

MISSOURI USER GROUP MEETING

March 3, 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



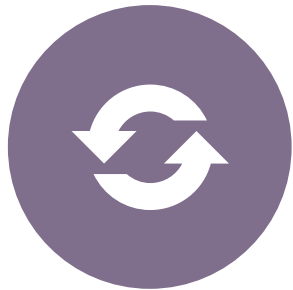
2026 PRIORITIES



Quarterly Training
Sessions on Special
Topics



Continued Performance
Enhancements



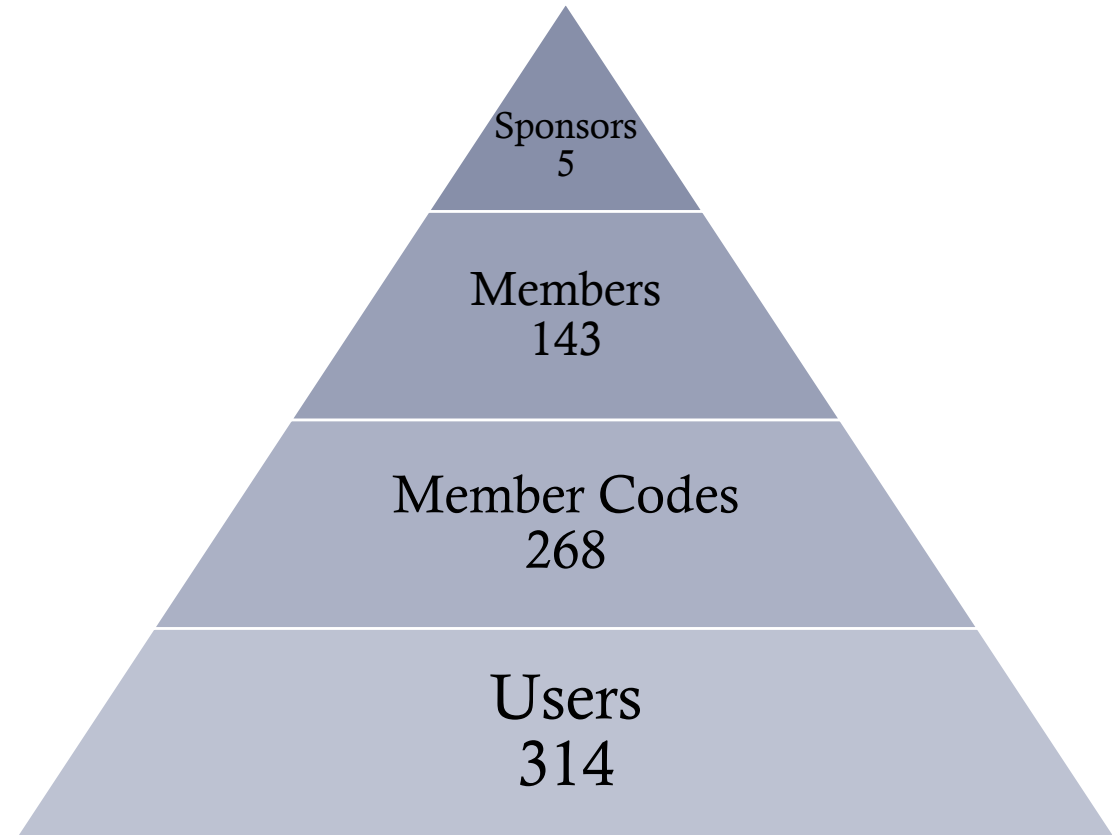
NJUNS New Release
1.3.17



Member Code
Maintenance

MEMBERSHIP

- Member since 1998
- Ticket Types: PT+ and PA(2014)
- Sponsors: AT&T, Ameren, Evergy, Liberty Utilities, Charter Communications
- Members: 143
- Member Codes: 268
- Users: 314
- Directors:
 - Caleb Bandy – AT&T
cb255a@ATT.com
314-886-3344
 - Tina Steele – Evergy
tina.steele@evergy.com
816-245-4094



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.

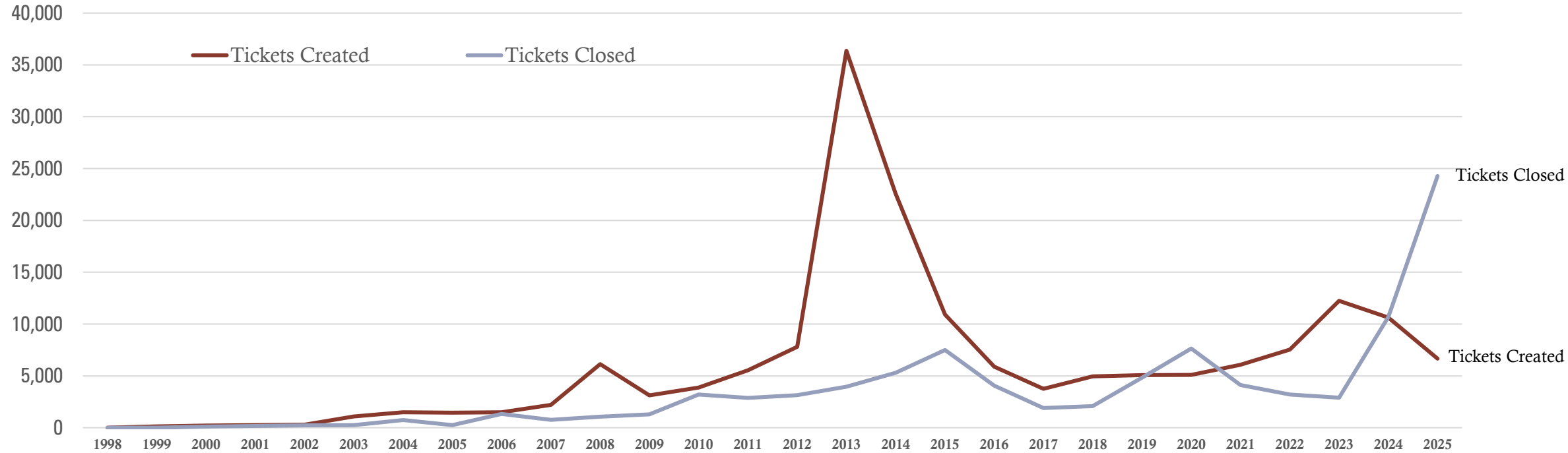
Member

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 |

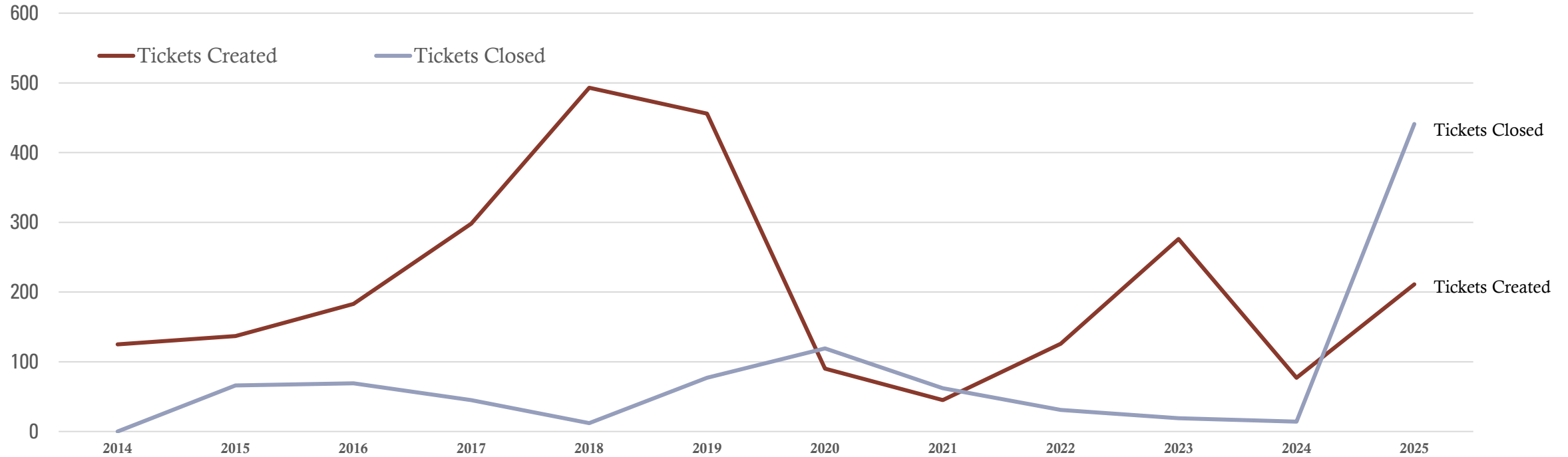
PT+ USAGE



| | <u>2025</u> | <u>2026</u> | <u>% Chg</u> |
|--------------------------------|-------------|-------------|--------------|
| YTD Tickets Created: | 599 | 1,204 | 101% |
| YTD Tickets Closed: | 3,889 | 6,775 | 74% |
| YTD Tickets w/Steps Completed: | 5,248 | 8,478 | 62% |

Total Open Tickets: 63,177
Tickets with Steps Completed: 8,478
Ready to Close: 4,691
Draft Tickets: 1,278

PA USAGE



| | <u>2025</u> | <u>2026</u> | <u>% Chg</u> |
|----------------------|-------------|-------------|--------------|
| YTD Tickets Created: | 15 | 67 | 347% |
| YTD Tickets Closed: | 0 | 0 | - % |

Total Open Tickets: 1,015
Draft Tickets: 195

TOP 5 USERS – 12MM

| Top Creators (PT ⁺) |
|-------------------------------------|
| Ameren Missouri |
| Evergy |
| City Utilities of Springfield |
| Liberty Utilities (Empire District) |
| AT&T Southwest |

| Top Updaters (PT ⁺) |
|---------------------------------|
| AT&T Southwest |
| Ameren Missouri |
| Charter Communications |
| Quanta Utility Engineering |
| Brightspeed |

| Top Pole Owners (PA) |
|-------------------------------------|
| Liberty Utilities (Empire District) |
| |
| |
| |
| |

TICKET TYPES – 12MM

See Ticket Type Definitions document
located under Training – Best Practices

| Ticket Type | Quantity |
|---------------------------|--------------|
| Pole Transfer | 5,693 |
| Make Ready | 1,034 |
| Pole Attachemnt | 271 |
| Violation | 160 |
| Pole Replacement | 159 |
| Overlash | 102 |
| Other | 86 |
| New | 31 |
| Pole Abandonment | 13 |
| Pole Location Elimination | 5 |
| Change of Ownership | 3 |
| TOTAL | 7,557 |

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 |
|---------------------------------------|----------|
| Member Code Incorrect or Not Attached | 205 |
| Other | 171 |
| Unable to Locate or Bad Address | 63 |
| Previous Step Not Complete | 47 |
| Pole Owner Work Not Complete | 36 |
| Add New Step | 22 |
| Step Order Incorrect | 20 |
| Wrong Pole Owner | 15 |
| Duplicate Ticket or Step | 9 |
| Work Unnecessary | 6 |
| TOTAL | 594 |

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 