

NORTH CAROLINA USER GROUP MEETING

November 11, 2025



North Carolina FACTS

Member
since
1992

Sponsors: AT&T and Duke Energy

PT+ – 1992
PA – 2017

Directors:

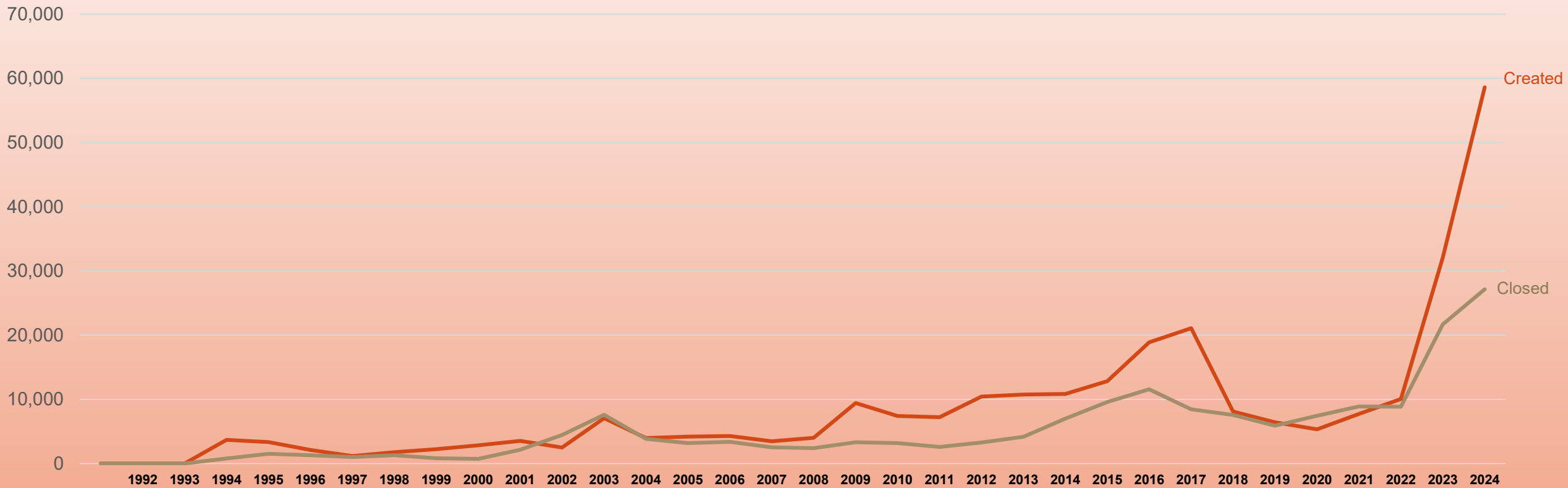
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Lifetime PT+ Tickets – 328,449
Lifetime PA Tickets – 2,197



PT+ USAGE TREND (1992 - 2024)



NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

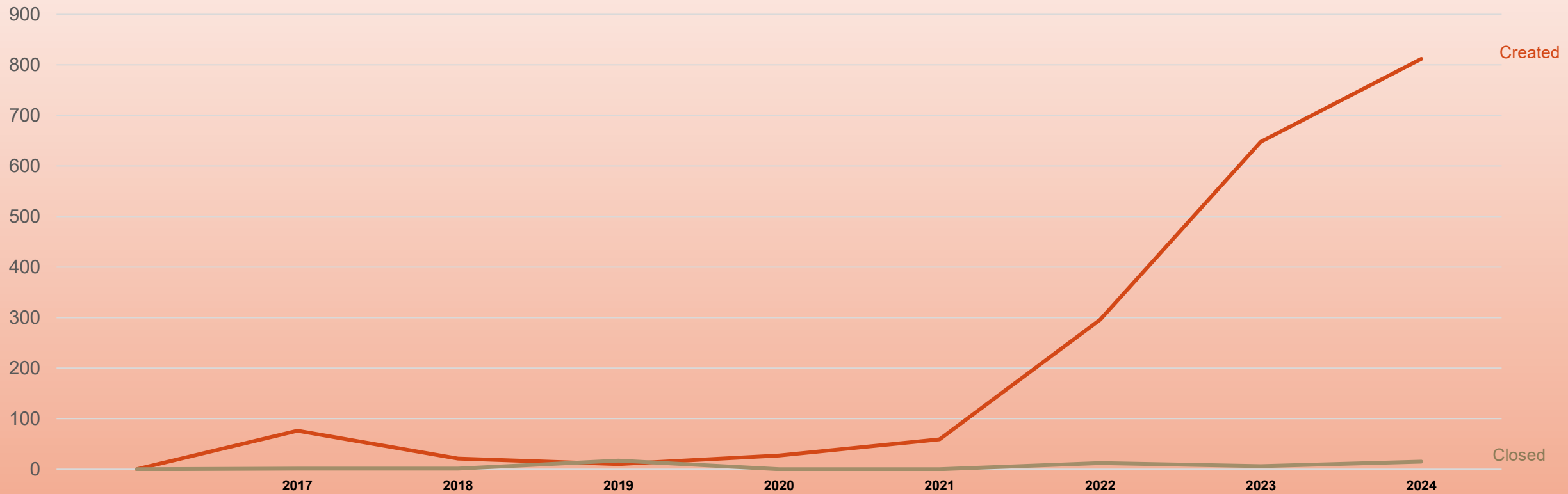
PT+ USAGE (YTD 2024 vs YTD 2025)

	<u>2024</u>	<u>2025</u>	<u>% Chg</u>
YTD Tickets Created:	47,344	56,936	23%
YTD Tickets Closed:	22,644	18,300	-19%
YTD Tickets w/Steps Completed:	38,283	49,806	30%

Total Open Tickets: 133,328
Tickets with Steps Completed: 49,806
Ready to Close: 3,155 (all steps completed)
Draft Tickets: 4,690



PA USAGE TREND (2017 – 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:	531	298	-44%
YTD Tickets Closed:	14	4	-71%

Total Open Tickets: 2,115
Draft Tickets: 159



TOP 5 USERS (12MM)

Top Creators (PT)

- Duke Energy
- Duke Energy Progress
- AT&T Southeast
- Rutherford EMC
- Jones-Onslow EMC

Top Updaters (PT)

- Duke Energy
- Charter Communications
- Duke Energy Progress
- AT&T Southeast
- Brightspeed

Top Pole Owners (PA)

- Dominion Energy (388)
- Union Power Cooperative (79)

Active Users: 671

Active Member Codes: 371



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	60,405
Violation	2,709
New	1,428
Pole Location Elimination	541
Pole Attachment	467
Pole Replacement	193
Make Ready	164
Other	77
Pole Abandonment	61
Overlash	20
Aerial Clearance Review	3
TOTAL	66,068

See Ticket Type Definitions document located under Training – Best Practices



CURRENT DISPUTES

Dispute Reason	Quantity
Other	1,001
Previous Step Not Complete	950
Member Code Incorrect or Not Attached	858
Unable to Locate or Bad Address	774
Duplicate Ticket or Step	315
Add New Step	277
Step Order Incorrect	54
Pole Owner Work Not Complete	29
Work Unnecessary	19
Legacy Dispute – No Reason	17
Wrong Pole Owner	15
TOTAL	4,309



Approximately **4,309** 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

