NEW MEXICO USER GROUP MEETING

March 10, 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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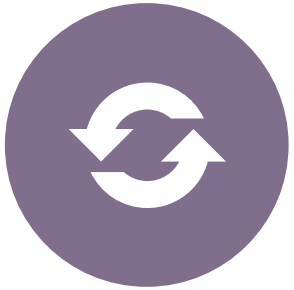
2026 PRIORITIES



Quarterly Training Sessions on Special Topics



Continued Performance Enhancements



NJUNS New Release 1.3.17



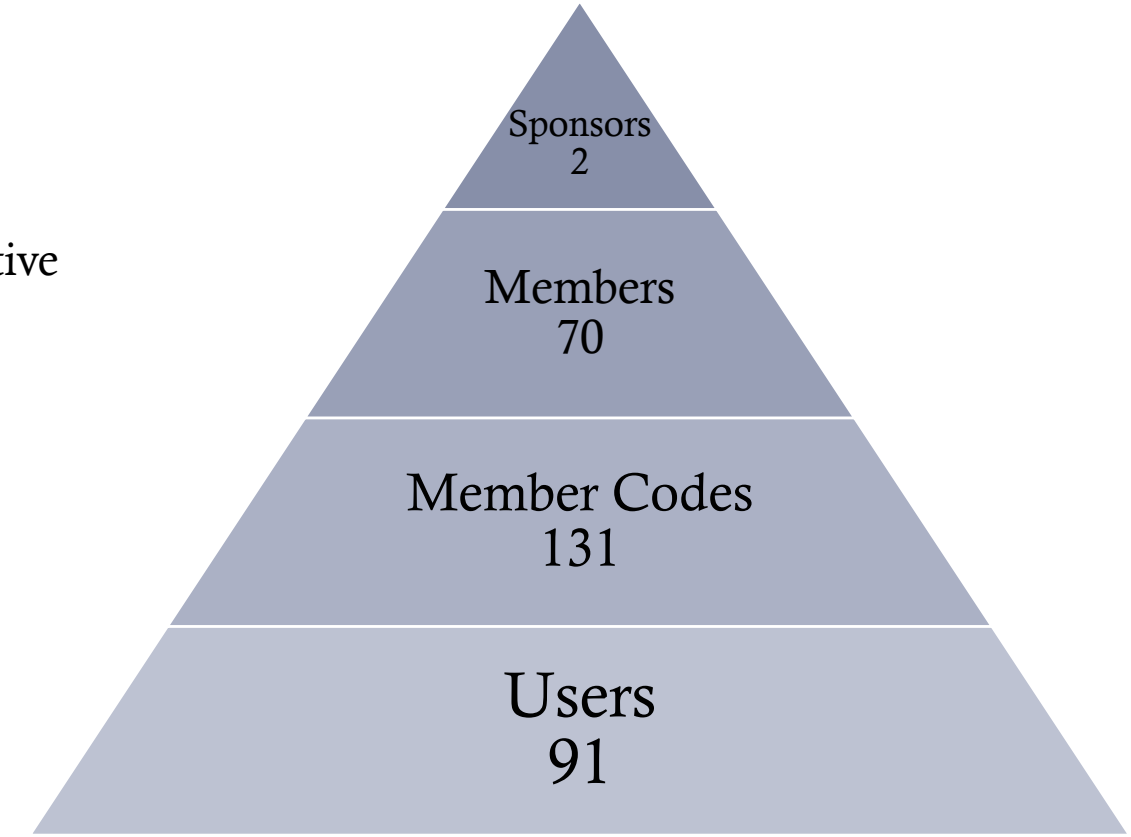
Member Code Maintenance

MEMBERSHIP

- Member since 2001
- Ticket Types: PT+ and PA
- Sponsors: PNM Electric, Jemez Mountains Electric Cooperative
- Members: 70
- Member Codes: 131
- Users: 91
- Directors:

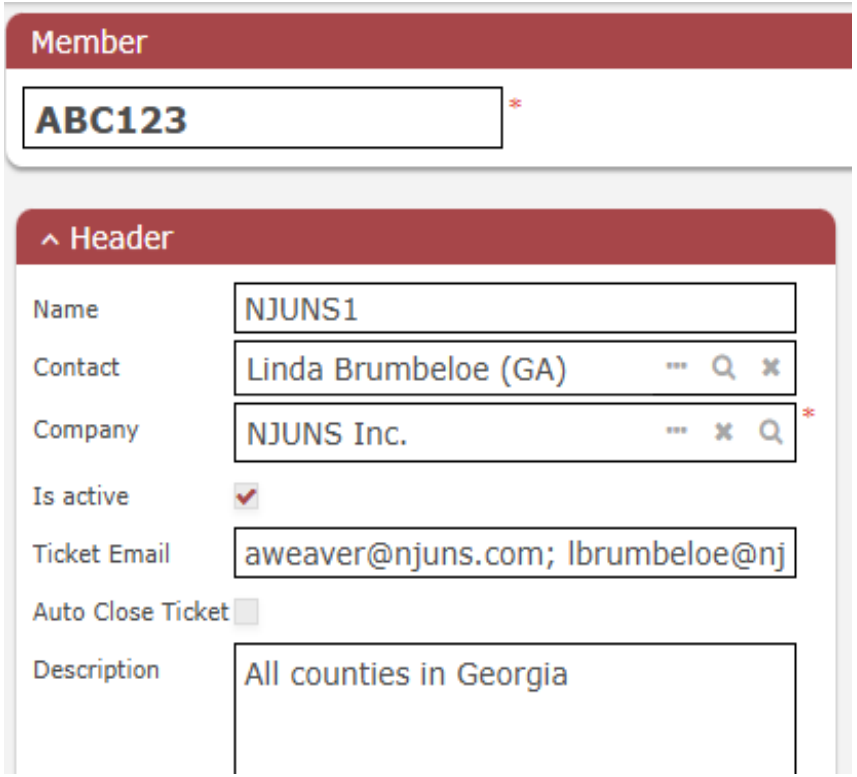
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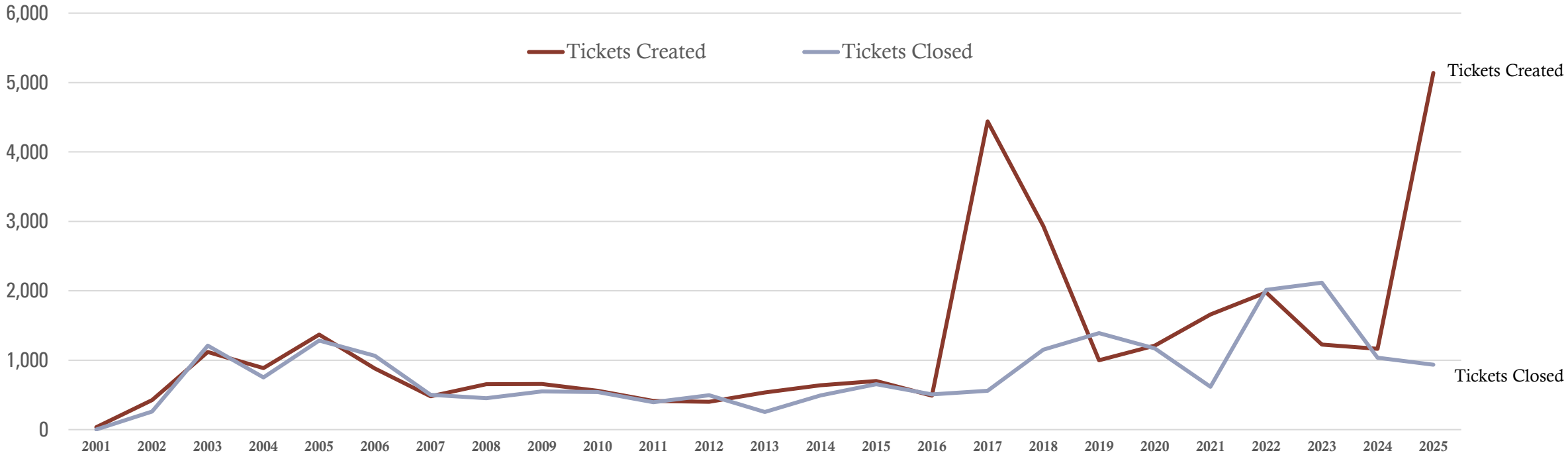
MEMBER CODES

- 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

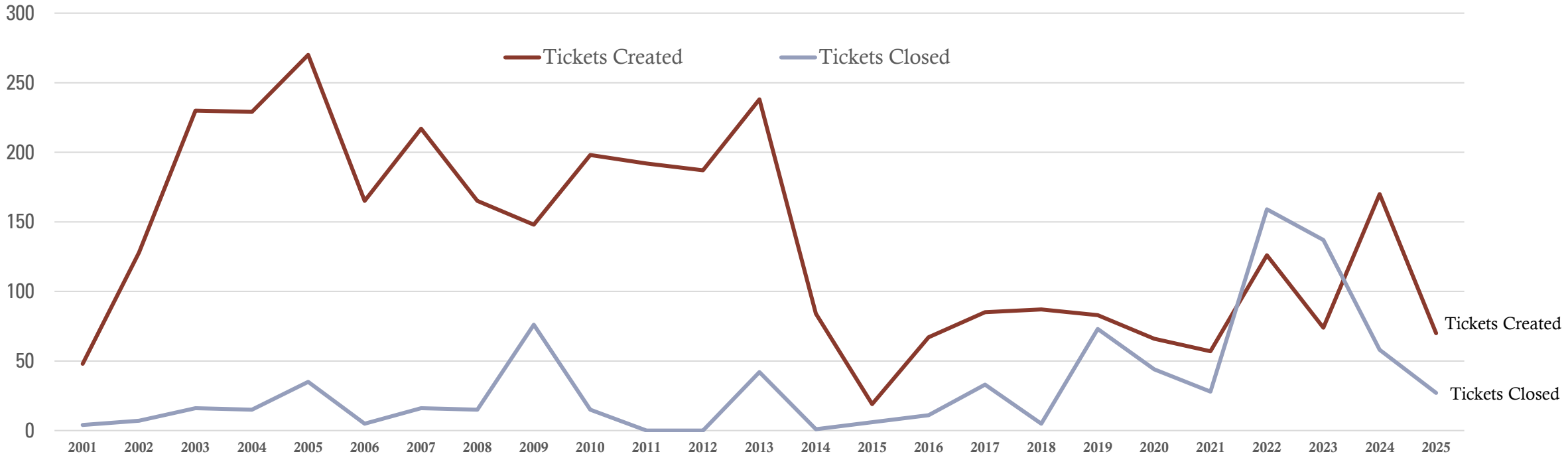


	2025	2026	% Chg
YTD Tickets Created:	235	1,016	332%
YTD Tickets Closed:	214	184	-14%
YTD Tickets w/Steps Completed:	318	329	3 %

Total Open Tickets: 9,156
Tickets with Steps Completed: 329
Ready to Close: 366
Draft Tickets: 265

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PA USAGE



	2025	2026	% Chg
YTD Tickets Created:	2	2	- %
YTD Tickets Closed:	0	0	- %

Total Open Tickets: 2,475
Draft Tickets: 109

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TOP 5 USERS – 12MM

Top Creators (PT+)
Public Services of New Mexico
Lumen / CenturyLink
Central New Mexico Electric Coop
Continental Divide Electric Coop
Jemez Mountains Electric Coop

Top Updaters (PT+)
Lumen / CenturyLink
Comcast
Unite Private Networks LLC
Public Services of New Mexico
Verizon

Top Pole Owners (PA)
Lumen / CenturyLink
Public Services of New Mexico
Jemez Mountains Electric Coop

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TICKET TYPES – 12MM

See Ticket Type Definitions document located under Training – Best Practices

Ticket Type	Quantity
Make Ready	4,134
Pole Transfer	1,593
Pole Attachment	79
Other	32
New	23
Pole Location Elimination	23
Pole Replacement	4
Change of Ownership	1
Violation	1
Overlash	1
TOTAL	**5,891**

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	135
Unable to Locate or Bad Address	9
Pole Owner Work Not Complete	9
Other	6
Work Unnecessary	5
Wrong Pole Owner	4
Legacy Dispute – No Reason	3
Member Code Incorrect or Not Attached	1
Duplicate Ticket or Step	1
TOTAL	173

TIPS & TRICKS / FAQS

- Can I add additional columns to my ticket window?
- How can I find a group of tickets at one time?
- How do I determine if I should run a report or use a filter to find my data?
- What happens when I dispute a ticket?

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