

# TEXAS USER GROUP MEETING

May 26, 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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# AGENDA

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2026 Priorities

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Membership and Member Codes

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Usage

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Tips & Tricks

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Reminders & Updates

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Questions

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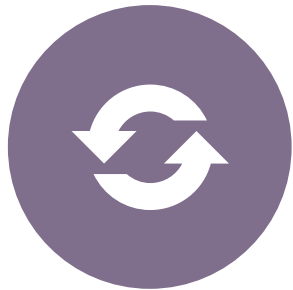
# 2026 PRIORITIES



Quarterly Training  
Sessions on Special  
Topics – 8/13, 11/19



Continued Performance  
Enhancements



NJUNS New Releases  
1.3.17 - March  
1.3.18 - May

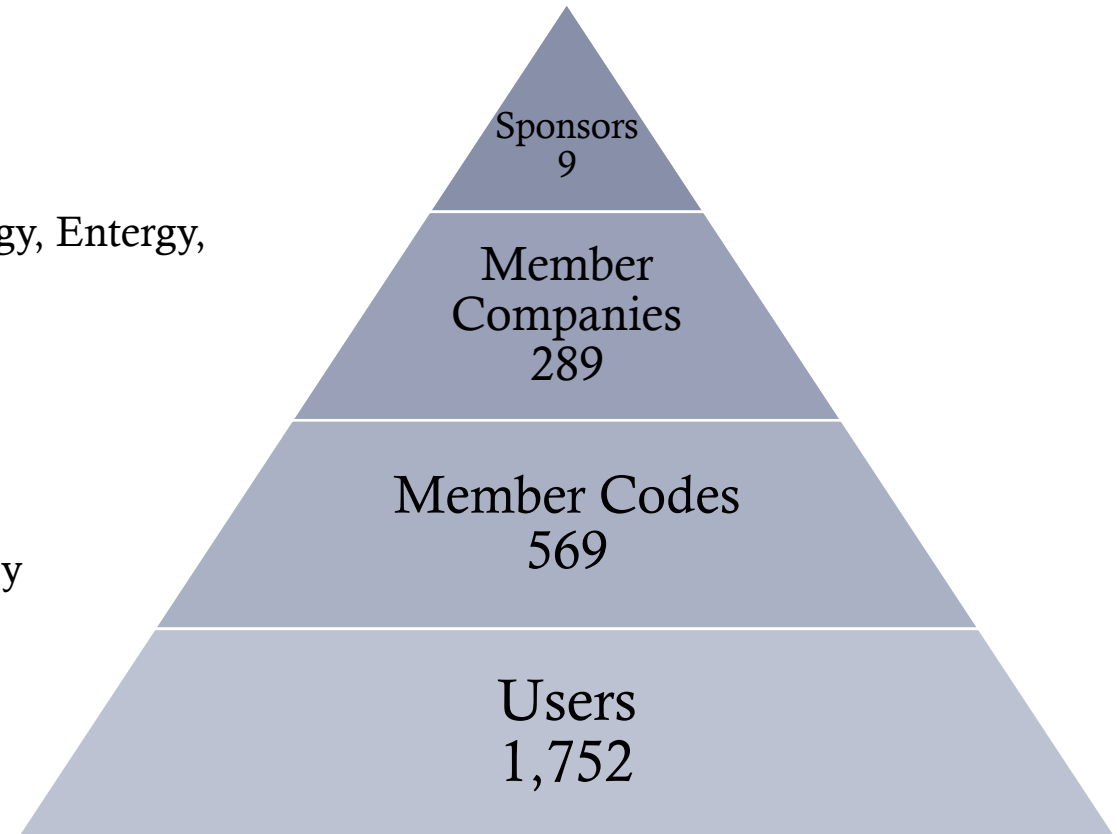


Member Code  
Maintenance

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# MEMBERSHIP

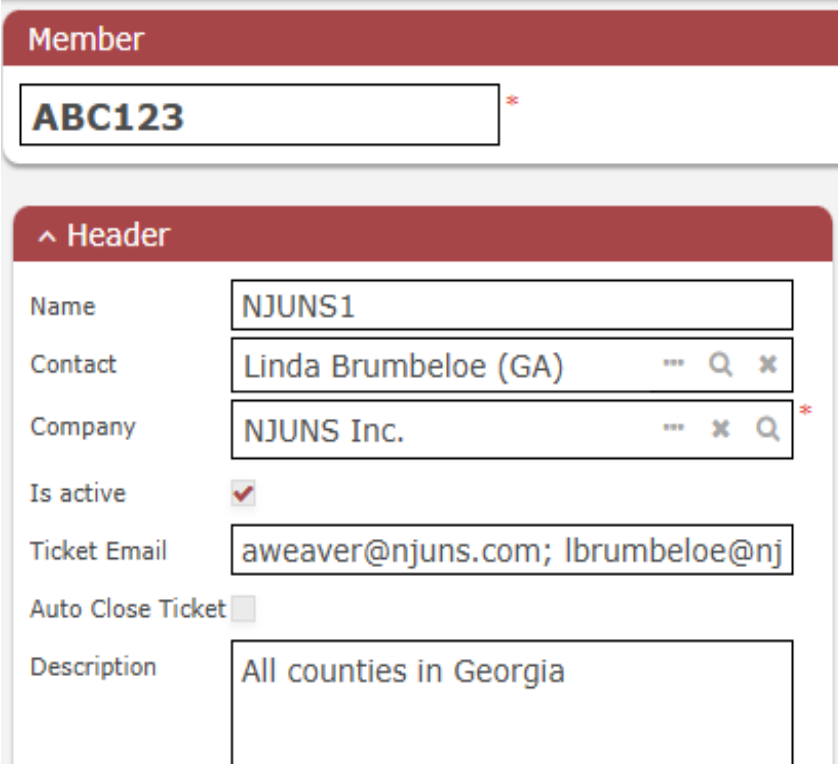
- Member since 2003
- Ticket Types: PT+ and PA (2003 and 2010)
- Sponsors: AT&T, Oncor, Texas New Mexico Power, Austin Energy, Entergy, CenterPoint Energy, CPS Energy, Frontier, Texas Cooperatives
- Member Companies: 289
- Member Codes: 569
- Users: 1,752
- Directors:
  - Britney Bartholomew – Oncor Electric Delivery  
Britney.Bartholomew@oncor.com  
682-220-3550
  - Nancy Jackson – Texas New Mexico Power  
nancy.jackson@pnmresources.com  
254-675-3908 x6131



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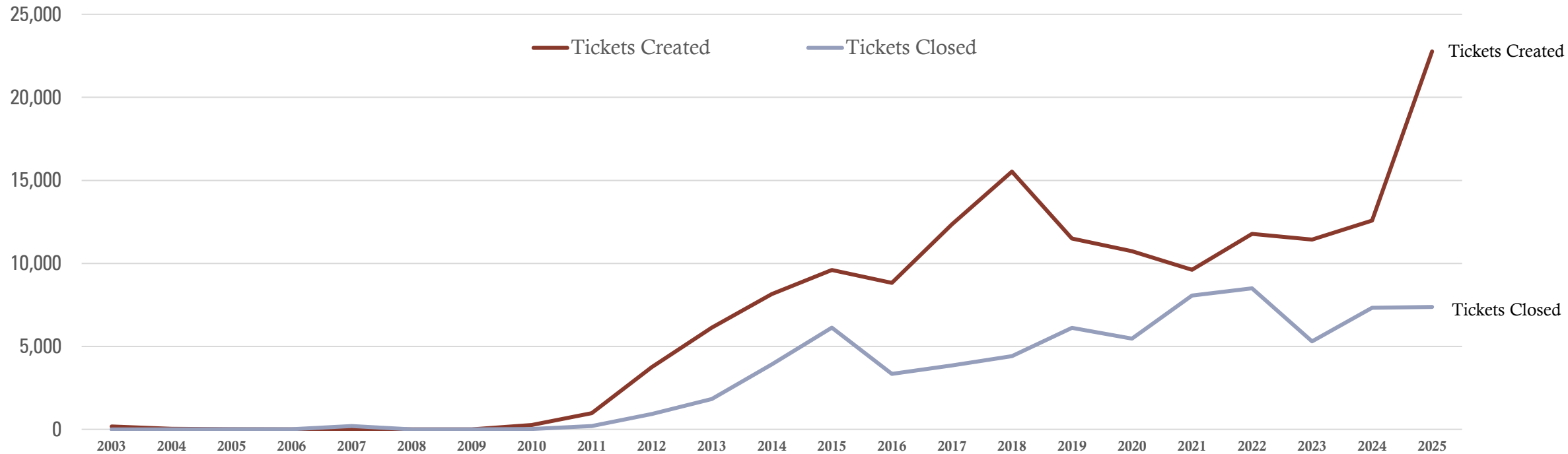
# MEMBER CODES

- 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.



|                   |                                     |
|-------------------|-------------------------------------|
| 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             |

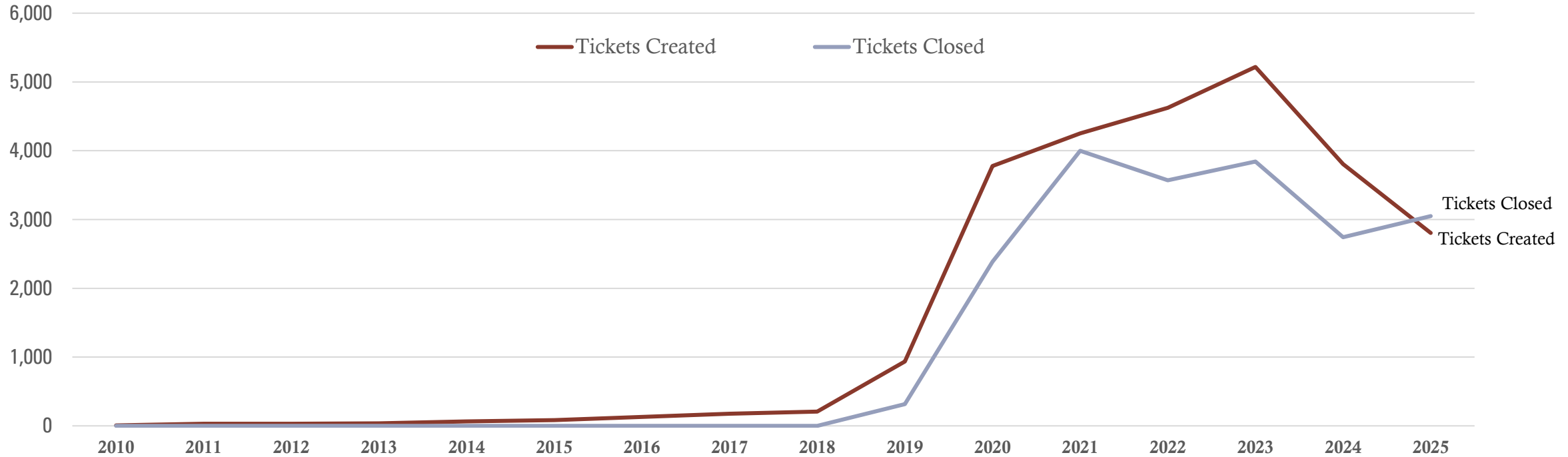
# PT+ USAGE



|                                | <u>2025</u> | <u>2026</u> | <u>% Chg</u> |
|--------------------------------|-------------|-------------|--------------|
| YTD Tickets Created:           | 5,991       | 12,858      | 114%         |
| YTD Tickets Closed:            | 2,484       | 4,172       | 68%          |
| YTD Tickets w/Steps Completed: | 8,179       | 18,834      | 130%         |

Total Open Tickets: 89,762  
 Tickets with 1 Step Completed: 18,834 (21%)  
 Ready to Close: 4,064 (5%)  
 Draft Tickets: 10,906

# PA USAGE



|                      | <u>2025</u> | <u>2026</u> | <u>% Chg</u> |
|----------------------|-------------|-------------|--------------|
| YTD Tickets Created: | 1,476       | 181         | -87%         |
| YTD Tickets Closed:  | 181         | 1,499       | 62%          |

Total Open Tickets: 5,656  
Draft Tickets: 1,557

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# TOP 5 USERS – 12MM

| Top Creators (PT+)      |
|-------------------------|
| American Electric Power |
| Oncor Electric Delivery |
| Entergy                 |
| AT&T Southwest          |
| Austin Energy           |

| Top Updaters (PT+)      |
|-------------------------|
| AT&T Southwest          |
| American Electric Power |
| Oncor Electric Delivery |
| CPS Energy              |
| Charter Communications  |

| Top Pole Owners (PA)              |
|-----------------------------------|
| Entergy                           |
| Texas – New Mexico Power Company  |
| United Cooperative Services       |
| Medina Electric Cooperative, Inc. |

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# TICKET TYPES – 12MM

See Ticket Type Definitions document  
located under Training – Best Practices

| Ticket Type               | Quantity      |
|---------------------------|---------------|
| Pole Transfer             | 15,024        |
| Pole Replacement          | 5,140         |
| Make Ready                | 1,726         |
| Pole Attachment           | 1,480         |
| New                       | 1,207         |
| Overlash                  | 827           |
| Violation                 | 753           |
| Other                     | 525           |
| Pole Location Elimination | 192           |
| Pole Abandonment          | 24            |
| Change of Ownership       | 5             |
| Aerial Clearance Review   | 1             |
| <b>TOTAL</b>              | <b>26,904</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     |
|---------------------------------------|--------------|
| Member Code Incorrect or Not Attached | 2,118        |
| Other                                 | 1,927        |
| Previous Step Not Complete            | 762          |
| Unable to Locate or Bad Address       | 546          |
| Add New Step                          | 539          |
| Step Order Incorrect                  | 445          |
| Pole Owner Work No Complete           | 395          |
| Duplicate Ticket or Step              | 321          |
| Wrong Pole Owner                      | 59           |
| Work Unnecessary                      | 44           |
| <b>TOTAL</b>                          | <b>7,210</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 