

SOUTH CAROLINA USER GROUP MEETING

August 26, 2025

South Carolina FACTS

Member since 1993

PT+ – 1995

Lifetime PT+ Tickets – 105,426

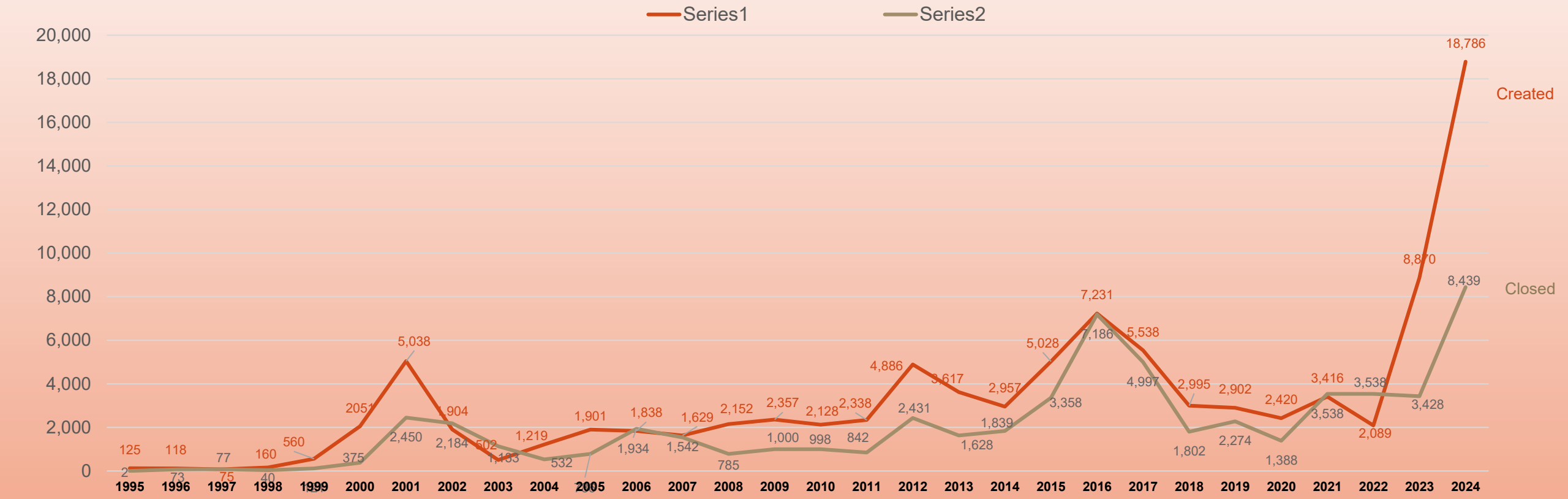
Sponsors: AT&T, Duke Energy and SCANA (Dominion)

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PT+ USAGE TREND (1995 – 2024)





PT+ USAGE (YTD 2024 vs YTD 2025)

	2024	2025	% Chg
YTD Tickets Created:	10,226	10,681	4%
YTD Tickets Closed:	5,506	6,023	9%
YTD Tickets w/Steps Completed:	8,321	12,192	46%

Total Open Tickets: 31,095
Tickets with Steps Completed: 12,192
Ready to Close: 2,561 (all steps completed)
Draft Tickets: 1,265



TOP 5 USERS (12MM)

Top Creators (PT)

- Duke Energy
- SCANA / Dominion Energy
- City of Georgetown Electric Utility
- Berkeley Electric Utility
- AT&T Southeast

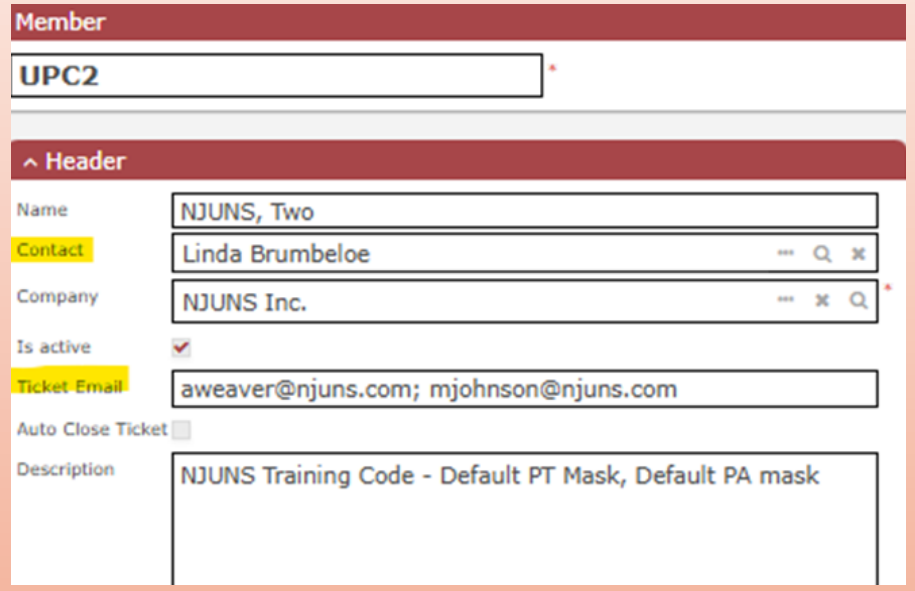
Top Updaters (PT)

- Duke Energy
- Charter Communications
- AT&T Southeast
- Wide Open West
- SCANA / Dominion Energy

Active Users: 271
Active Member Codes: 121



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 Transfer	17,484
Violation	410
New	252
Pole Replacement	242
Pole Location Elimination	71
Make Ready	39
Other	1
Overlash	1
TOTAL	18,500

See Ticket Type Definitions document located under Training – Best Practices

CURRENT DISPUTES

Dispute Reason	Quantity
Previous Step Not Complete	319
Other	245
Member Code Incorrect or Not Attached	189
Unable to Locate or Bad Address	181
Duplicate Ticket or Step	139
Add New Step	89
Pole Owner Work Not Complete	28
Step Order Incorrect	9
Wrong Pole Owner	7
Work Unnecessary	3
See notes and wall for photos, pole is topped off	1
TOTAL	1,210

Approximately 1,210 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

