

# WASHINGTON USER GROUP MEETING

April 7, 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

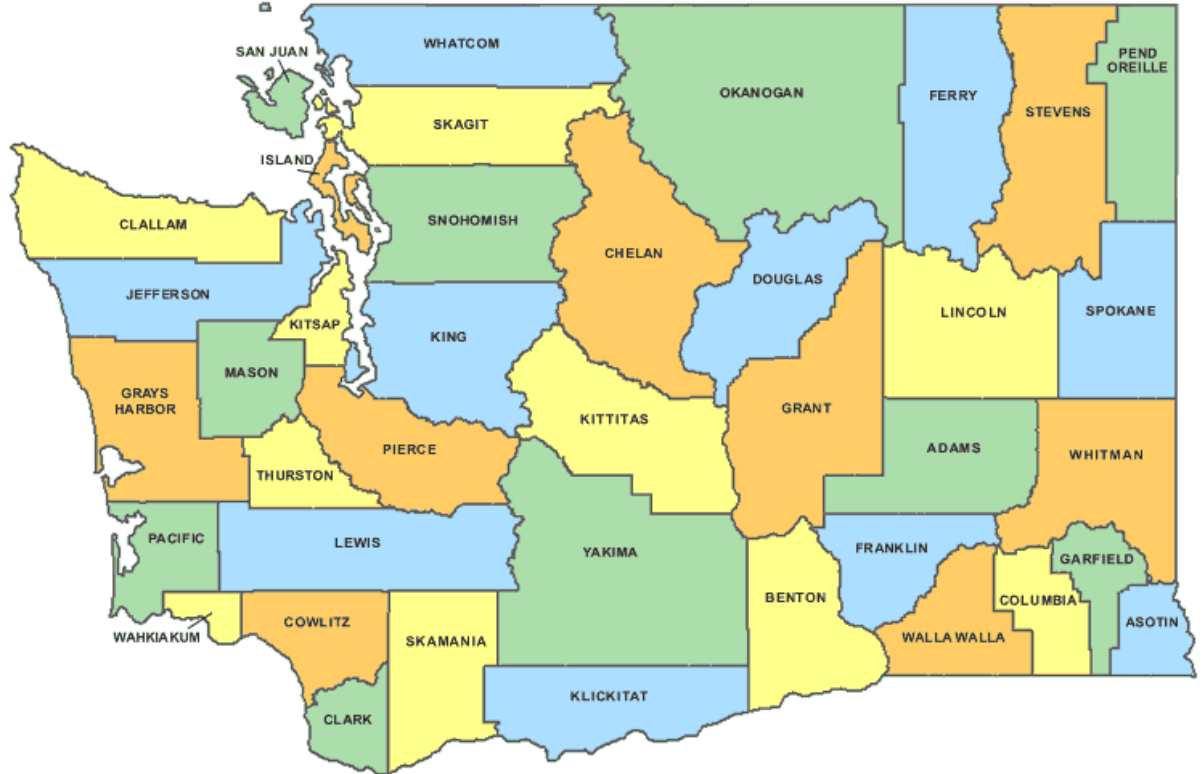
---

Reminders & Updates

---

Questions

---



---

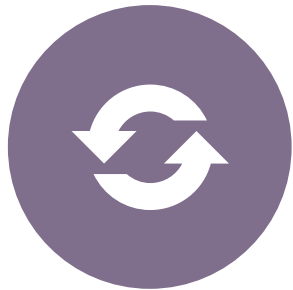
# 2026 PRIORITIES



Quarterly Training  
Sessions on Special  
Topics



Continued Performance  
Enhancements



NJUNS New Release  
1.3.17

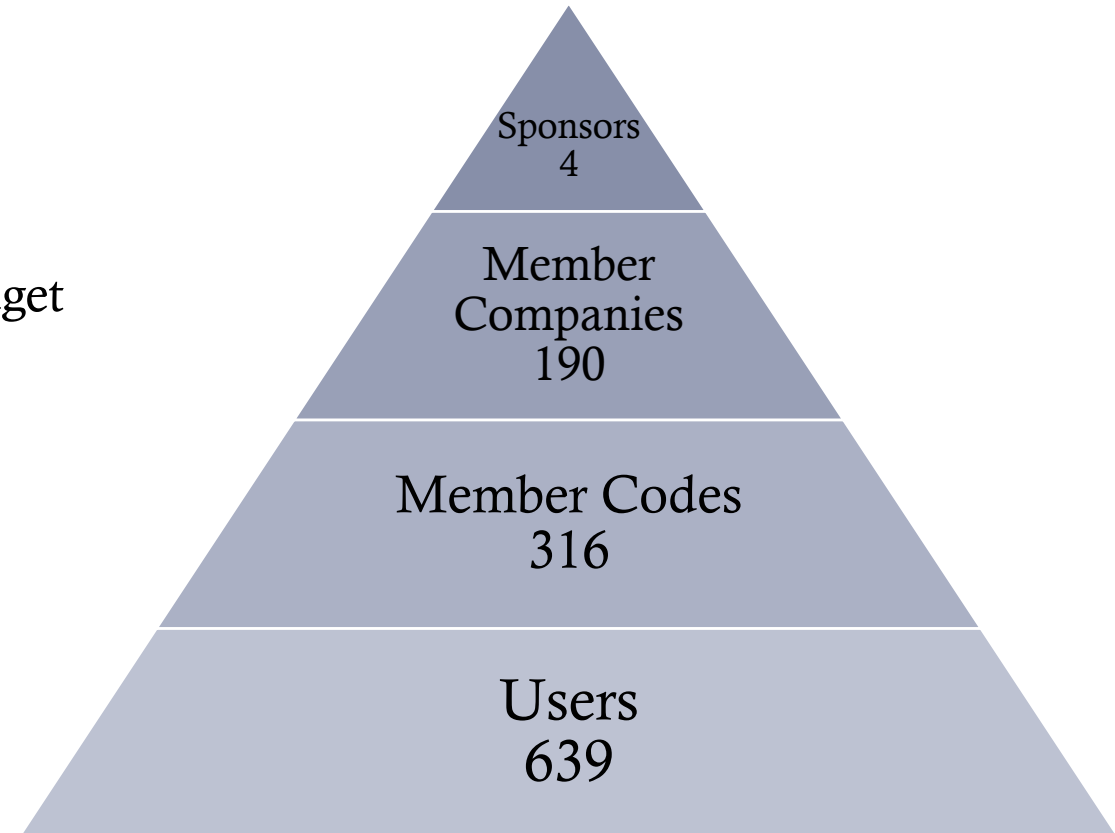


Member Code  
Maintenance

---

# MEMBERSHIP

- Member since 2000
- Ticket Types: PT<sup>+</sup> and PA
- Sponsors: CenturyLink, Zply Fiber, PacifiCorp and Puget Sound Energy
- Member Companies: 190
- Member Codes: 316
- Users: 639
- Directors: William Hamby – Puget Sound Energy  
william.hamby@pse.com  
206-604-3156



---

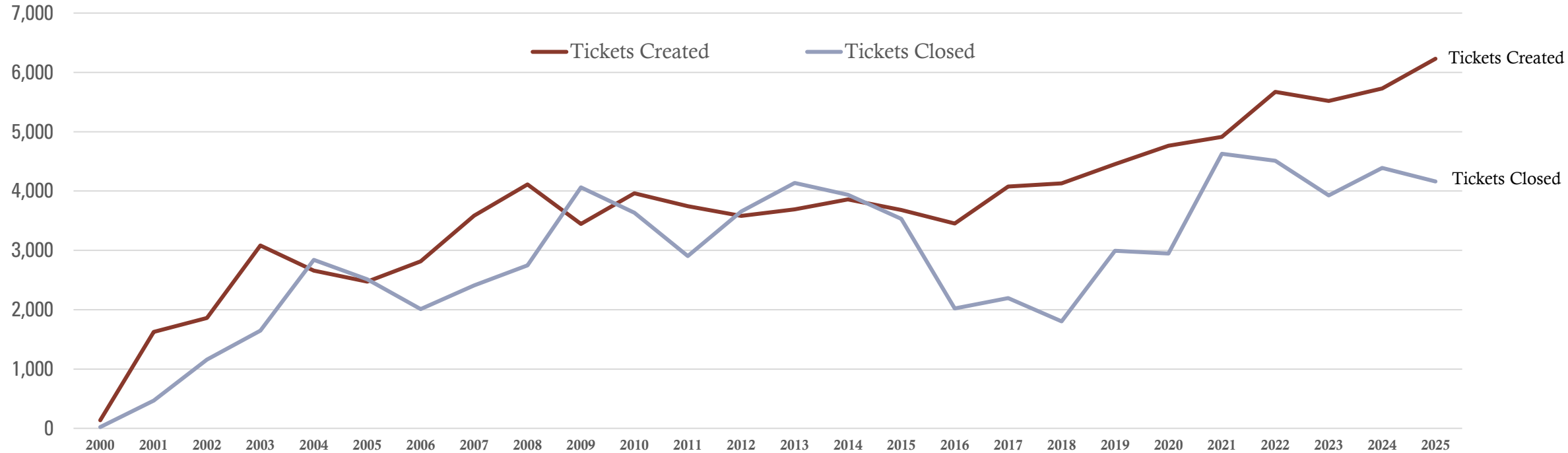
# MEMBER CODES

- 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 icons for search and delete; "Company" with the value "NJUNS Inc." and icons for search and delete; "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

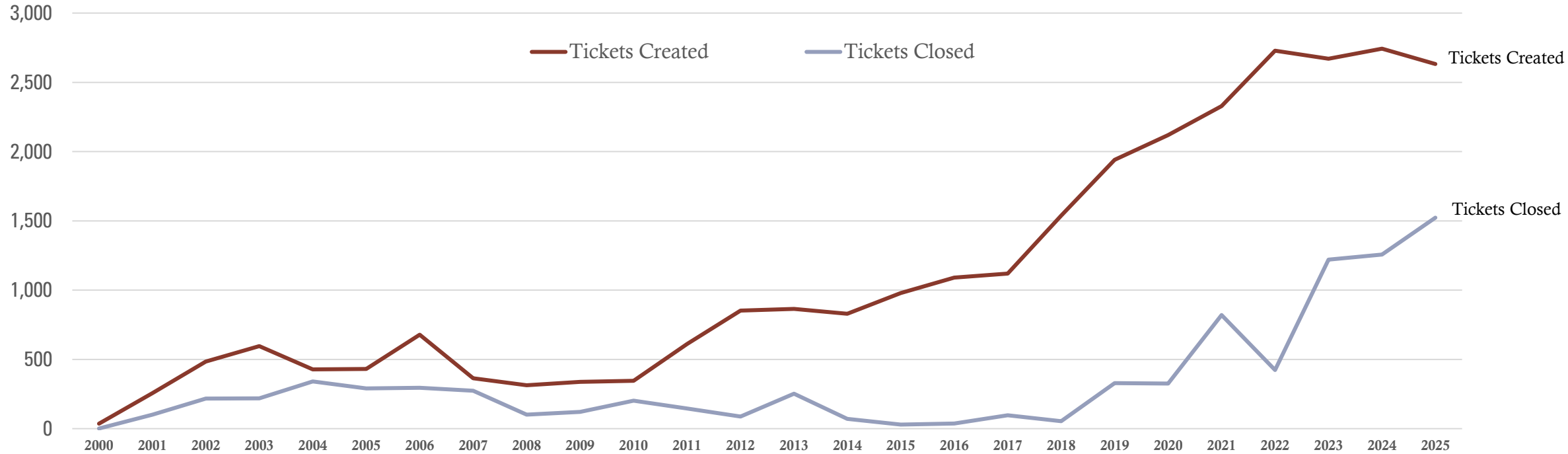
# PT+ USAGE



	<u>2025</u>	<u>2026</u>	<u>% Chg</u>
YTD Tickets Created:	1,576	1,766	12%
YTD Tickets Closed:	901	682	-24%
YTD Tickets w/Steps Completed:	3,448	3,665	6%

**Total Open Tickets: 22,887**  
**Tickets with 1 Step Completed: 3,665 (16%)**  
**Ready to Close: 1,358 (6%)**  
**Draft Tickets: 488**

# PA USAGE



**2025**      **2026**      **% Chg**

YTD Tickets Created:      599      787      12%  
 YTD Tickets Closed:      245      488      -24%

**Total Open Tickets: 16,575**  
**Draft Tickets: 697**

---

# TOP 5 USERS – 12MM

## Top Creators (PT+)

Puget Sound Energy

Snohomish County PUD

Tacoma Power

Clark Public Utilities

PacifiCorp

## Top Updaters (PT+)

Comcast

Puget Sound Energy

Tacoma Power

Lumen Technologies (CenturyLink)

Ziplay Fiber

## Top Pole Owners (PA)

Puget Sound Energy

PacifiCorp

Clark Public Utilities

Ziplay Fiber

Cowlitz PUD

---

# TICKET TYPES – 12MM

See Ticket Type Definitions document  
located under Training – Best Practices

Ticket Type	Quantity
Pole Transfer	3,144
Pole Attachment	2,664
Pole Replacement	1,858
Violation	350
Other	281
Make Ready	206
Common Crew	135
Pole Location Elimination	120
New	99
Change of Ownership	16
Overlash	7
Pole Abandonment	2
<b>TOTAL</b>	<b>8,882</b>

---

---

# 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	154
Previous Step Not Complete	144
Work Unnecessary	92
Wrong Pole Owner	55
Pole Owner Work Not Complete	39
Member Code Incorrect or Not Attached	27
Duplicate Ticket or Step	7
Step Order Incorrect	6
Unable to Locate or Bad Address	5
Add New Step	1
<b>TOTAL</b>	<b>516</b>

---

---

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