

# FLORIDA USER GROUP MEETING

November 18, 2025



# Florida FACTS

Member  
since  
1994

**Sponsors:** AT&T, CenturyLink, CHELCO, Clay Electric, Cox Communications, Florida Power & Light, Gainesville Regional Utilities (GRU), Gulf Coast Electric, Jacksonville Electric Authority (JEA), Lee County Electric Cooperative (LCEC), Duke Energy, Tampa Electric, and Frontier Communications

PT+ – 1994  
PA – N/A

## Directors:

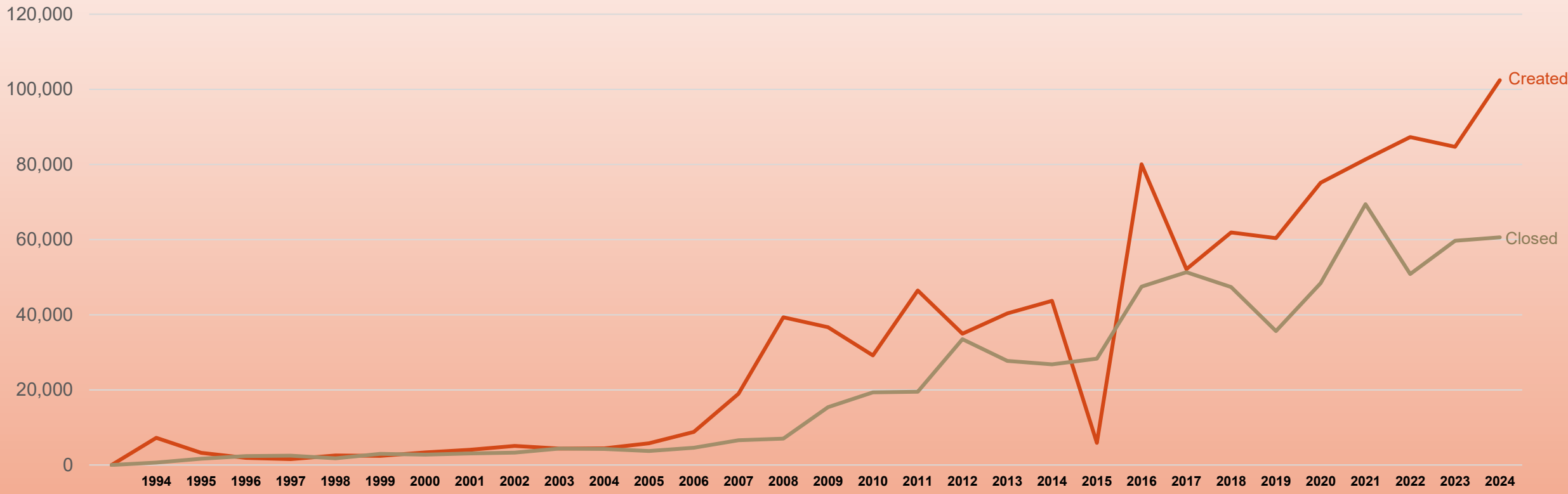
Ben Bowen – Florida Power & Light  
Ben.Bowen@fpl.com  
850-444-6726

Randy Lyle – Tampa Electric  
RRLyle@tecoenergy.com  
813-275-3018

Lifetime PT+ Tickets – 1,145,358



# PT+ USAGE TREND (1994 – 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:	85,029	77,025	-9%
YTD Tickets Closed:	52,393	47,102	-10%
YTD Tickets w/Steps Completed:	124,484	131,086	5%

Total Open Tickets: 413,284  
Tickets with Steps Completed: 131,086  
Ready to Close: 7,666 (all steps completed)  
Draft Tickets: 12,603



# TOP 5 USERS (12MM)

## Top Creators (PT)

- Duke Energy
- Florida Power and Light
- AT&T Southeast
- Clay Electric Cooperative
- Lee County Electric Cooperative

## Top Updaters (PT)

- Florida Power and Light
- Comcast
- AT&T Southeast
- Duke Energy
- Bright House Networks

Active Users: 1271

Active Member Codes: 291



# 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](mailto: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	38,736
New	22,585
Pole Location Elimination	14,751
Violation	7,759
Pole Replacement	4,933
Other	442
Make Ready	153
Aerial Clearance Review	20
Pole Abandonment	6
Change of Ownership	1
<b>TOTAL</b>	<b>89,386</b>

See Ticket Type Definitions document located under Training – Best Practices



# CURRENT DISPUTES

Dispute Reason	Quantity
Other	7,033
Member Code Incorrect or Not Attached	6,099
Previous Step Not Complete	4,060
Duplicate Ticket or Step	2,120
Unable to Locate or Bad Address	1,123
Add New Step	826
Work Unnecessary	501
Pole Owner Work Not Complete	382
Step Order Incorrect	213
Wrong Pole Owner	151
Legacy Dispute – No Reason	6
Transfer	2
<b>TOTAL</b>	<b>22,516</b>



Approximately **22,516** 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](http://www.njuns.com) for available training  
Training Calendar, User Guide, Training Videos, Best Practices
- Visit News tab on [www.njuns.com](http://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](mailto: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](mailto:support@njuns.com)

818-485-2765, ext. 1

