2,516
Pole Transfer	295
Pole Location Elimination	196
Violation	131
New	30
Other	8
Pole Abandonment	2
Make Ready	1
TOTAL	3,179

See Ticket Type Definitions document located under Training – Best Practices



CURRENT DISPUTES

Dispute Reason	Quantity
Unable to Locate or Bad Address	21
Previous Step Not Complete	15
Other	15
Pole Owner Work Not Complete	14
Add New Step	9
Member Code Incorrect or Not Attached	5
Step Order Incorrect	4
Wrong Pole Owner	1
Duplicate Ticket or Step	1
TOTAL	85



Approximately **85** 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

