

MICHIGAN USER GROUP MEETING

April 14, 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



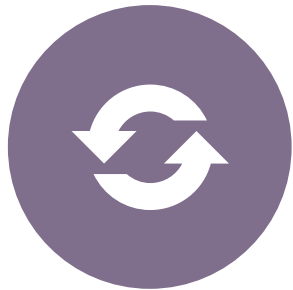
2026 PRIORITIES



Quarterly Training
Sessions on Special
Topics



Continued Performance
Enhancements



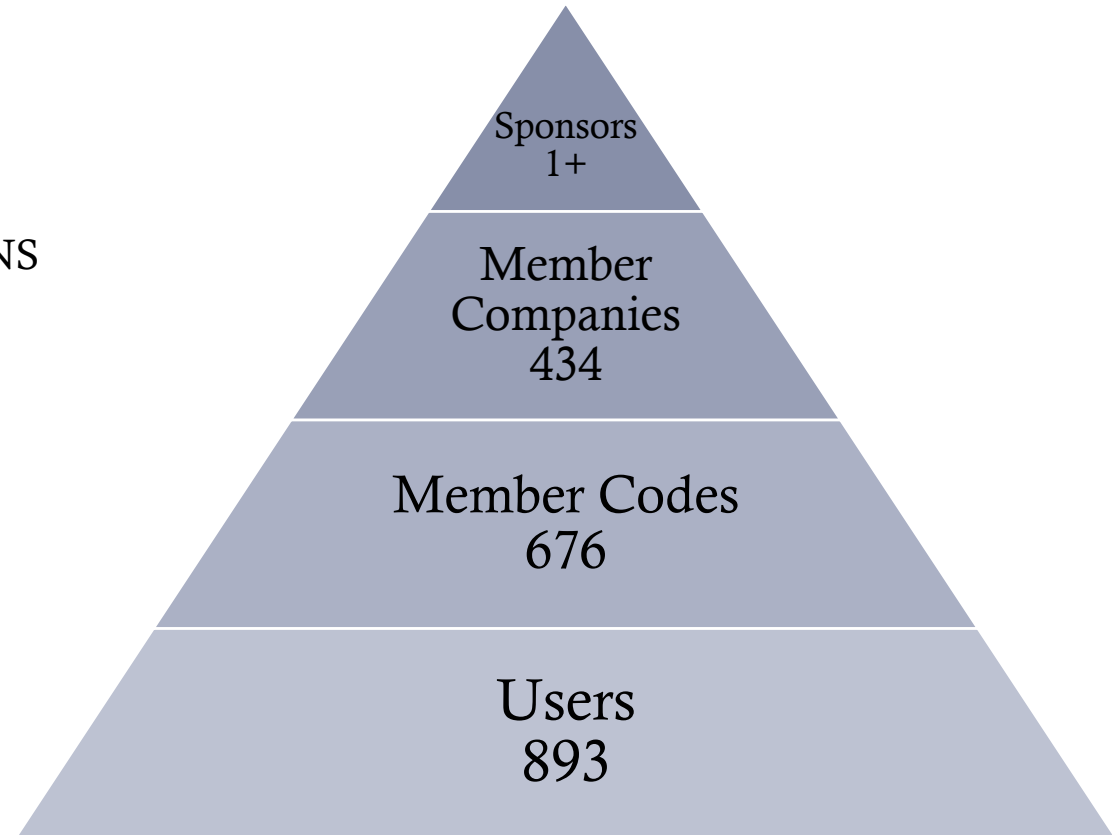
NJUNS New Release
1.3.17



Member Code
Maintenance

MEMBERSHIP

- Member since 2004
- Ticket Types: PT+ and PA (2006-2024)
- Sponsors: Michigan is sponsored by the state organization MIJUNS which was founded in 2003.
- Member Companies: 434
- Member Codes: 676
- Users: 893
- Directors:
 - Holly Webb – Consumers Energy
holly.webb@cmsenergy.com
517-788-1690
 - Daniel Crabtree – DTE Energy
daniel.crabtree@dteenergy.com
313- 235-5646



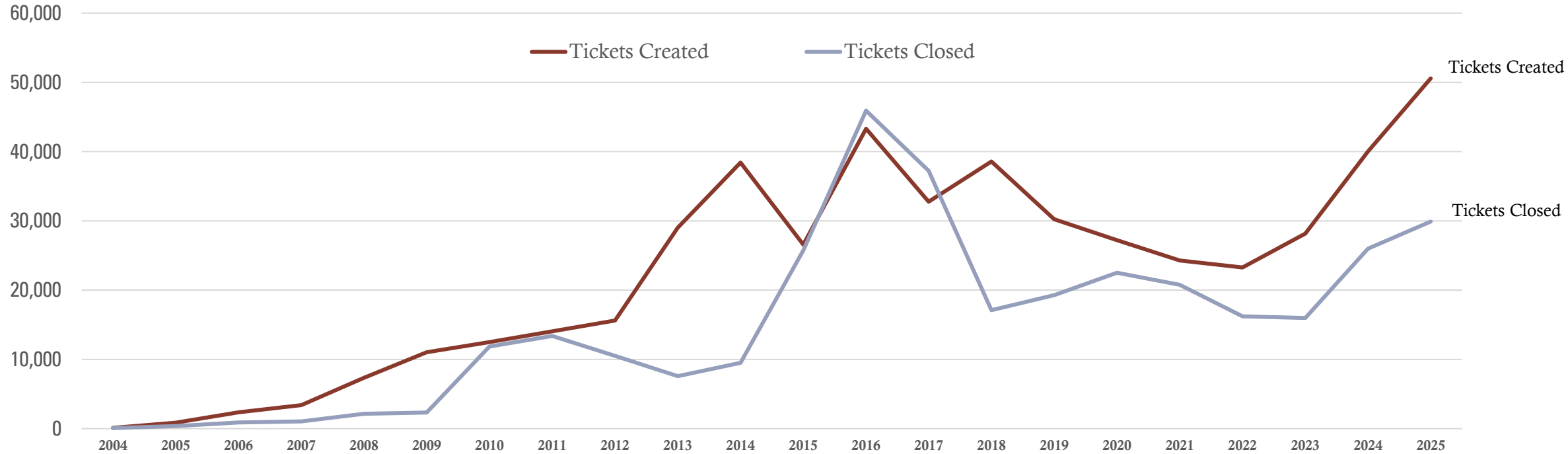
MEMBER CODES

- 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:	17,749	24,669	39%
YTD Tickets Closed:	7,915	8,205	4%
YTD Tickets w/Steps Completed:	10,618	12,199	15%

Total Open Tickets: 181,989
Tickets with 1 Step Completed: 12,199 (7%)
Ready to Close: 11,182 (6%)
Draft Tickets: 52,061

TOP 5 USERS – 12MM

Top Creators (PT+)
Consumers Energy
DTE Energy
AT&T Midwest
Lansing Board of Water and Light
Frontier Communications

Top Updaters (PT+)
AT&T Midwest
DTE Energy
Comcast
Consumers Energy
Wide Open West

TICKET TYPES – 12MM

See Ticket Type Definitions document
located under Training – Best Practices

Ticket Type	Quantity
Violation	18,488
Pole Transfer	17,753
New	15,244
Pole Replacement	224
Pole Location Elimination	40
Pole Abandonment	19
Make Ready	8
Other	3
TOTAL	51,779

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
Add New Step	5,283
Other	2,748
Unable to Locate or Bad Address	2,612
Member Code Incorrect or Not Attached	1,441
Previous Step Not Complete	932
Step Order Incorrect	683
Duplicate Ticket or Step	497
Work Unnecessary	360
Pole Owner Work Not Complete	223
Wrong Pole Owner	67
Legacy Dispute – No Reason	2
TOTAL	14,848

TIPS & TRICKS / FAQs


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

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 