

# VERMONT USER GROUP MEETING

April 28, 2026



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# MEET THE TEAM

EFFICIENT UTILITY COMMUNICATION



**Angie Weaver**  
*Executive Director*



**Linda Brumbeloe**  
*Operations Manager*



**Halie Workman**  
*Support Analyst*



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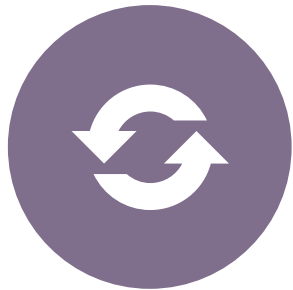
# 2026 PRIORITIES



Quarterly Training  
Sessions on Special  
Topics



Continued Performance  
Enhancements



NJUNS New Release  
1.3.17

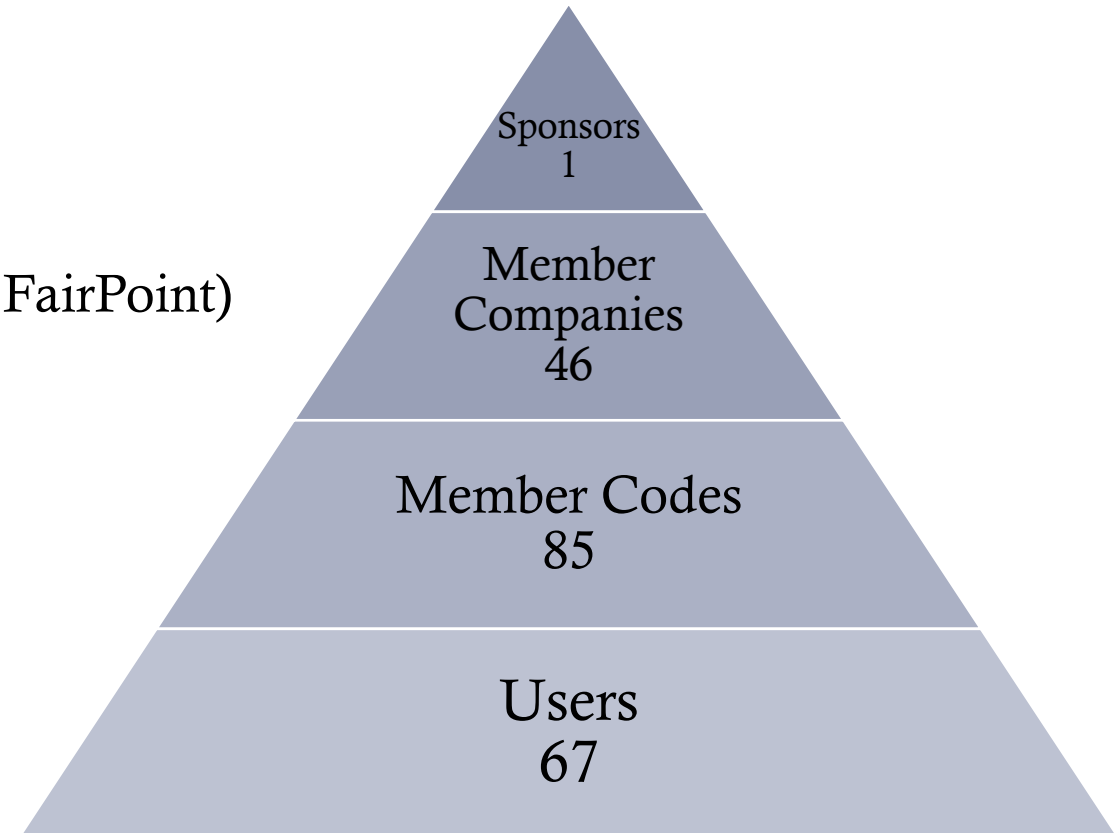


Member Code  
Maintenance

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# MEMBERSHIP

- Member since 2008
- Ticket Types: PT+ and PA (2008 and 2021)
- Sponsors: Consolidated Communications (formerly FairPoint)
- Member Companies: 46
- Member Codes: 85
- Users: 893
- Directors: Open



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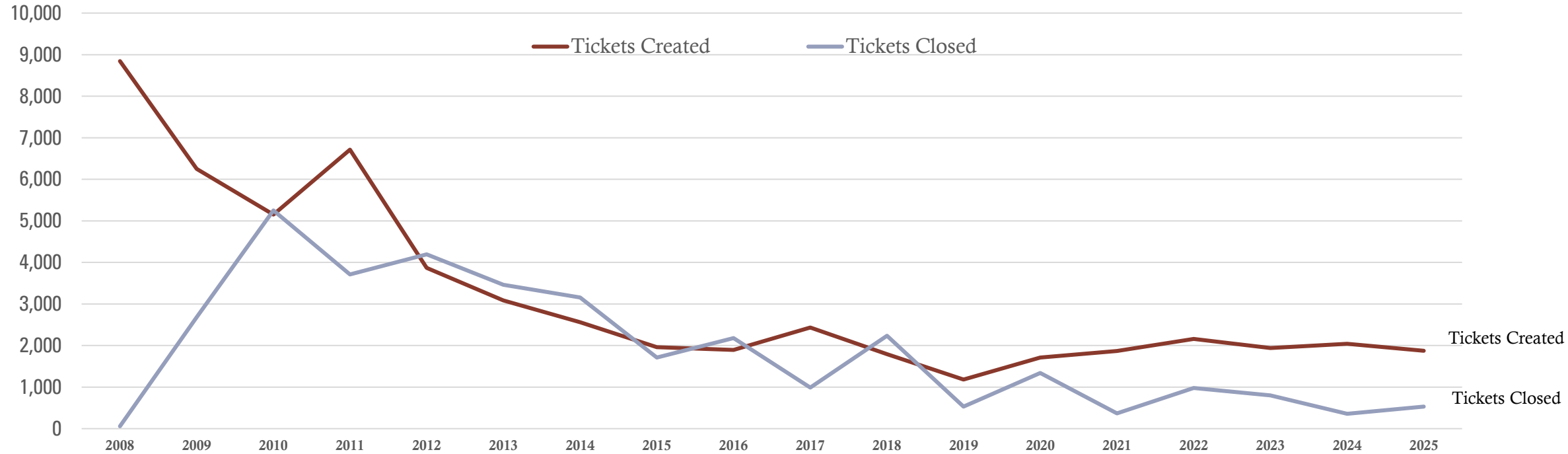
# MEMBER CODES

- 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](mailto: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, a magnifying glass, and an 'x'); "Company" with the value "NJUNS Inc." and three small icons (three dots, an 'x', and a 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

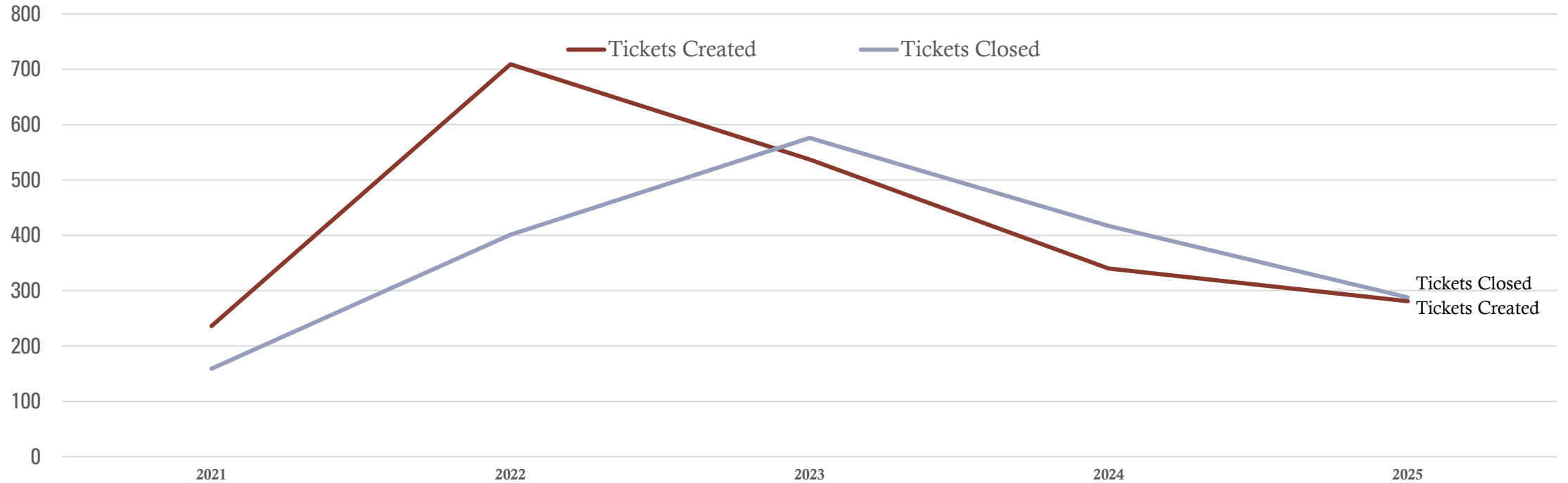
# PT+ USAGE



	<u>2025</u>	<u>2026</u>	<u>% Chg</u>
YTD Tickets Created:	563	623	11%
YTD Tickets Closed:	229	93	-59%
YTD Tickets w/Steps Completed:	856	567	-34%

**Total Open Tickets: 23,155**  
**Tickets with 1 Step Completed: 567 (2.5%)**  
**Ready to Close: 55 (.24%)**  
**Draft Tickets: 42**

# PA USAGE



	<u>2025</u>	<u>2026</u>	<u>% Chg</u>	
YTD Tickets Created:	65	65	- %	Total Open Tickets: 199 Draft Tickets: 93
YTD Tickets Closed:	101	73	-28%	

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# TOP 5 USERS – 12MM

## Top Creators (PT+)

Vermont Electric Cooperative

Green Mountain Power

Washington Electric Cooperative

Consolidated Communications (formerly FairPoint)

Morrisville Water and Light

## Top Updaters (PT+)

Consolidated Communications (formerly FairPoint)

Vermont Electric Cooperative, Inc.

Washington Electric Cooperative

Level 3 Communications

NEK Broadband / Communications Union District

## Top Pole Owners (PA)

Green Mountain Power

Washington Electric Cooperative

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# TICKET TYPES – 12MM

See Ticket Type Definitions document  
located under Training – Best Practices

Ticket Type	Quantity
Pole Transfer	952
Pole Replacement	769
Pole Attachment	277
Make Ready	109
New	25
Pole Location Elimination	2
Other	1
<b>TOTAL</b>	<b>2,135</b>

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# 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
Unable to Locate or Bad Address	30
Other	22
Previous Step Not Complete	18
Member Code Incorrect or Not Attached	13
Pole Owner Work Not Complete	13
Duplicate Ticket or Step	4
Wrong Pole Owner	1
<b>TOTAL</b>	<b>101</b>

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# 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?


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# 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](mailto:support@njuns.com)
- Follow us on social media 