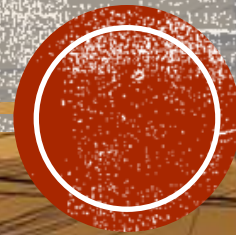


MASSACHUSETTS & RHODE ISLAND USER GROUP MEETING

September 30, 2025



Member
since
2015

PT+ – 2015
PA – N/A

Lifetime PT+ Tickets
324,535 (MA)
67,857 (RI)

Sponsors

Massachusetts: Eversource, Unitil (Fitchburg Gas and Electric), National Grid and Verizon

Rhode Island: PPL (Rhode Island Energy) and Verizon

Massachusetts Directors

Anh Trang – Eversource Energy
anh.trang@eversource.com
617-541-7738

Keith Caribo – UNITIL
caribo@unitil.com
978-353-3263

Rhode Island Directors

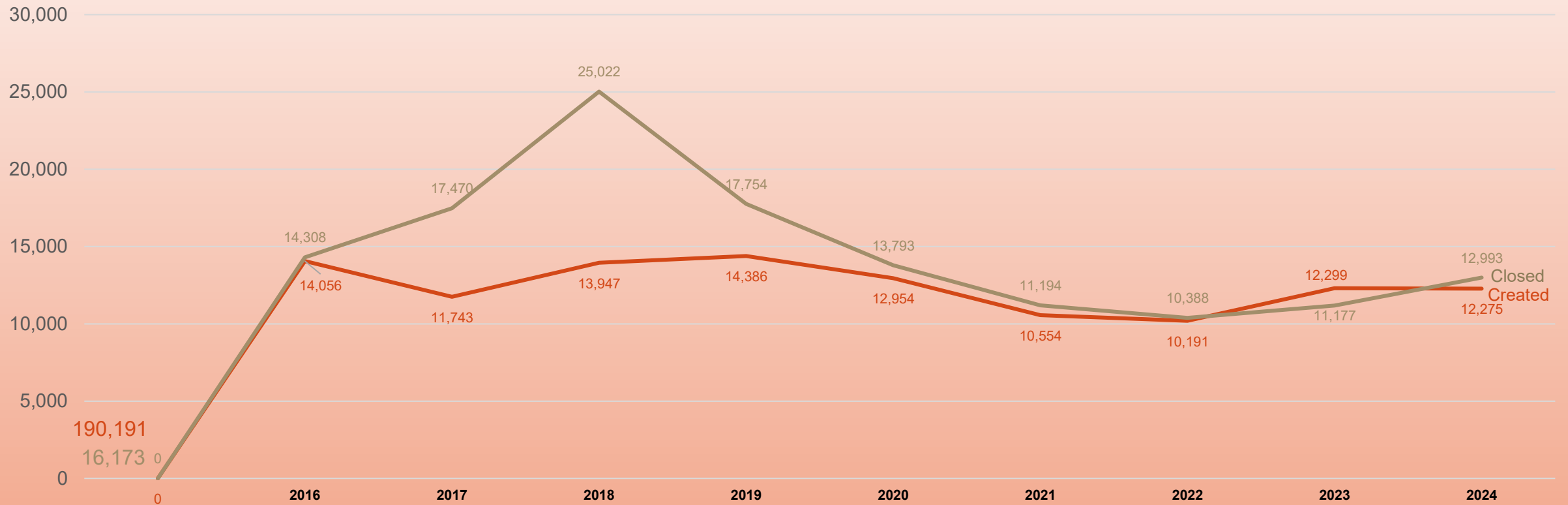
Stephanie Magnan – Verizon
stephanie.l.magnan@verizon.com
978-275-1150

Active Member Codes: 535
Active Member Users: 614

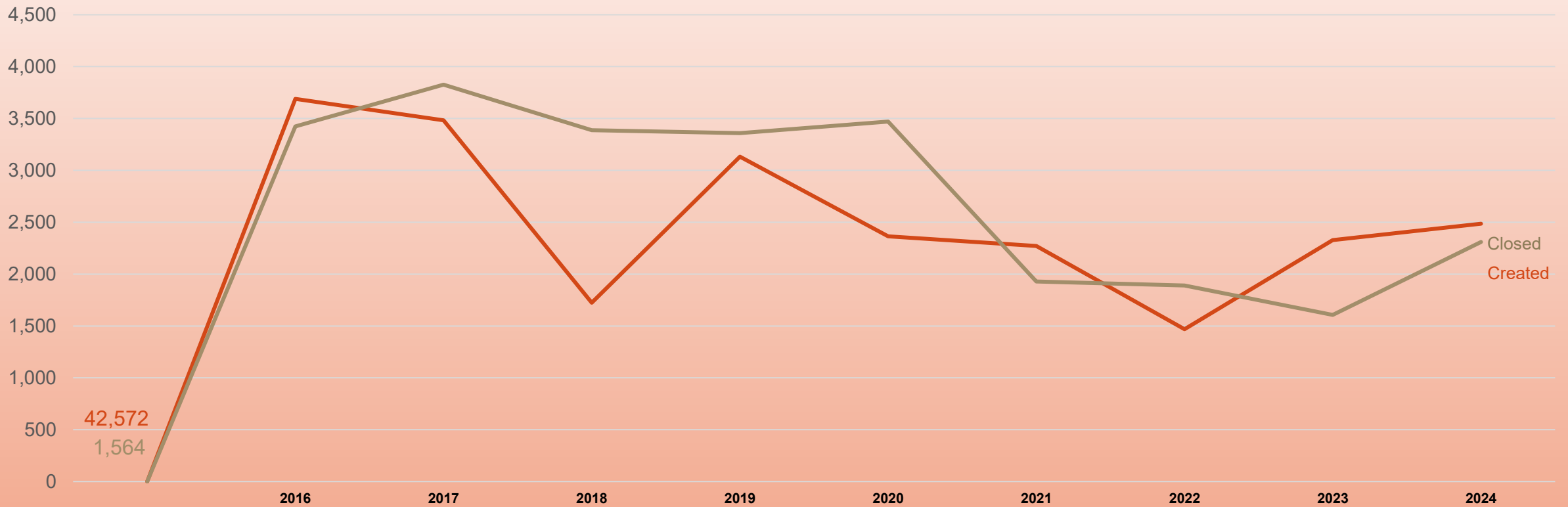
Active Member Codes: 94
Active Users: 47



Massachusetts PT+ USAGE TREND (2015 – 2024)



Rhode Island PT+ USAGE TREND (2015 – 2024)



PT+ USAGE (YTD 2024 vs YTD 2025)

Massachusetts

	<u>2024</u>	<u>2025</u>	<u>% Chg</u>
YTD Tickets Created:	11,257	10,291	-8%
YTD Tickets Closed:	9,634	7,766	-19%
YTD Tickets w/Steps Completed:	19,729	21,050	7%

Rhode Island

	<u>2024</u>	<u>2025</u>	<u>% Chg</u>
YTD Tickets Created:	1,727	1,967	14%
YTD Tickets Closed:	1,672	2,200	32%
YTD Tickets w/Steps Completed:	2,790	3,595	29%

Total Open Tickets: 27,706
Tickets with Steps Completed: 21,050
Ready to Close: 519 (all steps completed)
Draft Tickets: 28,726

Total Open Tickets: 3,067
Tickets with Steps Completed: 3,595
Ready to Close: 501 (all steps completed)
Draft Tickets: 6,485



TOP 5 USERS (12MM)

Top Creators (PT)

Massachusetts

- National Grid
- Verizon
- Eversource
- Unitil (Fitchburg Gas and Electric)
- Shrewsbury Light

Rhode Island

- PPL (Rhode Island Electric)
- Verizon
- Clear River Electric & Water

Top Updaters (PT)

Massachusetts

- Verizon
- National Grid
- Comcast
- Eversource
- Charter Communications

Rhode Island

- Verizon
- PPL (Rhode Island Energy)
- Cox Communications
- Partnership for Rhode Island Streetlights Mgt
- Fibertech Networks



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)

Massachusetts Ticket Types	12MM
Pole Transfer	6,312
Pole Replacement	4,865
New	138
Pole Abandonment	4
Pole Location Elimination	3
Other	2
TOTAL	11,324

See Ticket Type
Definitions document
located under
Training – Best
Practices

Rhode Island Ticket Types	12MM
Pole Replacement	1,867
Pole Transfer	345
TOTAL	2,212



CURRENT DISPUTES

Massachusetts Dispute Reason	Quantity
Member Code Incorrect or Not Attached	385
Previous Step Not Complete	262
Other	130
Unable to Locate or Bad Address	125
Pole Owner Work Not Complete	114
Duplicate Ticket or Step	20
Step Order Incorrect	9
Wrong Pole Owner	5
Work Unnecessary	3
Add New Step	1
TOTAL	1,054

“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”)

Rhode Island Dispute Reason	Quantity
Member Code Incorrect or Not Attached	78
Work Unnecessary	71
Other	28
Unable to Locate or Bad Address	22
Pole Owner Work Not Complete	19
Previous Step Not Complete	19
Add New Step	2
Wrong Pole Owner	2
Step Order Incorrect	2
	1
TOTAL	243



Approximately **85** active Dispute Steps

NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

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

