PENNSYLVANIA USER GROUP MEETING

June 16, 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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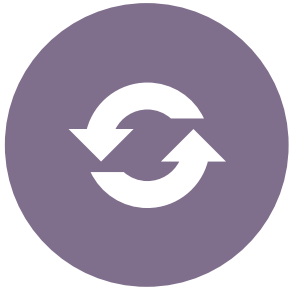
2026 PRIORITIES



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



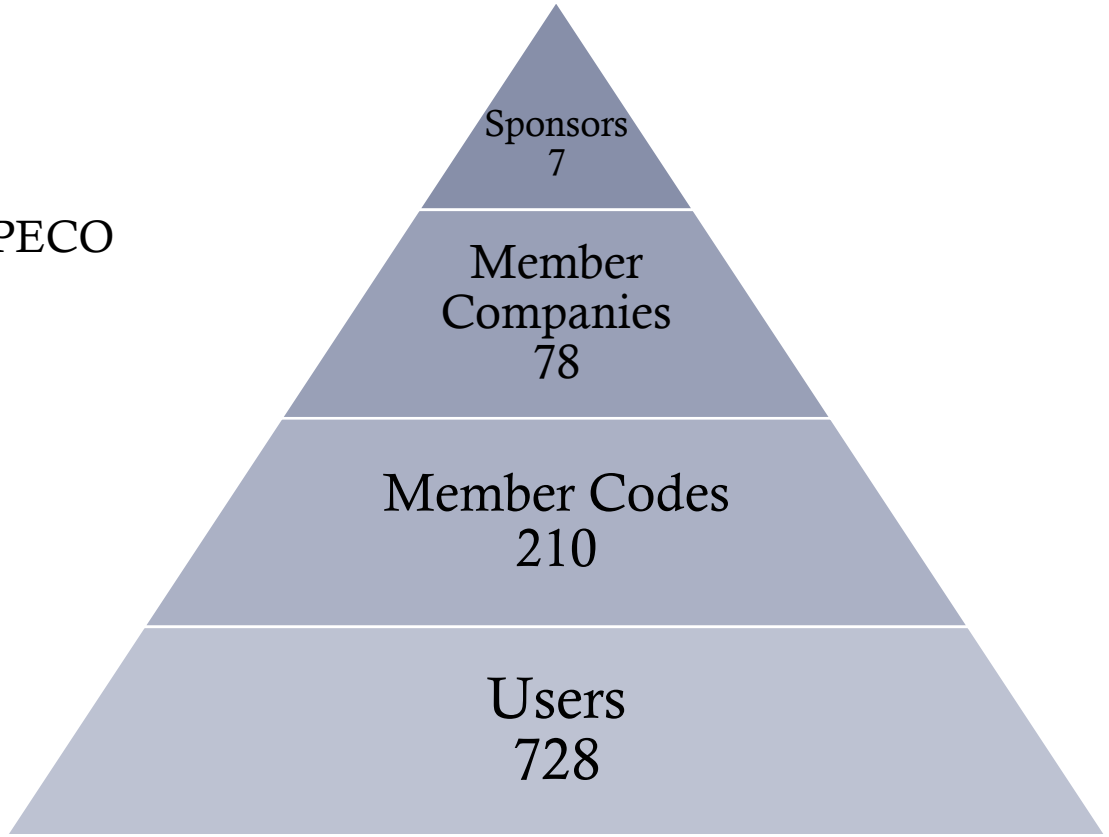
Member Code Maintenance

MEMBERSHIP

- Member since 1998
- Ticket Types: PT+
- Sponsors: Brightspeed, Comcast, Duquesne Light Company, PECO Energy, PPL Electric Utilities, Verizon and Windstream
- Member Companies: 78
- Member Codes: 210
- Users: 728
- Directors:

John Brennan – Verizon
john.brennan@verizon.com
973-509-5908

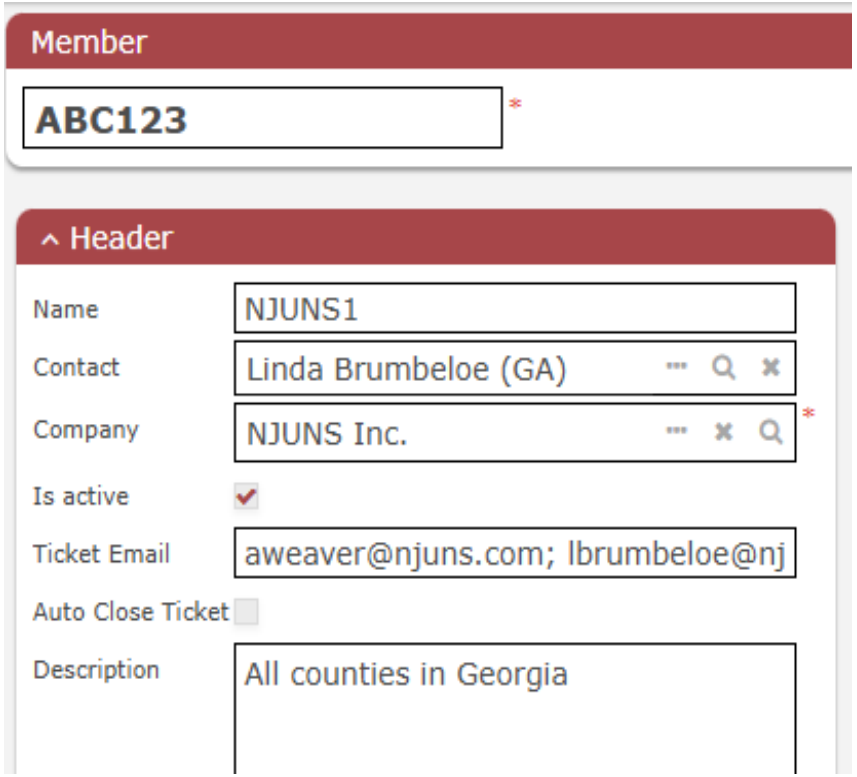
Vince Edwards – Duquesne Light Company
vedwards@duqlight.com



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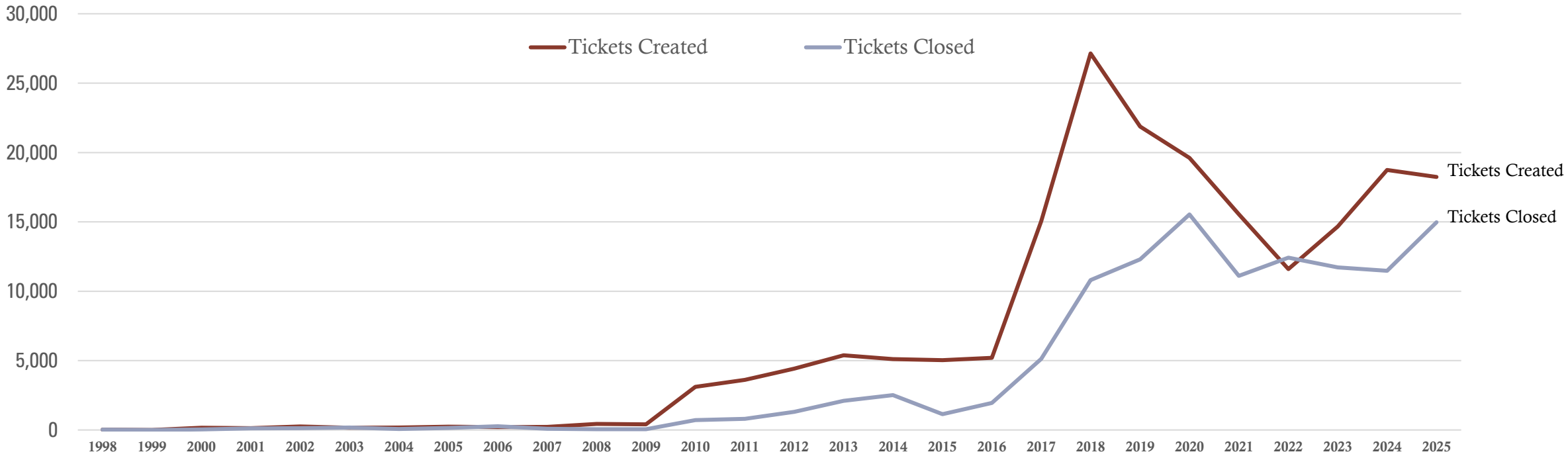
MEMBER CODES

- 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:	8,836	18,112	17%
YTD Tickets Closed:	7,830	3,702	-53%
YTD Tickets w/Steps Completed:	14,866	11,289	-24%

Total Open Tickets: 115,611
Tickets with 1 Step Completed: 11,289 (9.7%)
Ready to Close: 4,283 (4%)
Draft Tickets: 27,882

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TOP 5 USERS – 12MM

Top Creators (PT+)
PECO Energy
PPL Electric Utilities
Verizon
Duquesne Light Company
Adams Electric Cooperative

Top Updaters (PT+)
PECO Energy
Verizon
Comcast
Duquesne Light Company
PPL Electric Utilities

TICKET TYPES – 12MM

See Ticket Type Definitions document located under Training – Best Practices

Ticket Type	Quantity
Pole Replacement	14,247
Pole Transfer	13,015
New	792
Make Ready	288
Other	85
Pole Location Elimination	54
Violation	42
Pole Abandonment	24
Change of Ownership	18
Aerial Clearance Review	1
TOTAL	**28,566**

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	958
Member Code Incorrect or Not Attached	854
Unable to Locate or Bad Address	506
Previous Step Not Complete	399
Add New Step	332
Pole Owner Work Not Complete	301
Wrong Pole Owner	203
Step Order Incorrect	90
Work Unnecessary	62
Duplicate Ticket or Step	49
TOTAL	**3,756**

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