

# KENTUCKY USER GROUP MEETING

December 2, 2025



# Kentucky FACTS

Member  
since  
2013

**Sponsors:** AT&T, LGE-KU, Windstream

PT+ – 2013  
PA – 2018

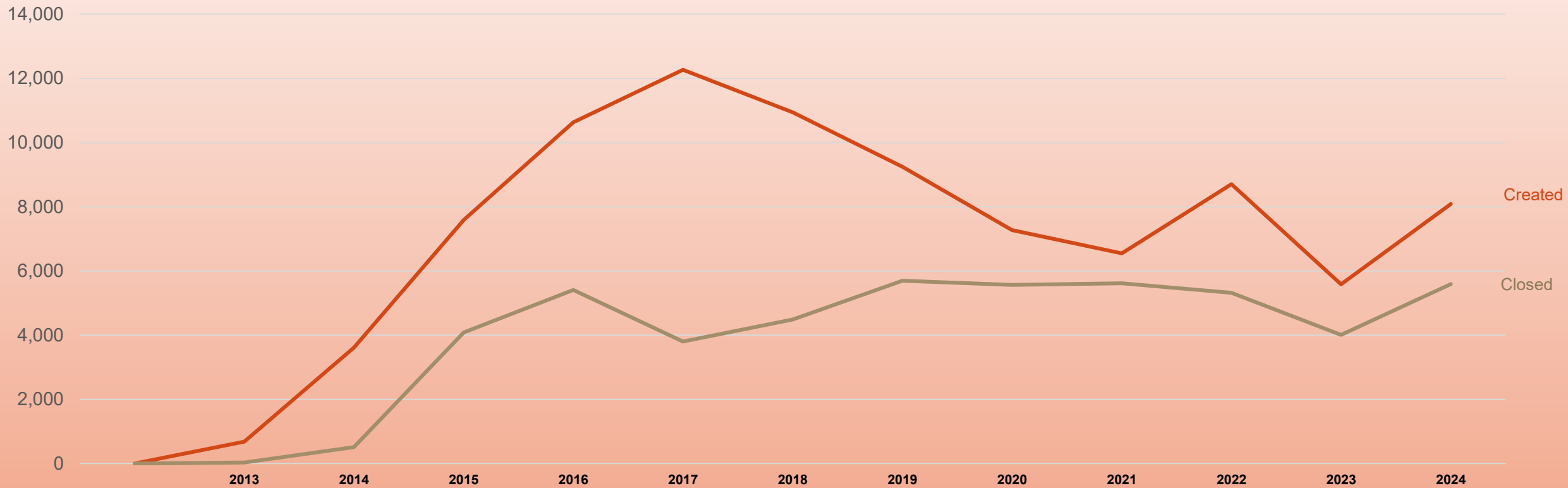
Lifetime PT+ Tickets – 22,167  
Lifetime PA Tickets - 210

**Director:**

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# PT+ USAGE TREND (2013 – 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:           | 7,708       | 8,480       | 10%          |
| YTD Tickets Closed:            | 5,069       | 2,897       | -43%         |
| YTD Tickets w/Steps Completed: | 9,436       | 9,905       | 5%           |

Total Open Tickets: 43,319  
Tickets with Steps Completed: 9,905  
Ready to Close: 2,484 (all steps completed)  
Draft Tickets: 2,336



# TOP 5 USERS (12MM)

## Top Creators (PT)

- Kentucky Utilities
- AT&T Southeast
- Warren Rural Electric Cooperative
- Blue Grass Energy
- Licking Valley Rural Electric Cooperative

## Top Updaters (PT)

- TWC / Charter Communications
- AT&T Southeast
- Kentucky Utilities
- Windstream Communications
- MetroNet

Active Users: 277

Active Member Codes: 167



# 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             | 6,894        |
| Pole Replacement          | 1,238        |
| Violation                 | 344          |
| New                       | 176          |
| Pole Abandonment          | 67           |
| Pole Location Elimination | 48           |
| Other                     | 47           |
| Make Ready                | 11           |
| Change of Ownership       | 4            |
| <b>TOTAL</b>              | <b>8,829</b> |

See Ticket Type Definitions document located under Training – Best Practices



# CURRENT DISPUTES

| Dispute Reason                        | Quantity     |
|---------------------------------------|--------------|
| Unable to Locate or Bad Address       | 887          |
| Previous Step Not Complete            | 664          |
| Other                                 | 401          |
| Member Code Incorrect or Not Attached | 177          |
| Add New Step                          | 137          |
| Duplicate Ticket or Step              | 78           |
| Wrong Pole Owner                      | 44           |
| Pole Owner Work Not Complete          | 44           |
| Work Unnecessary                      | 14           |
| Step Order Incorrect                  | 9            |
| <b>TOTAL</b>                          | <b>2,455</b> |



Approximately **2,455** 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

