

ARKANSAS USER GROUP MEETING

November 4, 2025



Arkansas FACTS

Member
since
2007

Sponsors: AJUNS – AEP-SWEPCO, Arkansas One Call, AT&T, Carroll Electric Cooperative, Cox Communications, Ozarks Electric Cooperative, OzarksGo, First Electric, Prairie Grove Telephone, Suddenlink, Clay County Electric, Vyve Broadband, TRC Solutions, City of Bentonville, Entergy, Comcast, North Little Rock Electric, WEHCO Video, Inc, Windstream, Arkansas Valley Electric, CableSouth Media 3, Lumen/Centurylink, Northern Arkansas Telephone Company)

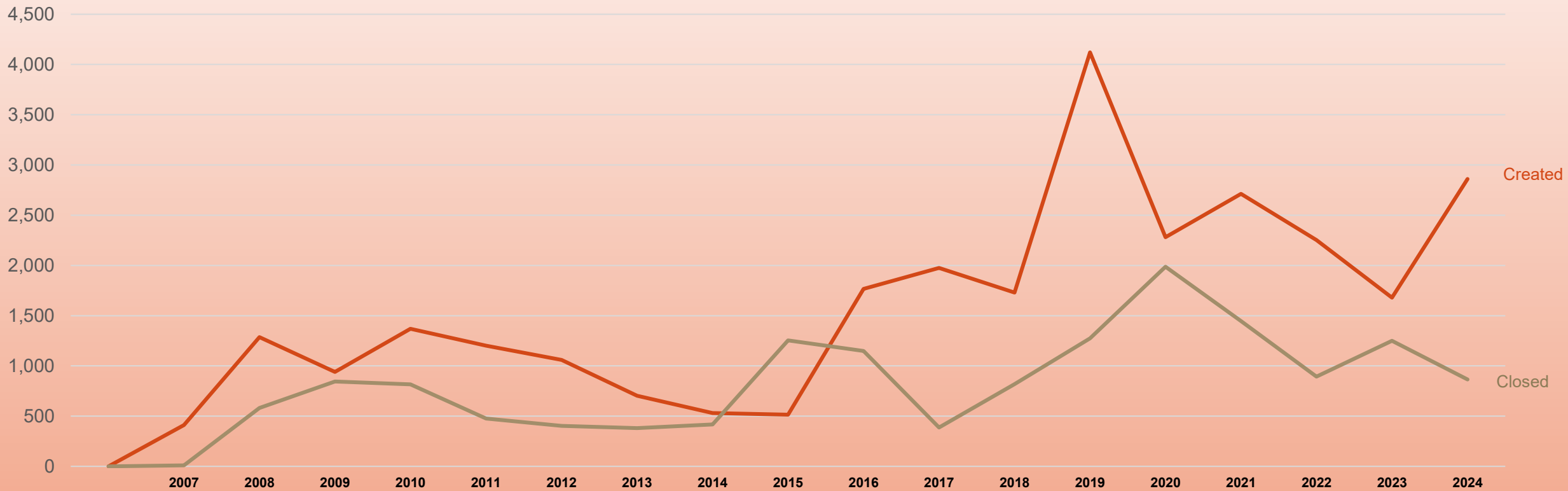
PT+ – 2007
PA – 2018

NJUNS Director
Misty Osborne – Entergy
mosborn@entergy.com
501-279-3186

Lifetime PT+ Tickets – 32,192
Lifetime PA Tickets – 3,685



PT+ USAGE TREND (2007 – 2024)



NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

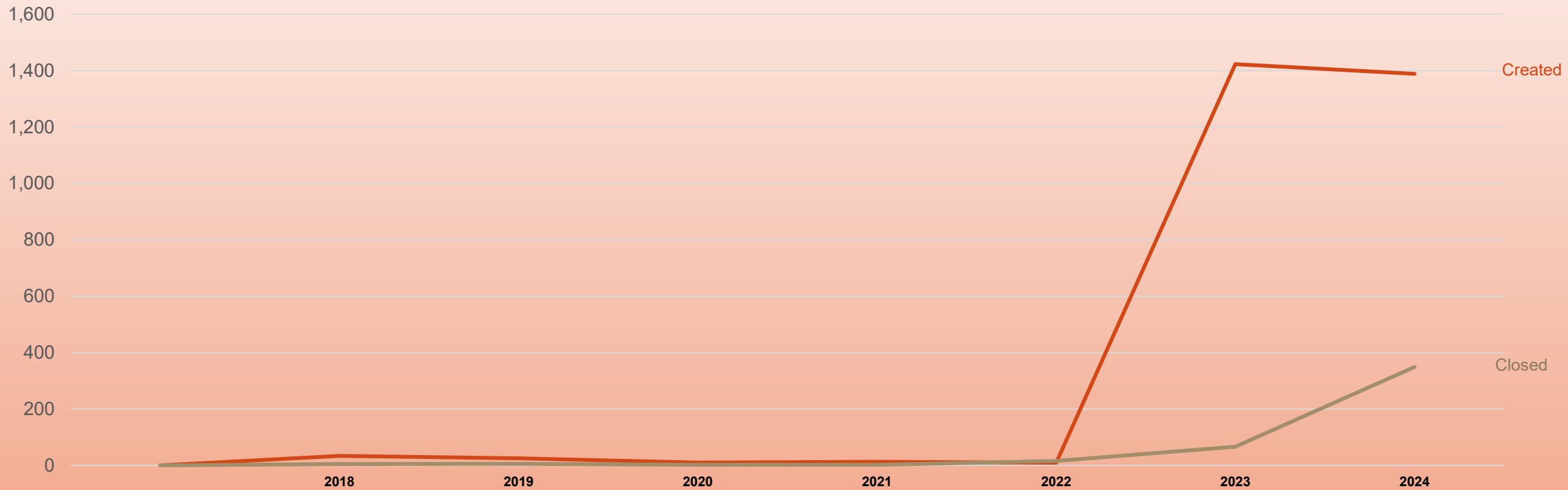
PT+ USAGE (YTD 2024 vs YTD 2025)

	<u>2024</u>	<u>2025</u>	<u>% Chg</u>
YTD Tickets Created:	2,221	3,042	37%
YTD Tickets Closed:	745	747	0.3%
YTD Tickets w/Steps Completed:	2,985	4,408	48%

Total Open Tickets: 16,206
Tickets with Steps Completed: 4,408
Ready to Close: 560 (all steps completed)
Draft Tickets: 988



PA USAGE TREND (2018 – 2024)



NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

PA USAGE (YTD 2024 vs YTD 2025)

	<u>2024</u>	<u>2025</u>	<u>% Chg</u>
YTD Tickets Created:	1,090	1,498	37%
YTD Tickets Closed:	326	209	-36%

Total Open Tickets: 3,009
Draft Tickets: 101



TOP 5 USERS (12MM)

Top Creators (PT)

- Arkansas Valley Electric
- Ozarks Electric Cooperative
- Entergy
- North Little Rock Electric Cooperative
- Bentonville Municipal Electric

Top Updaters (PT)

- Arkansas Valley Electric
- Brightspeed
- Ozarks Electric Cooperative / OzarksGo
- Cox Communications
- Entergy

Top Pole Owners (PA)

- Entergy (1654)
- Arkansas Valley Electric (60)

Active Users: 222

Active Member Codes: 196



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 emails are correct.
- Enable Auto-Close here to utilize feature.



TICKET TYPES (12MM)

Ticket Type	12MM
Pole Transfer	2,100
Pole Attachment	1,720
New	765
Pole Replacement	562
Pole Abandonment	178
Pole Location Elimination	32
Other	31
Violation	4
TOTAL	5,392

See Ticket Type Definitions document located under Training – Best Practices



CURRENT DISPUTES

Dispute Reason	Quantity
Member Code Incorrect or Not Attached	55
Work Unnecessary	12
Unable to Locate or Bad Address	8
Other	8
Wrong Pole Owner	7
Previous Step Not Complete	6
Pole Owner Work Not Complete	5
Duplicate Ticket or Step	3
Step Order Incorrect	1
TOTAL	105



Approximately **105** 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

