OREGON USER GROUP MEETING

June 2, 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



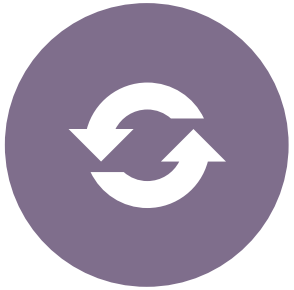
2026 PRIORITIES



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



Continued Performance Enhancements



NJUNS New Releases
1.3.17 - March
1.3.18 - May



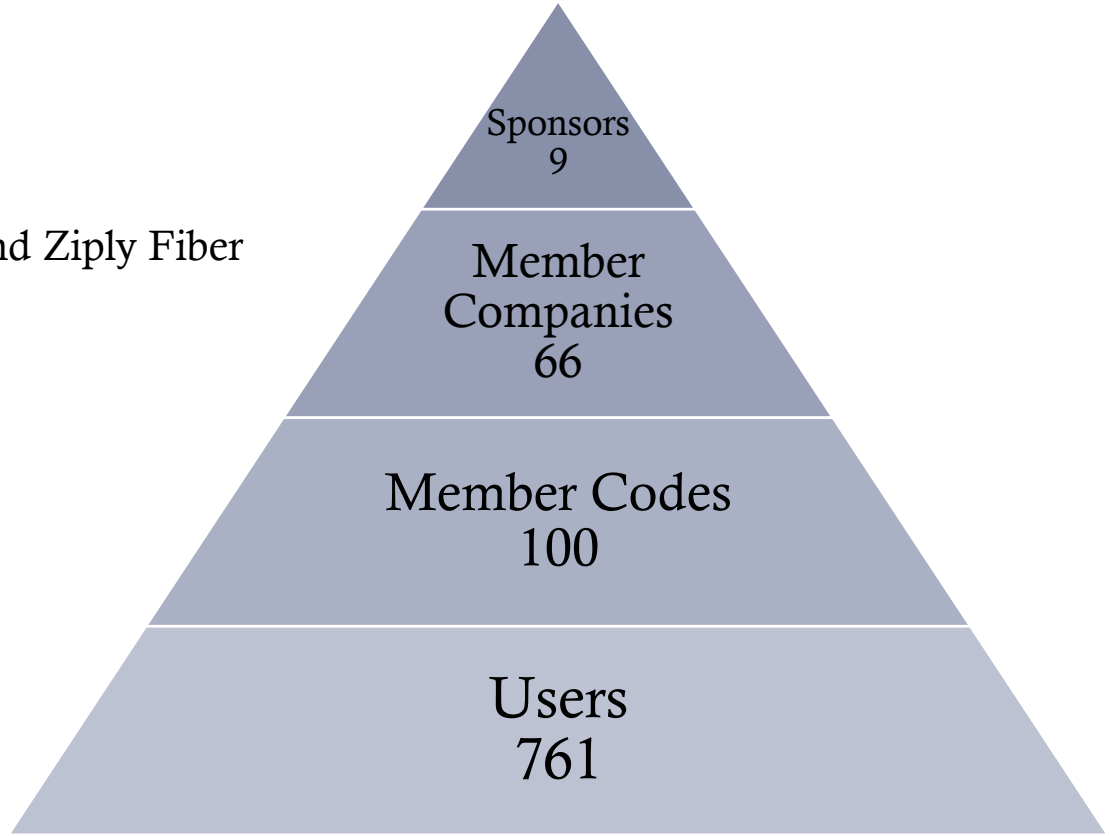
Member Code Maintenance

MEMBERSHIP

- Member since 1993
- Ticket Types: PT+ and PA (1997)
- Sponsors: CenturyLink, PacifiCorp, Portland General Electric and Ziply Fiber
- Member Companies: 66
- Member Codes: 100
- Users: 761
- Directors:

James Lowry – Portland General Electric
James.Lowry@pgn.com
503-672-5438

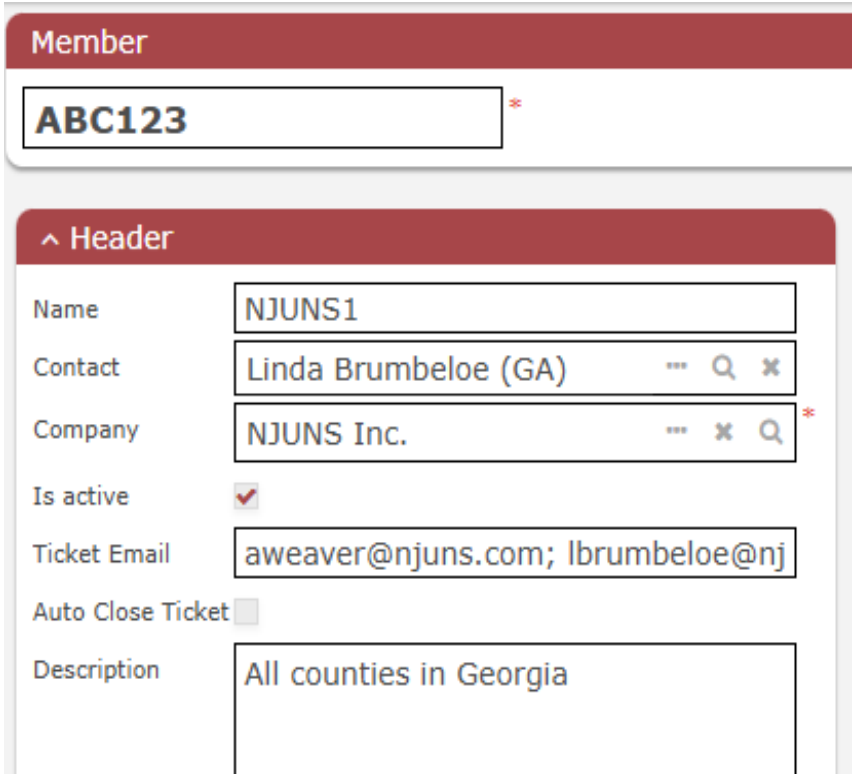
Lisa N Walker – PacifiCorp
lisa.walker@pacificorp.com
503-813-5682 (o) | 503-260-8763 (c)



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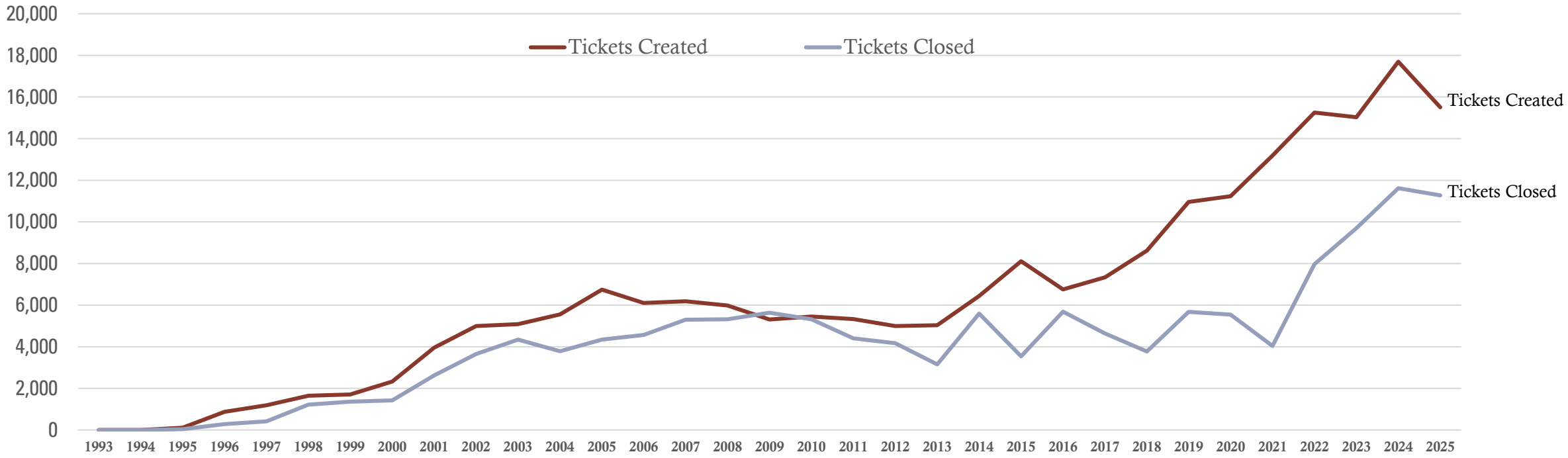
MEMBER CODES

- 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

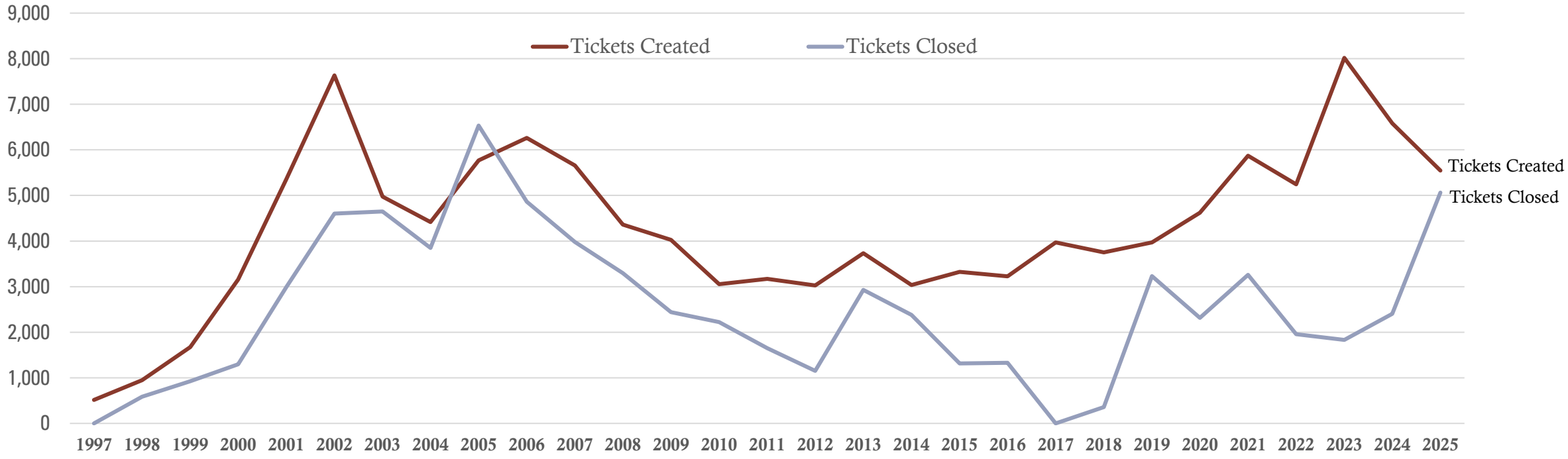


	2025	2026	% Chg
YTD Tickets Created:	6,635	7,381	11%
YTD Tickets Closed:	3,549	4,538	28%
YTD Tickets w/Steps Completed:	13,672	14,190	4%

Total Open Tickets: 70,210
Tickets with 1 Step Completed: 14,190 (20%)
Ready to Close: 3,289 (5%)
Draft Tickets: 1,980

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PA USAGE



	2025	2026	% Chg
YTD Tickets Created:	2,210	2,586	17%
YTD Tickets Closed:	2,488	3,430	38%

Total Open Tickets: 36,434
Draft Tickets: 2,028

TOP 5 USERS – 12MM

Top Creators (PT+)
Portland General Electric
PacifiCorp
Coos Curry Electric Cooperative
CenturyLink
Eugene Water and Electric Board

Top Updaters (PT+)
Portland General Electric
Comcast
CenturyLink
PacifiCorp
Oregon Aerial

Top Pole Owners (PA)
PacifiCorp
City of Bandon
CenturyLink
Coos Curry Electric Cooperative
Central Lincoln PUD

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TICKET TYPES – 12MM

See Ticket Type Definitions document located under Training – Best Practices

Ticket Type	Quantity
Pole Attachment	5,778
Pole Transfer	3,577
Make Ready	3,295
Pole Replacement	2,932
Violation	2,626
New	1,226
Pole Location Elimination	431
Other	214
Common Crew	186
Change of Ownership	98
Pole Abandonment	48
Overlash	13
TOTAL	**20,424**

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	1,040
Member Code Incorrect or Not Attached	199
Work Unnecessary	165
Previous Step Not Complete	89
Pole Owner Work Not Complete	59
Duplicate Ticket or Step	55
Unable to Locate or Bad Address	35
Add New Step	25
Wrong Pole Owner	22
Step Order Incorrect	18
TOTAL	**1,707**

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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?

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