PENNSYLVANIA USER GROUP MEETING

June 24, 2025

Pennsylvania FACTS

Member since 1998

PT+ – 1998
PA – N/A

Lifetime PT Tickets – 202,287

Sponsors: CenturyLink, Comcast, Duquesne Light Company, PECO Energy, PPL Electric Utilities, Verizon and Windstream

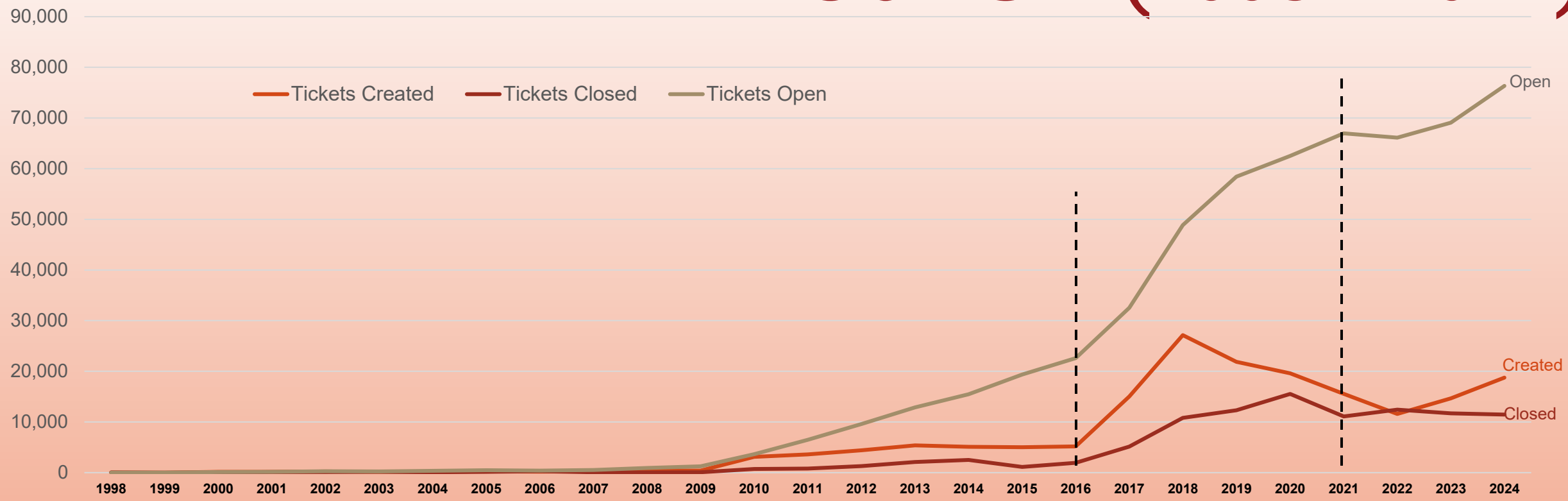
Pennsylvania is known as the “Snack Capital of the World” because it is the largest producer of canned fruit, chocolate, pretzels and potato chips. The smiley face emoticon was invented in Pittsburgh in 1982 by a professor at Carnegie Mellon University, Also invented in Pittsburg was the polio vaccine in 1955. Philadelphia, PA is home to America’s first zoo, founded by Benjamin Franklin.

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

Vince Edwards – Duquesne Light Company
vedwards@duqlight.com



PT+ USAGE (1998 – 2024)



	2024	2025	% Chg
YTD Tickets Created:	7,999	7,709	-4%
YTD Tickets Closed:	6,605	7,842	19%
YTD Tickets w/Steps Completed:	14,403	14,903	3%

Total Open Tickets: 92,462
Tickets with Steps Completed: 14,903
Ready to Close: 4,203 (all steps completed)
Draft Tickets: 22,250



TOP 5 USERS (12MM)

Top Creators (PT)

- PECO Energy
- Verizon
- Duquesne Light Company
- Adams Electric Cooperative
- Tri-County Rural Electric Cooperative

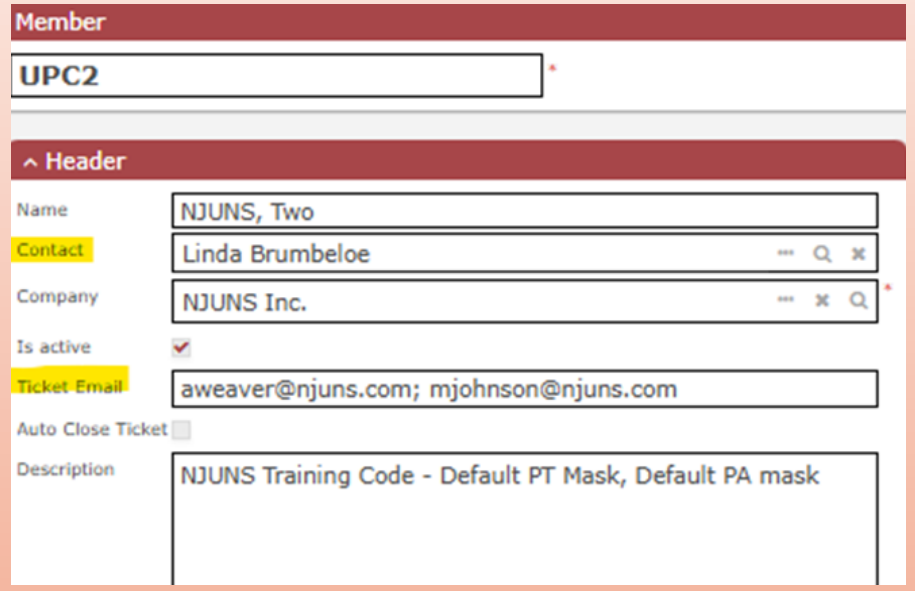
Top Updaters (PT)

- PECO Energy
- Verizon
- Comcast
- PPL Electric Utilities
- Duquesne Light Company

Active Users: 816
Active Member Codes: 205



MEMBER CODES



- View codes in profile by clicking on Members<My Members.
- Run report called Member Codes By State.
- Send any updates to support@njuns.com.
- Ticket Email can have up to 3 email addresses. If blank, it will deactivate after several bounces.
- Make sure Contact is correct and ticket email are correct.
- Enable Auto-Close here to utilize feature.

TICKET TYPES (12MM)

Ticket Type	12MM
Pole Replacement	13,381
Pole Transfer	5,122
New	559
Violation	138
Pole Location Elimination	131
Pole Abandonment	42
Make Ready	37
Other	20
Change Of Ownership	15
Aerial Clearance Review	3
TOTAL	19,448

See Ticket Type Definitions document located under Training – Best Practices



CURRENT DISPUTES

Dispute Reason	Quantity
Other	780
Member Code Incorrect or Not Attached	574
Unable to Locate or Bad Address	464
Add New Step	302
Previous Step Not Complete	293
Pole Owner Work Not Complete	269
Wrong Pole Owner	156
Work Unnecessary	70
Step Order Incorrect	45
Duplicate Ticket or Step	36
TOTAL	2,989

Approximately 2,989 active Dispute Steps

"Other" may have better choices:

- 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")*

INFO & ACTION ITEMS

- Visit Training tab on www.njuns.com for available training
  Training Calendar, User Guide, Training Videos, Best Practices
- Visit News tab on www.njuns.com for updates
- Subscribe to our Newsletter on our website Home tab
- Check for system Alerts on the NJUNS dashboard
- Review Member Codes, Contacts and Ticket Email Recipients for updates
- Close Tickets that are Ready to Close (have all steps completed)
- Follow us on social media — LinkedIn NJUNS, Inc. — X(formerly Twitter) @NJUNSINC
- Prepare for future user authentication
- Send requests for assistance to support@njuns.com

NJUNS
EFFICIENT UTILITY COMMUNICATION

SHORT DEMO

NJUNS Tips & Tricks

- Utilizing the PT+ Detail Report
- Review uses for Import Tool



QUESTIONS

Any questions for us?

Contact us at support@njuns.com

818-485-2765, ext. 1

