

TENNESSEE USER GROUP MEETING

May 19, 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



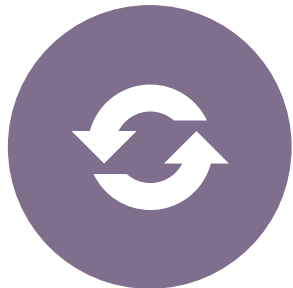
2026 PRIORITIES



Quarterly Training
Sessions on Special
Topics



Continued Performance
Enhancements



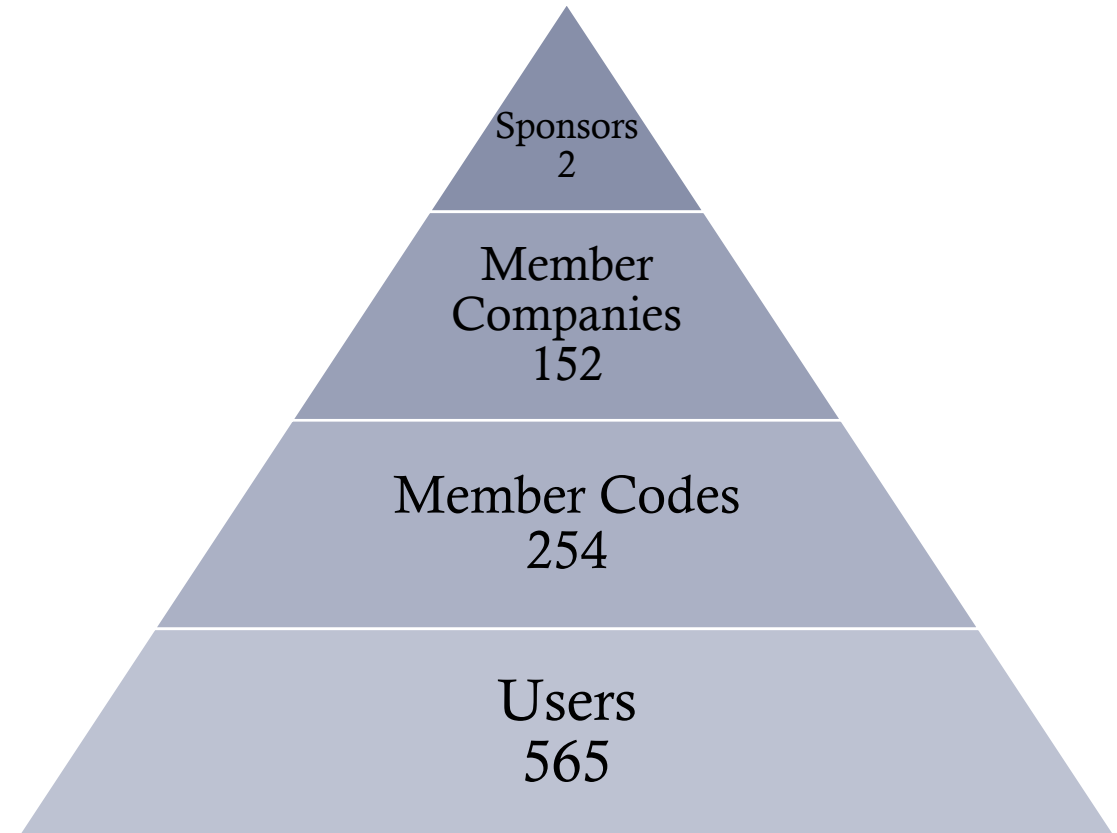
NJUNS New Release
1.3.17 1.3.18



Member Code
Maintenance

MEMBERSHIP

- Member since 2018
- Ticket Types: PT+ and PA (2005 and 2018)
- Sponsors: Knoxville Utilities Board (KUB) and Tennessee Electric Cooperative Association (TECA)
- Member Companies: 152
- Member Codes: 254
- Users: 565
- Directors:
 - BJ Bernard – TECA
bbernard@tnelectric.org
 - Mathew Stinnett – Knoxville Utilities Board
Mathew.Stinnett@kub.org
865-558-2612

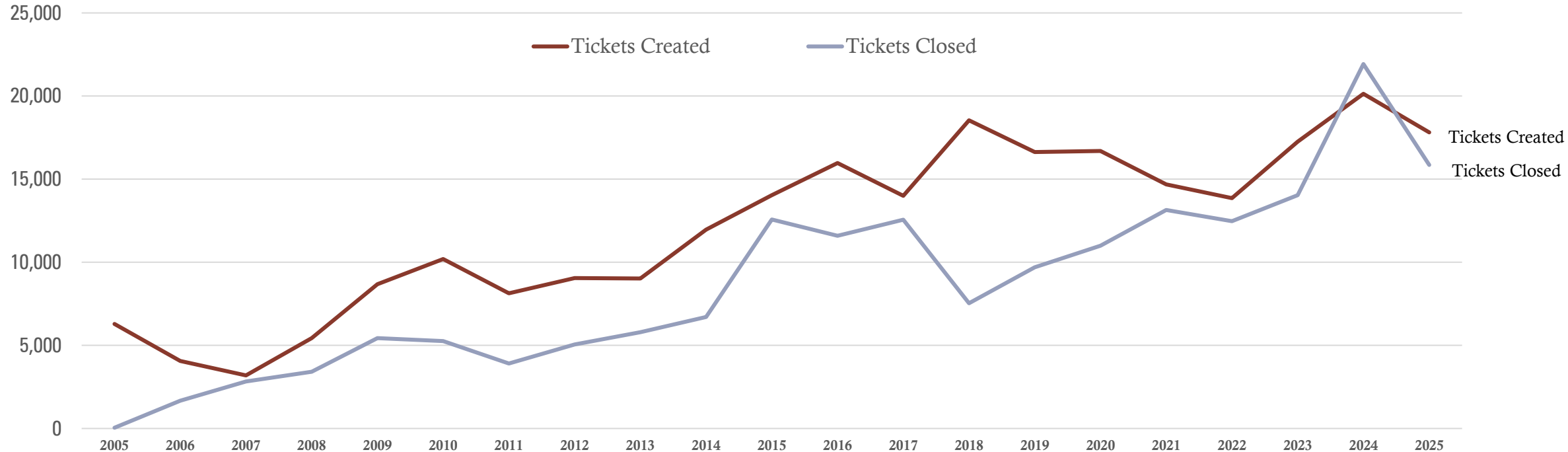


MEMBER CODES

- 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, 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".

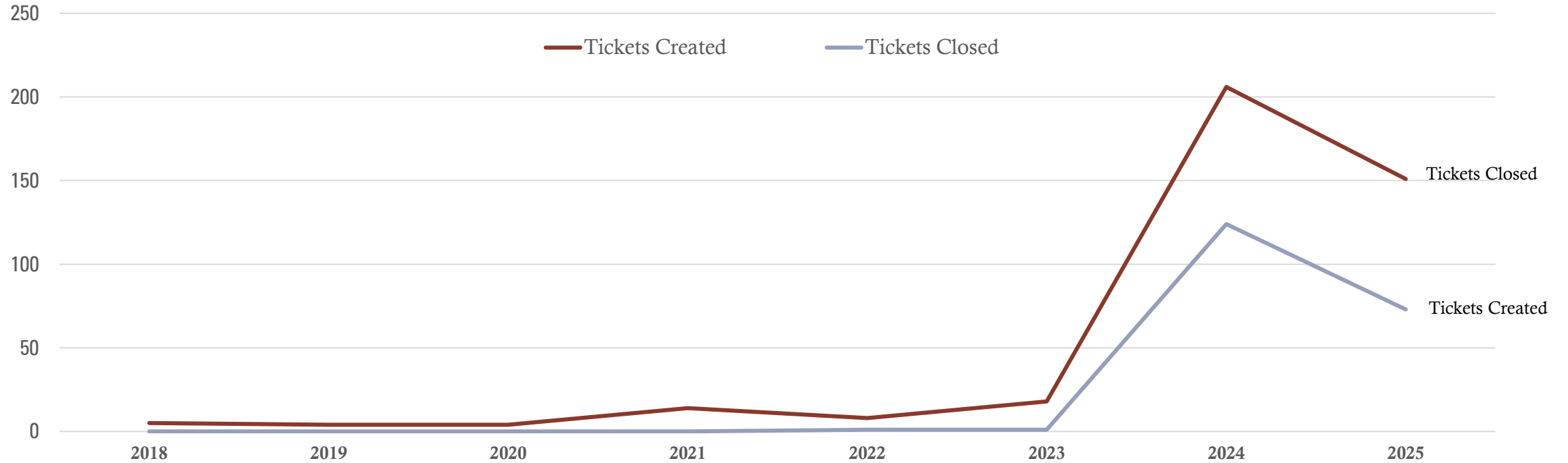
PT+ USAGE



	<u>2025</u>	<u>2026</u>	<u>% Chg</u>
YTD Tickets Created:	6,200	6,614	7%
YTD Tickets Closed:	4,755	5,199	9%
YTD Tickets w/Steps Completed:	13,136	14,470	10%

Total Open Tickets: 70,102
Tickets with 1 Step Completed: 14,470 (21%)
Ready to Close: 7,138 (10%)
Draft Tickets: 4,408

PA USAGE



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

YTD Tickets Created:
YTD Tickets Closed:

26 30 15%
29 47 62%

Total Open Tickets: 191
Draft Tickets: 55

TOP 5 USERS – 12MM

Top Creators (PT+)

Nashville Electric Services

Middle Tennessee Electric Membership

AT&T Southeast

Knoxville Utilities Board

Electric Power Board of Chattanooga

Top Updaters (PT+)

Comcast

AT&T Southeast

Nashville Electric Services

Charter Communications

Knoxville Utilities Board

Top Pole Owners (PA)

Kentucky Utilities Board

TICKET TYPES – 12MM

See Ticket Type Definitions document
located under Training – Best Practices

Ticket Type	Quantity
Pole Transfer	14,630
Violation	1,184
New	479
Pole Replacement	450
Pole Location Elimination	211
Pole Attachment	141
Pole Abandonment	89
Make Ready	70
Change of Ownership	70
Other	33
Aerial Clearance Review	5
Overlash	1
Joint Trench	1
TOTAL	17,364

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
Previous Step Not Complete	1,748
Other	928
Unable to Locate or Bad Address	775
Member Code Incorrect or Not Attached	267
Add New Step	146
Pole Owner Work Not Correct	121
Duplicate Ticket or Step	98
Work Unnecessary	58
Wrong Pole Owner	43
Step Order Incorrect	17
TOTAL	4.201

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 