

VIRGINIA USER GROUP MEETING

March 24, 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

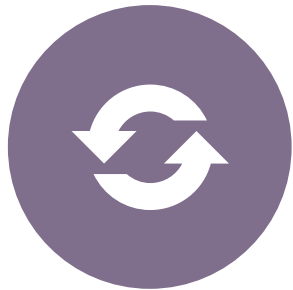
2026 PRIORITIES



Quarterly Training
Sessions on Special
Topics



Continued Performance
Enhancements



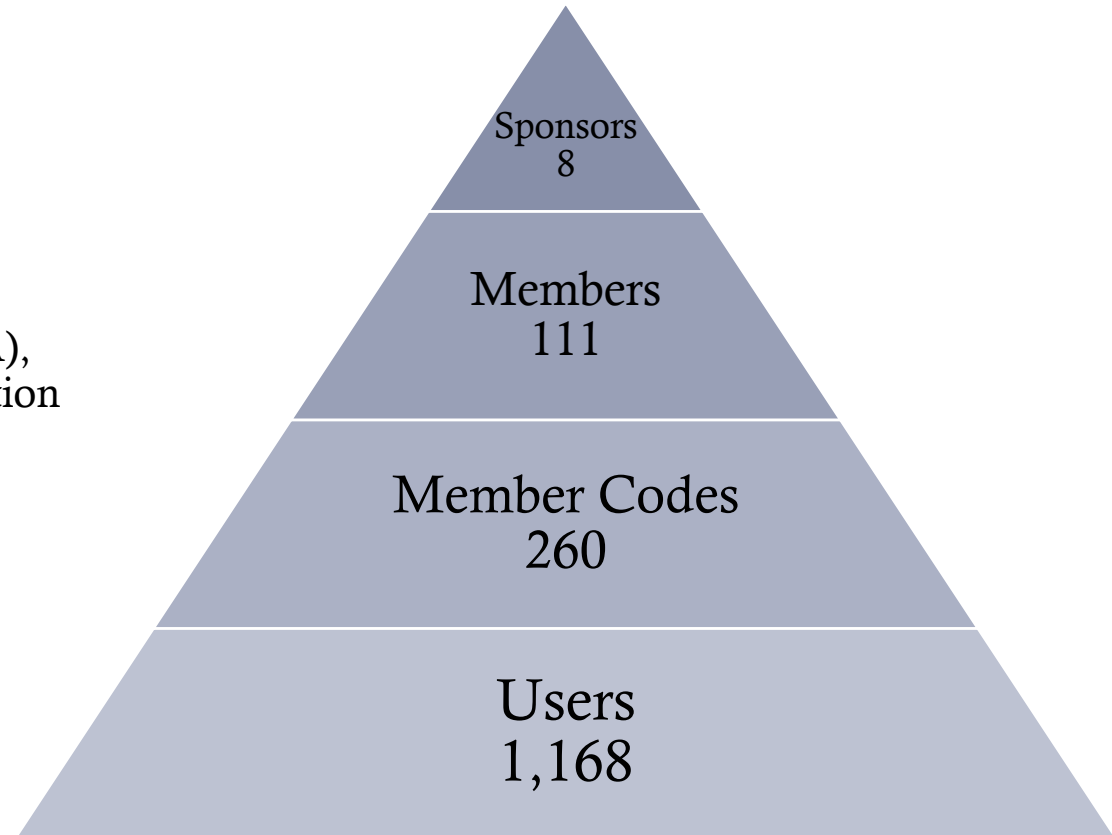
NJUNS New Release
1.3.17



Member Code
Maintenance

MEMBERSHIP

- Member since 1997
- Ticket Types: PT+ and PA (2010)
- Sponsors: AEP, Dominion Energy, Municipal Electric Power Association of Virginia, N Telos Wireless, Old Dominion Electric Coop (ODEC), Sprint, Broadband Association of Virginia (VCTA), Verizon, Virginia DOT and Virginia Broadband Industry Association
- Members: 111
- Member Codes: 260
- Users: 1,168
- Directors: Beth Harris – Dominion Virginia Power
beth.harris@dominionenergy.com
540-245-4123



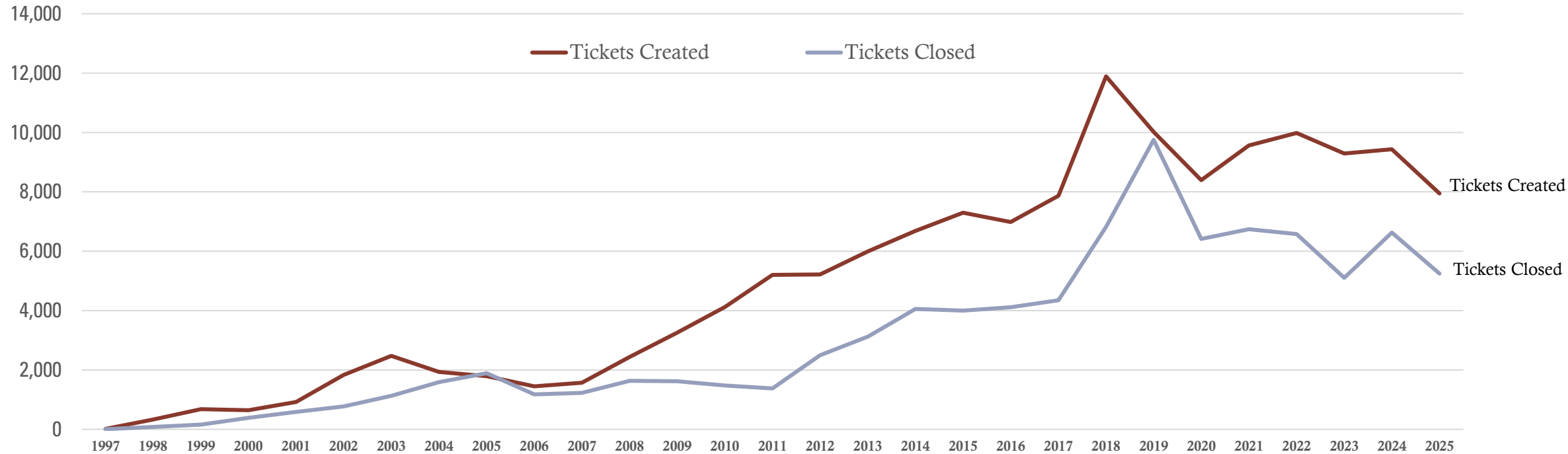
MEMBER CODES

- 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 |

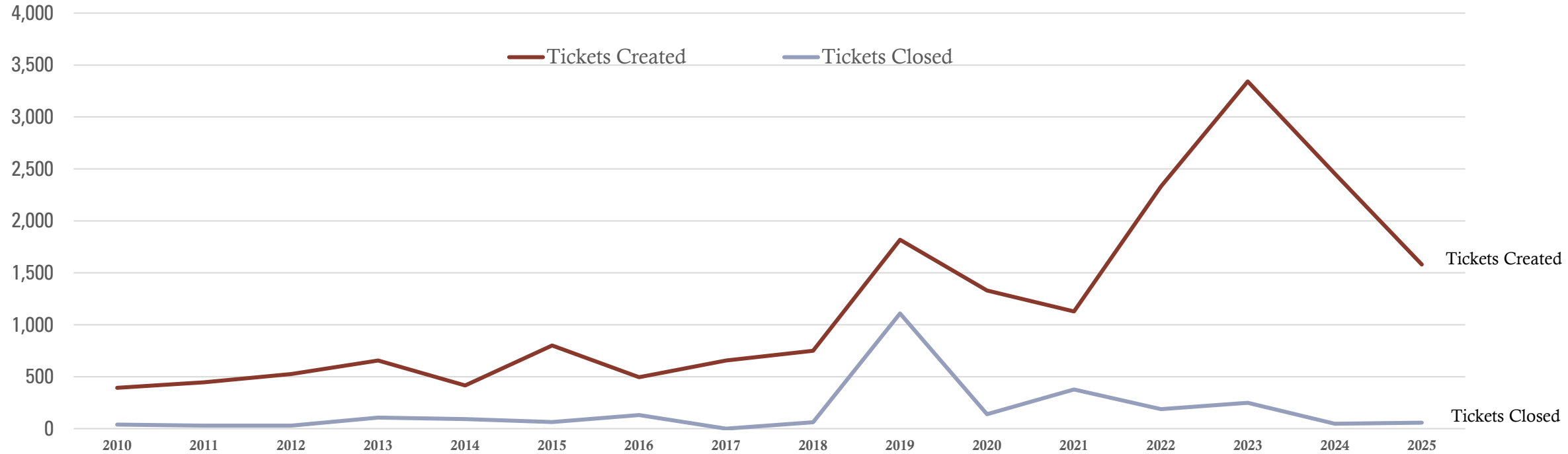
PT+ USAGE



| | <u>2025</u> | <u>2026</u> | <u>% Chg</u> |
|--------------------------------|-------------|-------------|--------------|
| YTD Tickets Created: | 1,793 | 2,024 | 13% |
| YTD Tickets Closed: | 984 | 922 | -6% |
| YTD Tickets w/Steps Completed: | 2,941 | 2,805 | -5% |

Total Open Tickets: 54,125
Tickets with Steps Completed: 2,805
Ready to Close: 4,437
Draft Tickets: 11,173

PA USAGE



2025 **2026** **% Chg**

YTD Tickets Created:
YTD Tickets Closed:

174 321 84%
2 10 400%

Total Open Tickets: 17,231
Draft Tickets: 1,377

TOP 5 USERS – 12MM

| Top Creators (PT ⁺) |
|---------------------------------|
| Dominion Energy |
| Verizon |
| American Electric Power (AEP) |
| Potomac Electric Power Company |
| Shenandoah Valley Electric Coop |

| Top Updaters (PT ⁺) |
|---------------------------------|
| Verizon |
| Dominion Energy |
| Comcast |
| American Electric Power |
| Shenandoah Valley Electric Coop |

| Top Pole Owners (PA) |
|---------------------------------|
| Dominion Energy |
| Rappahannock Electric Coop |
| Shenandoah Valley Electric Coop |
| Northern Virginia Electric Coop |
| A & N Electric Coop |

TICKET TYPES – 12MM

See Ticket Type Definitions document
located under Training – Best Practices

| Ticket Type | Quantity |
|---------------------------|--------------|
| Pole Attachment | 1,737 |
| Pole Replacement | 1,199 |
| Pole Transfer | 180 |
| New | 165 |
| Other | 56 |
| Pole Location Elimination | 23 |
| Overlash | 16 |
| Make Ready | 13 |
| Violation | 11 |
| Pole Abandonment | 1 |
| TOTAL | 3,401 |

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 | 808 |
| Member Code Incorrect or Not Attached | 679 |
| Previous Step Not Complete | 425 |
| Unable to Locate or Bad Address | 210 |
| Wrong Pole Owner | 171 |
| Pole Owner Work Not Complete | 88 |
| Step Order Incorrect | 63 |
| Work Unnecessary | 55 |
| Add New Step | 46 |
| Duplicate Ticket or Step | 23 |
| JU Transfer | 1 |
| Transfer Step Not Complete | 1 |
| TOTAL | 2,569 |

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 