

KANSAS USER GROUP MEETING

March 31, 2026



MEET THE 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



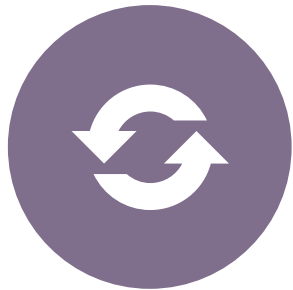
2026 PRIORITIES



Quarterly Training
Sessions on Special
Topics



Continued Performance
Enhancements



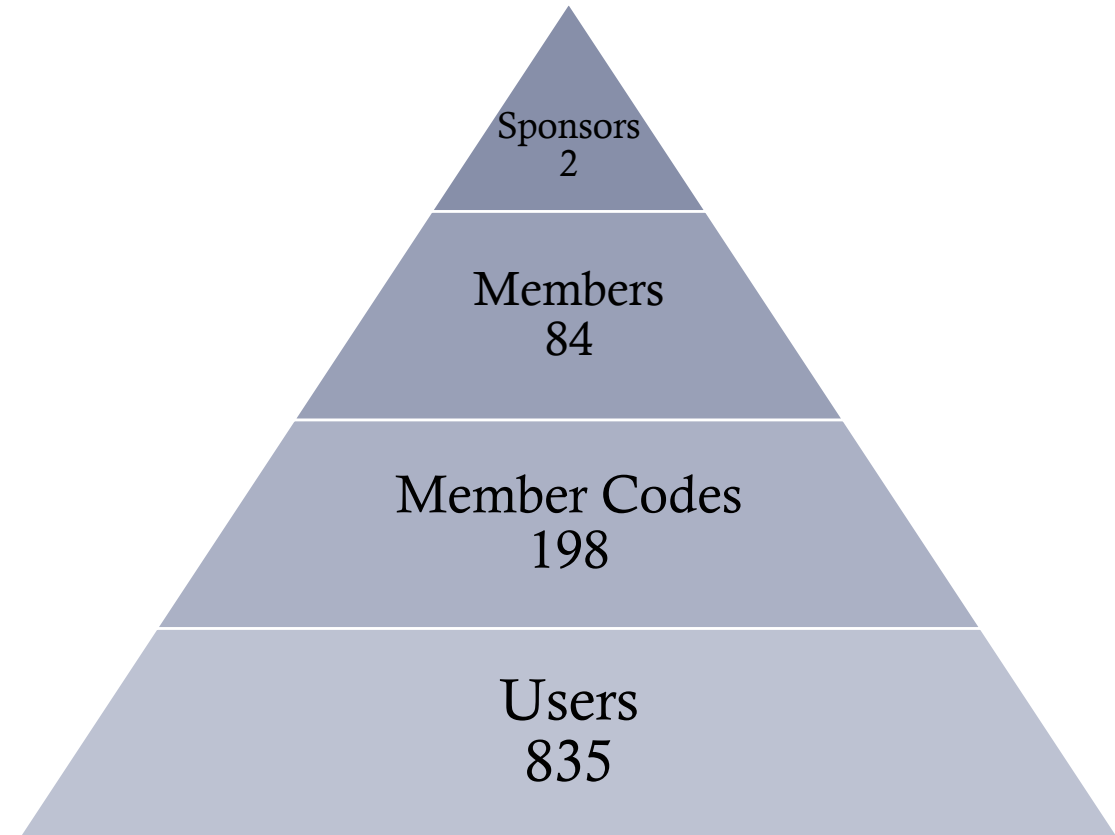
NJUNS New Release
1.3.17



Member Code
Maintenance

MEMBERSHIP

- Member since 2010
- Ticket Types: PT+ and PA (2016 - 2024)
- Sponsors: AT&T and Evergy
- Members: 84
- Member Codes: 198
- Users: 835
- Directors: Jessica Everhart – Evergy (KCP&L)
jessica.everhart@evergy.com
785-508-2573



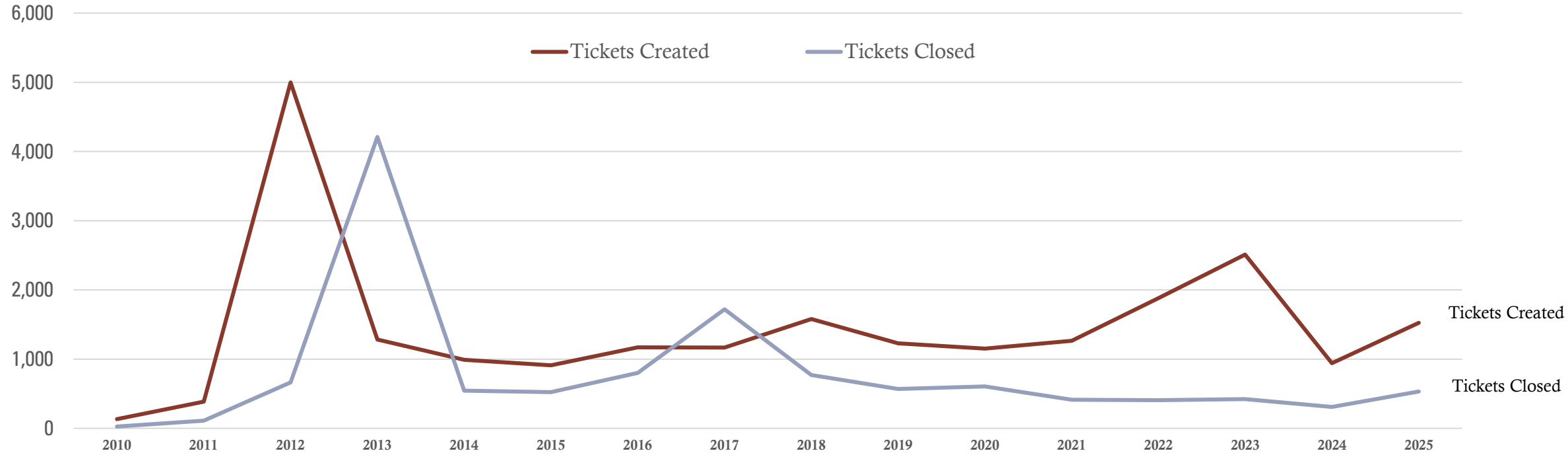
MEMBER CODES

- View codes in profile by clicking on Members / My Members.
- 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.
- 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.

The screenshot shows a web application interface for managing member codes. At the top, there is a red header bar with the word "Member" in white. Below this, a white input field contains the text "ABC123" in bold black font, with a small red asterisk to its right. Below the input field is another red header bar with the text "Header" in white. Underneath, there is a form with several fields: "Name" with the value "NJUNS1"; "Contact" with the value "Linda Brumbeloe (GA)" and three small icons (three dots, magnifying glass, and 'x'); "Company" with the value "NJUNS Inc." and three small icons (three dots, 'x', and magnifying glass); "Is active" with a checked checkbox; "Ticket Email" with the value "aweaver@njuns.com; lbrumbeloe@nj"; "Auto Close Ticket" with an unchecked checkbox; and "Description" with the value "All counties in Georgia".

Member	
ABC123	*
Header	
Name	NJUNS1
Contact	Linda Brumbeloe (GA) ... Q x
Company	NJUNS Inc. ... x Q *
Is active	<input checked="" type="checkbox"/>
Ticket Email	aweaver@njuns.com; lbrumbeloe@nj
Auto Close Ticket	<input type="checkbox"/>
Description	All counties in Georgia

PT+ USAGE



	<u>2025</u>	<u>2026</u>	<u>% Chg</u>
YTD Tickets Created:	230	374	63%
YTD Tickets Closed:	34	97	185%
YTD Tickets w/Steps Completed:	250	554	121%

Total Open Tickets: 9,856
Tickets with 1 Step Completed: 554 (6%)
Ready to Close: 1,678 (17%)
Draft Tickets: 892

TOP 5 USERS – 12MM

Top Creators (PT+)
Every
AT&T Southwest
Liberty Utilities (Empire District)
Brightspeed
Zayo Fiber Solutions

Top Updaters (PT+)
Every
Cox Communications
AT&T Southwest
Google
Ideatek

TICKET TYPES – 12MM

See Ticket Type Definitions document
located under Training – Best Practices

Ticket Type	Quantity
Pole Replacement	654
Pole Transfer	348
Overlash	179
Other	130
Make Ready	49
New	47
Joint Trench	37
Pole Location Elimination	4
Change of Ownership	2
Pole Abandonment	2
Violation	1
TOTAL	1,453

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	180
Member Code Incorrect or Not Attached	157
Previous Step Not Complete	66
Unable to Locate or Bad Address	43
Duplicate Ticket or Step	18
Add New Step	16
Step Order Incorrect	14
Pole Owner Work Not Complete	12
Wrong Pole Owner	8
Work Unnecessary	2
TOTAL	516

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  

CONTACT US

- Support@njuns.com
- 818-485-2765