MISSISSIPPI USER GROUP MEETING

February 17, 2026

NJUNS
EFFICIENT UTILITY COMMUNICATION

MEET THE NJUNS TEAM

EFFICIENT UTILITY COMMUNICATION

Angie Weaver

Executive Director

Linda Brumbeloe

Operations Manager

Halie Workman

Support Analyst

AGENDA

2026 Priorities

Membership and Member Codes

Usage

Tips & Tricks

Reminders & Updates

Questions

2026 PRIORITIES

Quarterly Training Sessions on Special Topics

Continued Performance Enhancements

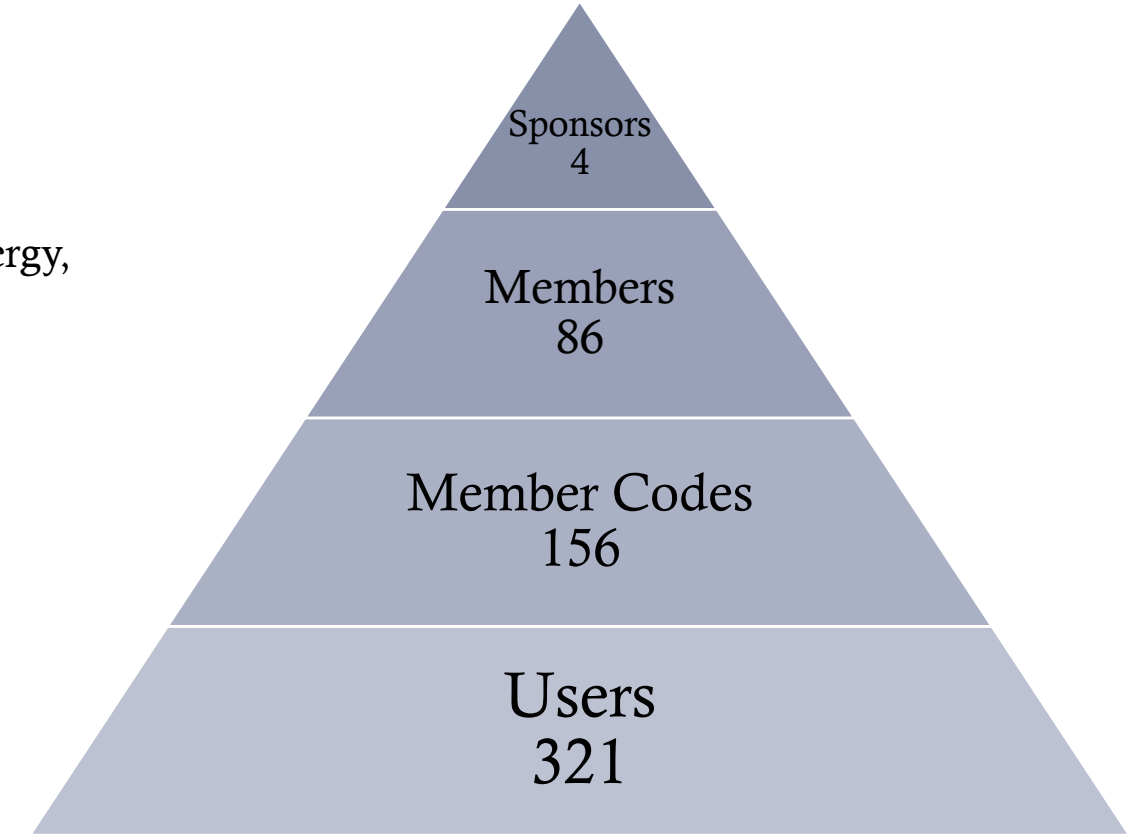
NJUNS New Release 1.3.17

Member Code Maintenance

MEMBERSHIP

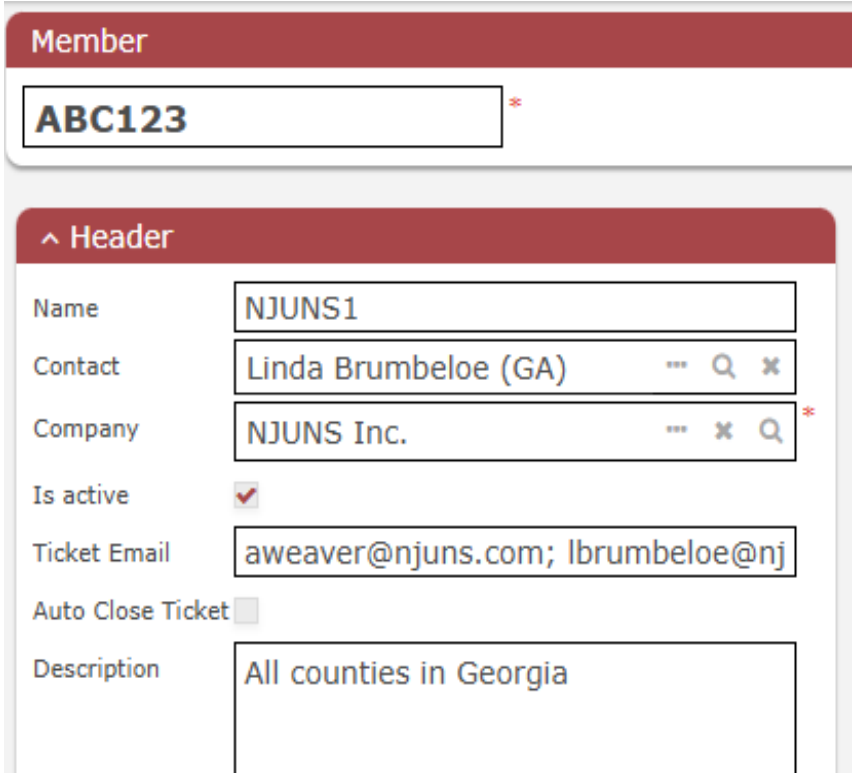
- Member since 1996
- Ticket Types: PT+ and PA(2023)
- Sponsors: AT&T, Electric Power Association of Mississippi, Entergy, Mississippi Power Company
- Members: 86
- Member Codes: 156
- Users: 321
- Directors: Aaron Gonzales – ATT
  ag3146@att.com
  330-310-6864

  Robert Boyd – Mississippi Power Company
  rcboyd@southernco.com
  228-539-7669

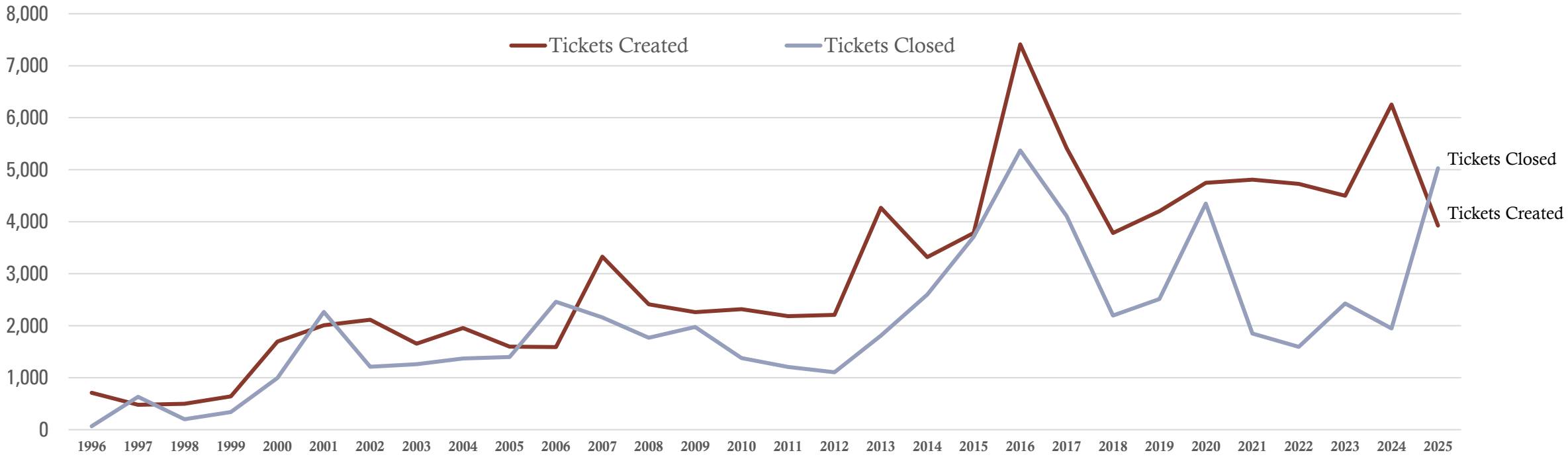


MEMBER CODES

- Member codes are 6 or fewer characters.
- Make sure Contact is correct, and ticket emails are active email addresses.
- Ticket Email can have up to 3 email addresses. If blank, code will be deactivated.
- View codes in profile by clicking on Members / My Members.
- Reports: Member Codes By State / Users under Member Codes
- Send any updates to support@njuns.com.
- Enable Auto-Close to utilize feature or use PT+ Close filter to close tickets.



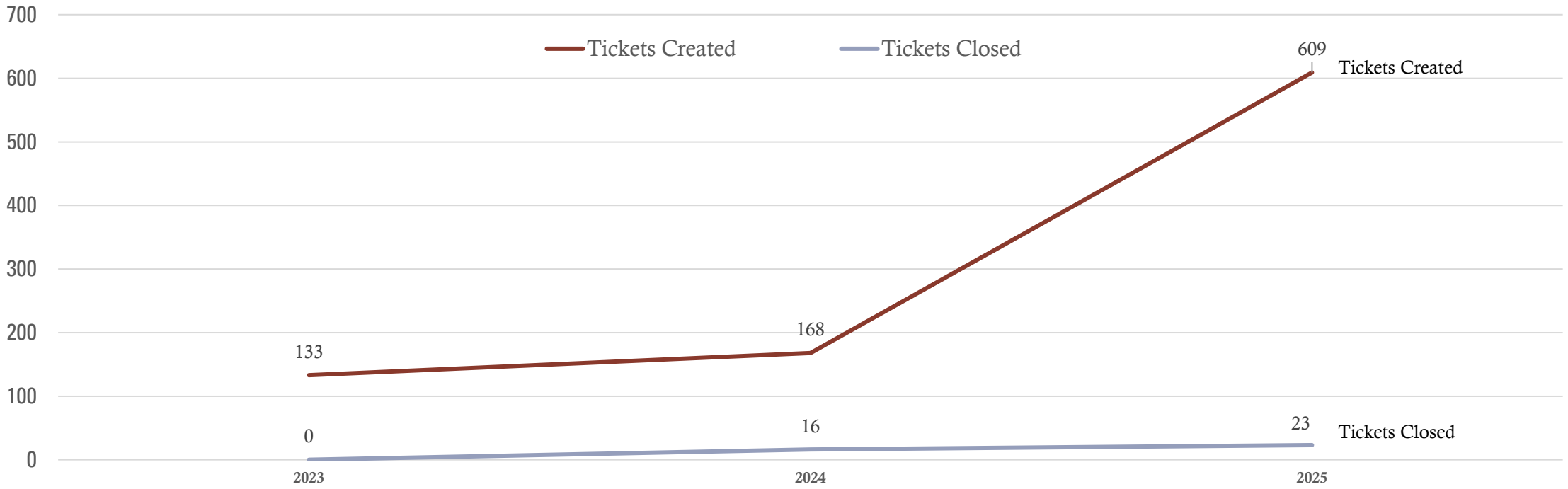
PT+ USAGE



	2025	2026	% Chg
YTD Tickets Created:	317	387	22%
YTD Tickets Closed:	609	145	-76%
YTD Tickets w/Steps Completed:	2,279	1,086	-52%

Total Open Tickets: 29,077
Tickets with Steps Completed: 1,086
Ready to Close: 2,651
Draft Tickets: 4,570

PA USAGE



	2025	2026	% Chg
YTD Tickets Created:	8	74	825%
YTD Tickets Closed:	0	0	- %

Total Open Tickets: 1,008

Draft Tickets: 86

TOP 5 USERS

Top Creators (PT+)
Singing River EPA
Entergy
Coast Electric Power Association
AT&T Southeast
Pearl River Valley EPA

Top Updaters (PT+)
Entergy
AT&T Southeast
Comcast
Mississippi Power Company
Coast Electric Power Association

Top Pole Owners (PA)
Entergy

TICKET TYPES – 12MM

See Ticket Type Definitions document located under Training – Best Practices

Ticket Type	Quantity
Pole Transfer	3,029
Pole Replacement	424
Make Ready	151
Pole Location Elimination	137
New	35
Other	21
Pole Abandonment	11
Violation	2
Aerial Clearance Review	1
TOTAL	3,811

DISPUTE TYPES

Try to minimize the use of "Other"

- 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"*)

Dispute Type	Quantity
Other	577
Previous Step Not Complete	321
Unable to Locate or Bad Address	301
Member Code Incorrect or Not Attached	213
Duplicate Ticket or Step	59
Add New Step	37
Work Unnecessary	14
Pole Owner Work Not Complete	14
Wrong Pole Owner	13
Step Order Incorrect	10
TOTAL	1,559

TIPS & TRICKS / FAQS

- Can I add additional columns to my ticket window?
- How can I find a group of tickets at one time?
- How do I determine if I should run a report or use a filter to find my data?
- What happens when I dispute a ticket?

REMINDERS & UPDATES

WEBSITE

- Training page for Training Calendar, User Guide, Training Videos, Best Practices
- News page for updates
- Home page to subscribe to our Newsletter

NJUNS

- Check for Alerts on the NJUNS dashboard
- If an owner/creator, you can use the PT+ Close filter to close tickets
- Review Member Codes, Contacts and Ticket Email Recipients for updates
- Confirm email is correct on your profile
- Send requests for assistance to support@njuns.com
- Follow us on social media