NEW HAMPSHIRE USER GROUP MEETING

June 9, 2026

NJUNS
EFFICIENT UTILITY COMMUNICATION

MEET THE NJUNS TEAM



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



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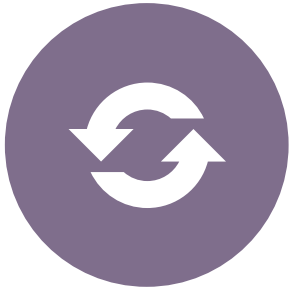
2026 PRIORITIES



Quarterly Training Sessions on Special Topics: 8/13 Mapping Tool
11/19 Using Projects



Continued Performance Enhancements



NJUNS New Releases
1.3.17 - March
1.3.18 – May
1.3.19 - TBD



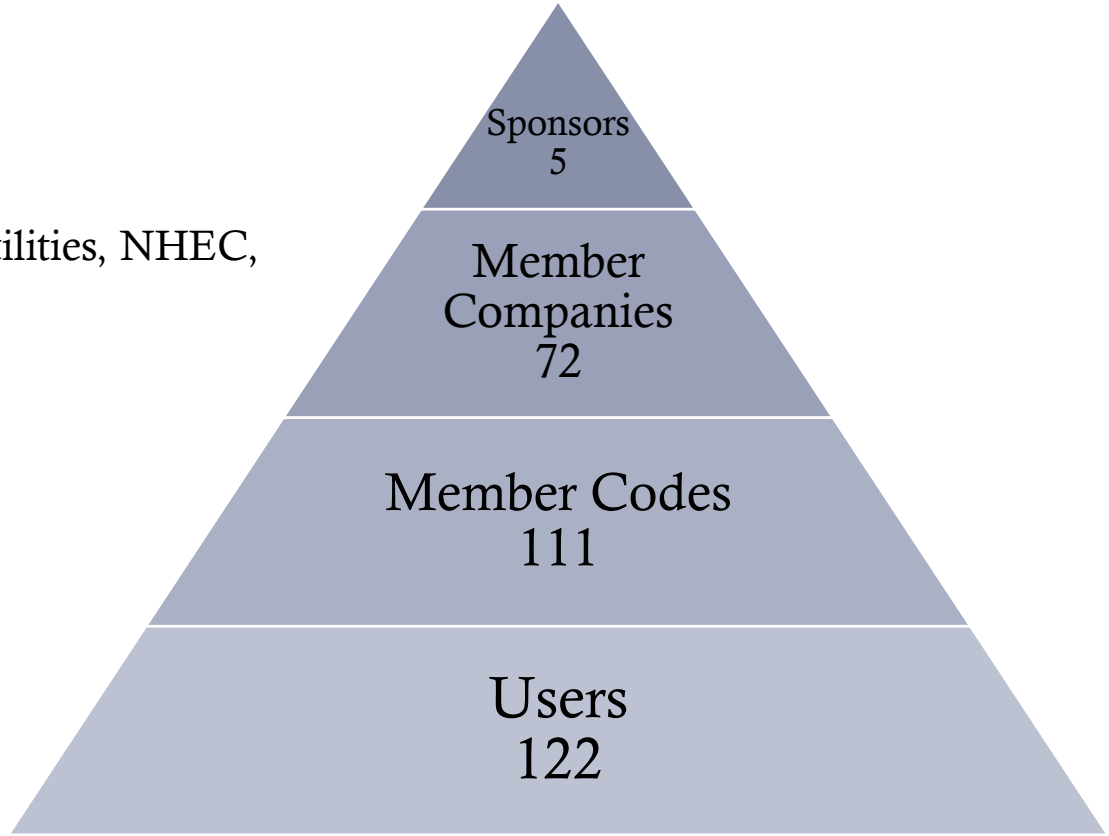
Member Code Maintenance

MEMBERSHIP

- Member since 2011
- Ticket Types: PT+
- Sponsors: Fairpoint Communications (Consolidated), Liberty Utilities, NHEC, Unitil, and Public Service of New Hampshire
- Member Companies: 72
- Member Codes: 111
- Users: 761
- Directors:

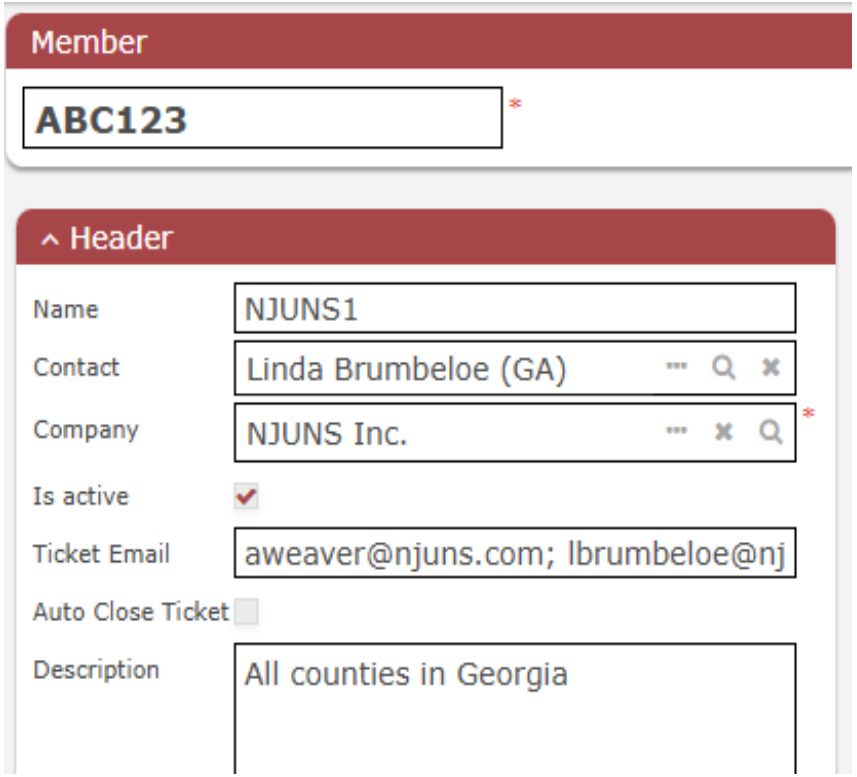
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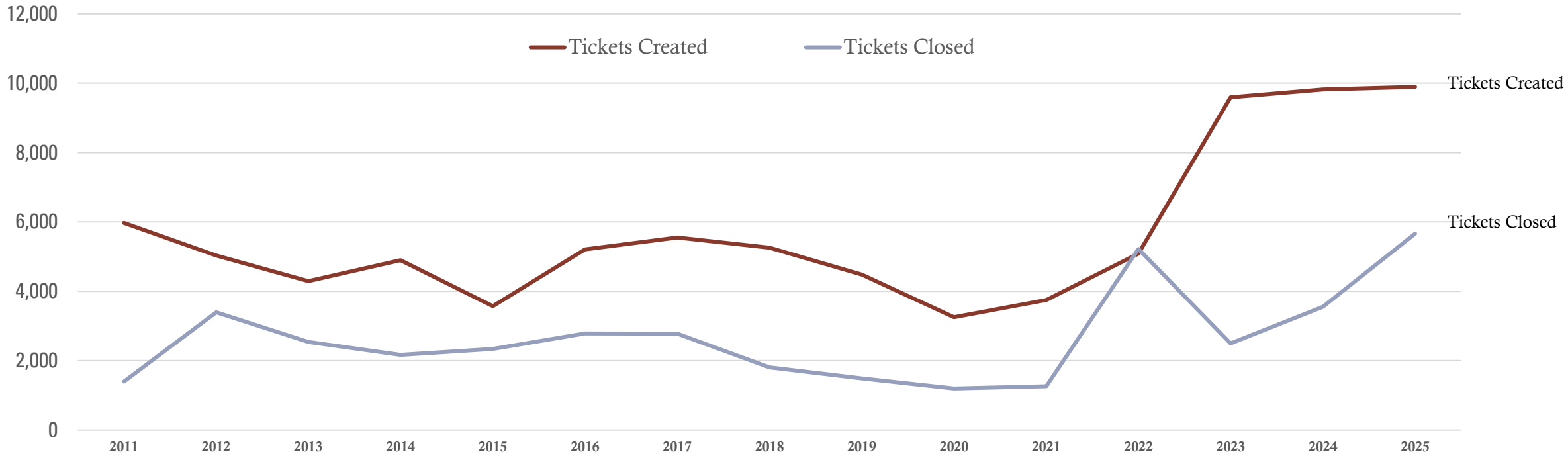
MEMBER CODES

- 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.
- Enable Auto-Close to utilize feature or use PT+ Close filter to close tickets.



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PT+ USAGE



	2025	2026	% Chg
YTD Tickets Created:	4,799	3,964	-17%
YTD Tickets Closed:	1,659	3,502	111%
YTD Tickets w/Steps Completed:	4,461	7,310	64%

Total Open Tickets: 44,452
Tickets with 1 Step Completed: 7,310 (16%)
Ready to Close: 143 (0.3%)
Draft Tickets: 147

TOP 5 USERS – 12MM

Top Creators (PT+)
Public Service of New Hampshire
New Hampshire Electric Cooperative
Unitil Corporation
FairPoint (Consolidated) Communications
Liberty Utilities

Top Updaters (PT+)
FairPoint (Consolidated) Communications
Public Service of New Hampshire
New Hampshire Electric Cooperative
Breezeline
Comcast

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TICKET TYPES – 12MM

See Ticket Type Definitions document located under Training – Best Practices

Ticket Type	Quantity
Pole Transfer	6,453
Pole Replacement	1,140
New	847
Pole Location Elimination	182
Make Ready	64
Other	4
TOTAL	**8,690**

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	223
Previous Step Not Complete	163
Member Code Incorrect or Not Attached	144
Other	59
Pole Owner Work Not Complete	28
Wrong Pole Owner	16
Step Order Incorrect	14
Work Unnecessary	5
Duplicate Ticket or Step	4
Add New Step	1
TOTAL	**657**

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