INDIANA USER GROUP MEETING

July 28, 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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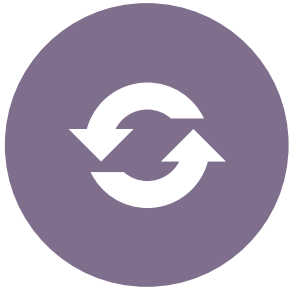
2026 PRIORITIES



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



Continued Performance Enhancements



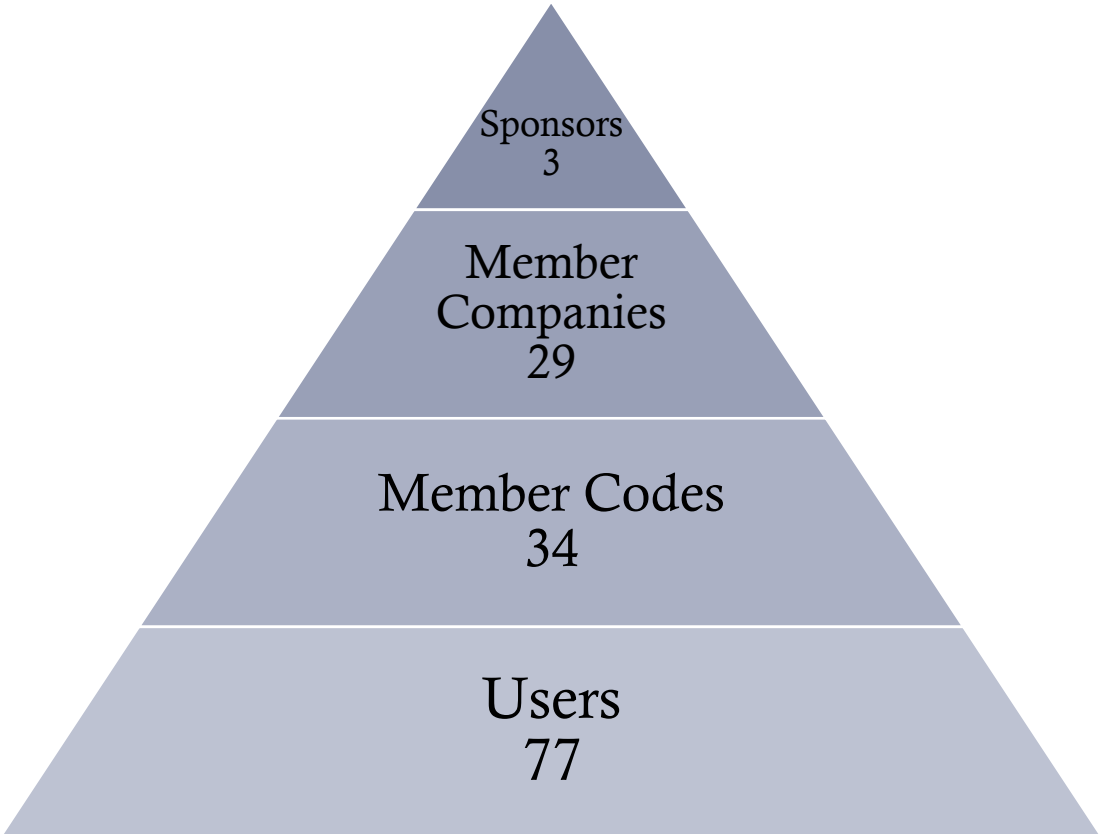
NJUNS New Releases
1.3.17 - March
1.3.18 – May
1.3.19 – July 10



Member Code Maintenance

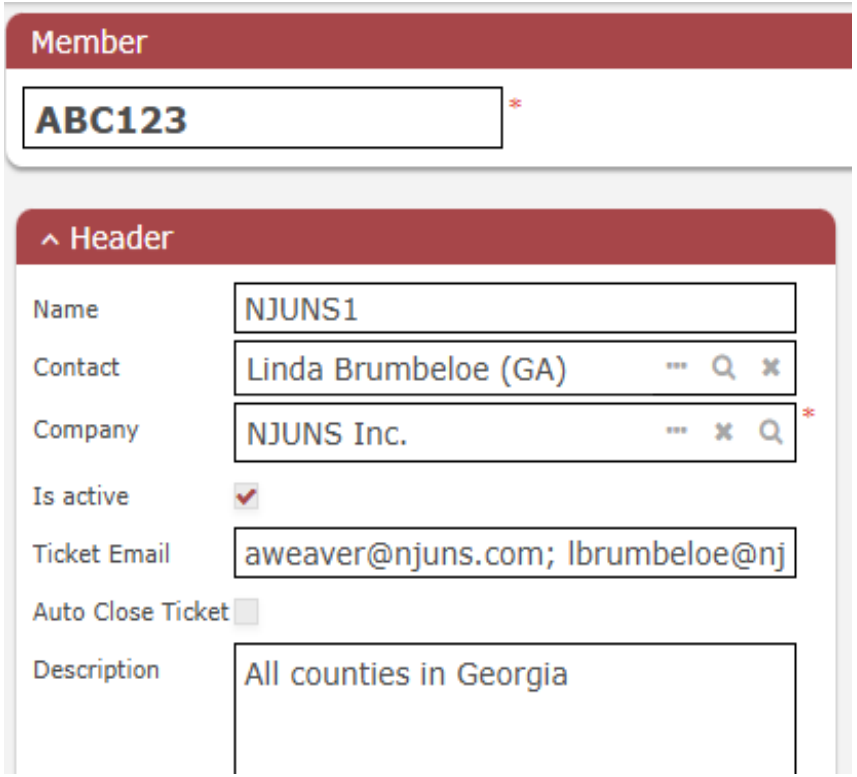
MEMBERSHIP

- Member since 2024
- Ticket Types: PT+
- Sponsors: Southeastern Indiana REMC, AT&T, NIPSCO/Orbital Engineering
- Member Companies: 29
- Member Codes: 34 + (49 NP)
- Users: 77
- Directors:



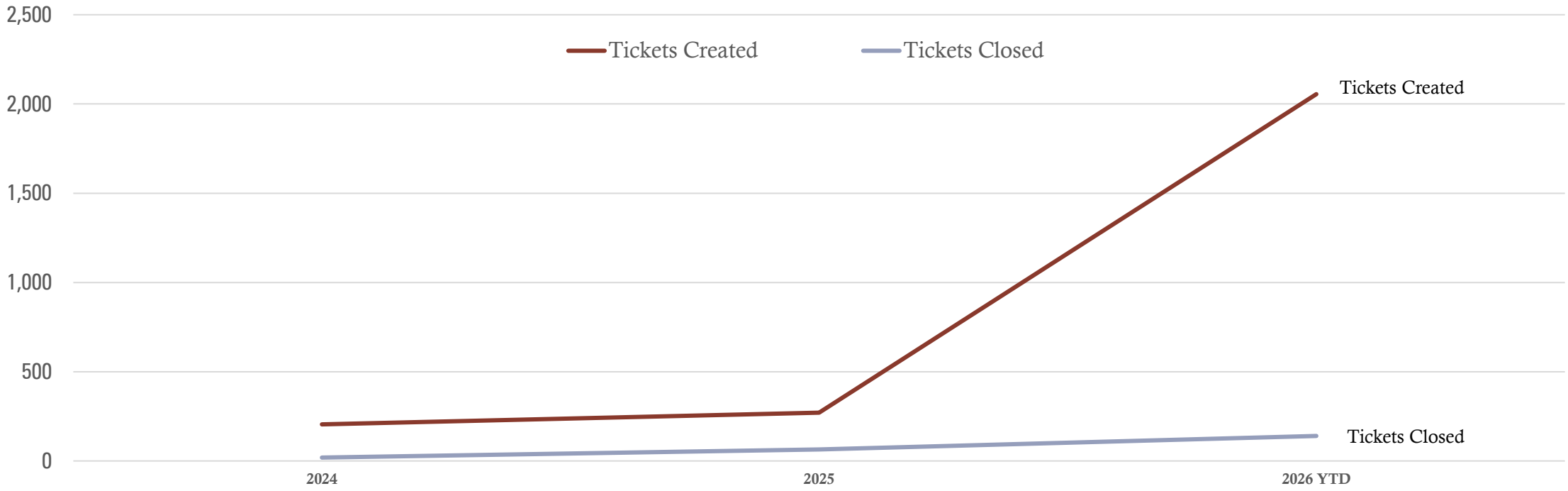
MEMBER CODES

- 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:	45	2,055	4467%
YTD Tickets Closed:	42	140	233%
YTD Tickets w/Steps Completed:	52	181	248%

Total Open Tickets: 1,841
Tickets with 1 Step Completed: 181 (10%)
Ready to Close: 19 (1%)
Draft Tickets: 26

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TOP USERS – 12MM

Top Creators (PT+)
NIPSCO – Northern Indiana Power
SEI REMC - Southeastern Indiana REMC
AT&T Midwest

Top Updaters (PT+)
AT&T Midwest
Great Plain Communication
SEI REMC- Southeastern Indiana REMC
SEI Fiber
Windstream Communications

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TICKET TYPES – 12MM

See Ticket Type Definitions document located under Training – Best Practices

Ticket Type	Quantity
Other	49,115
Pole Transfer	1,624
Violation	12
Pole Location Elimination	2
Pole Abandonment	1
TOTAL	**50,754**

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
Step Order Incorrect	202
Add New Step	45
Unable to Locate or Bad Address	37
Duplicate Ticket or Step	35
Member Code Incorrect or Not Attached	26
Other	20
Previous Step Not Complete	19
Work Unnecessary	5
Pole Owner Work Not Complete	5
TOTAL	**394**

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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