ILLINOIS USER GROUP MEETING

August 4, 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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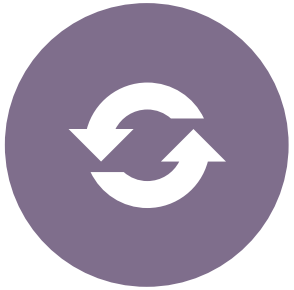
2026 PRIORITIES



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



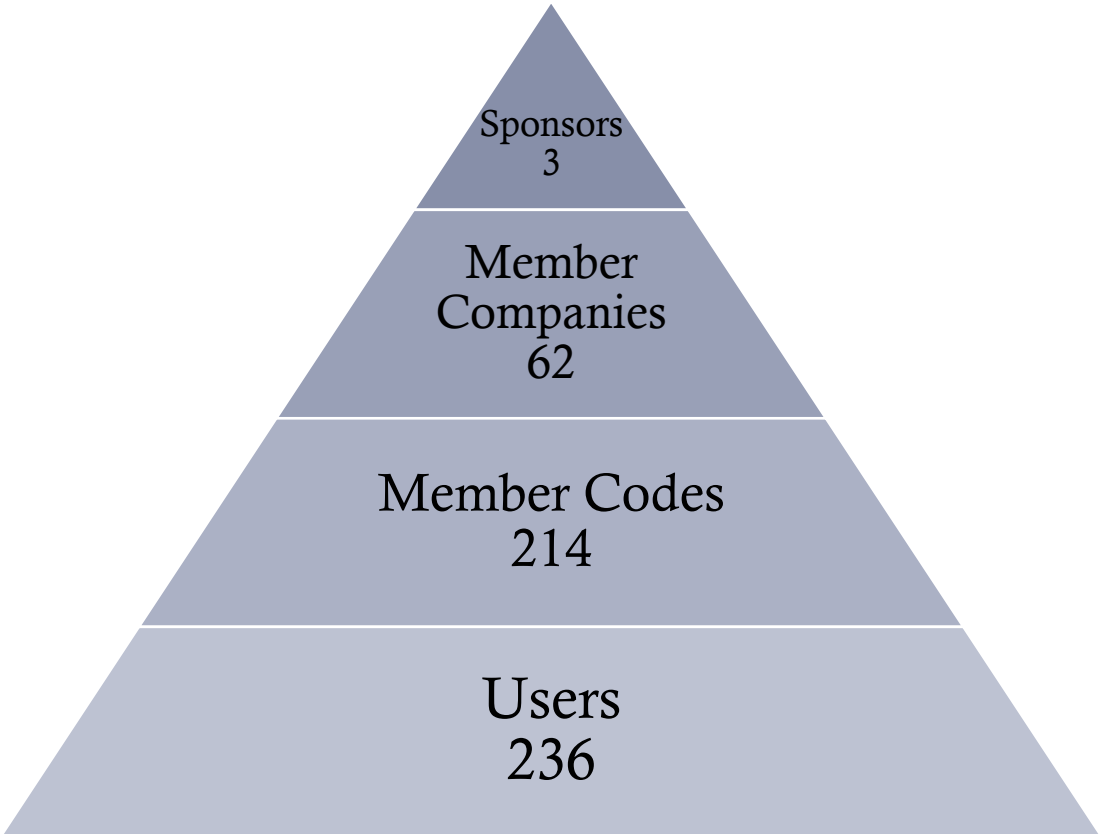
Member Code Maintenance

MEMBERSHIP

- Member since 2005
- Ticket Types: PT+
- Sponsors: Ameren, AT&T, Frontier Communications
- Member Companies: 62
- Member Codes: 214
- Users: 236
- Directors:

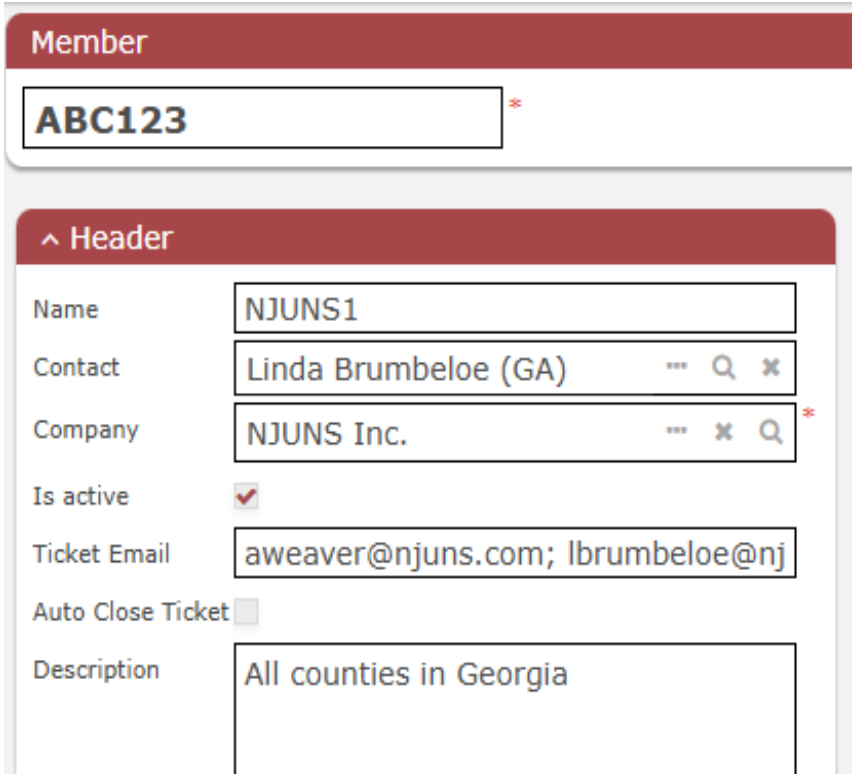
James Darr – AT&T
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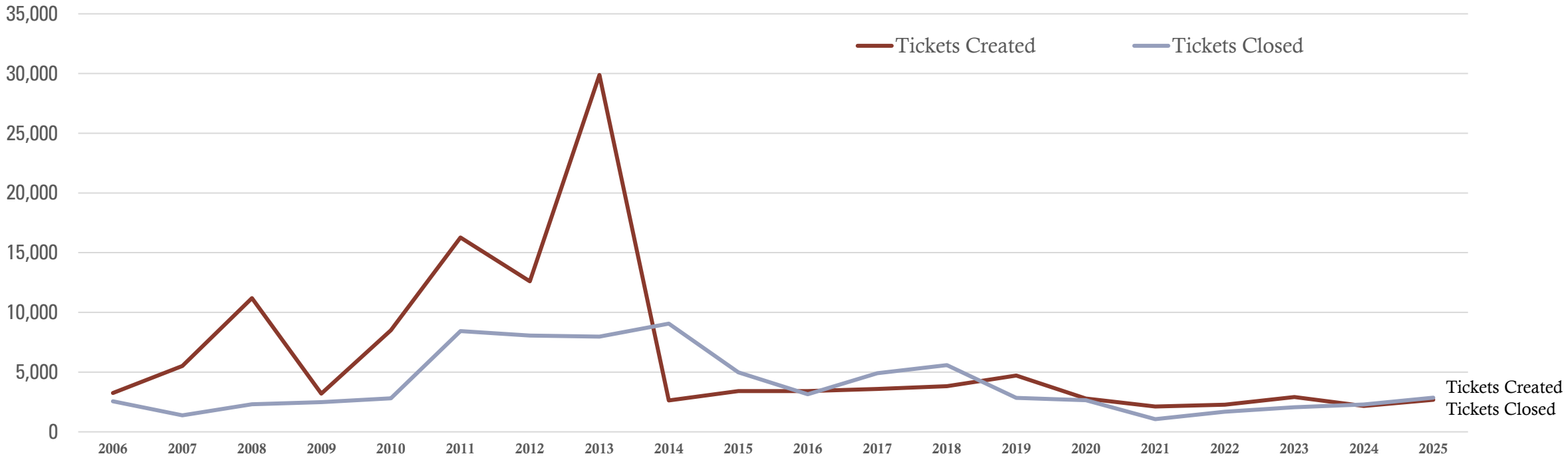
MEMBER CODES

- 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:	1,404	2,243	60%
YTD Tickets Closed:	2,257	1,307	-42%
YTD Tickets w/Steps Completed:	4,130	4,464	9%

Total Open Tickets: 37,631
Tickets with 1 Step Completed: 4,464 (12%)
Ready to Close: 218 (0.6%)
Draft Tickets: 228

TOP USERS – 12MM

Top Creators (PT+)
Ameren
AT&T Midwest
City of Highland
Frontier Communications

Top Updaters (PT+)
Ameren
Windstream Communications
Mediacom Communications
Charter Communications
AT&T Midwest

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TICKET TYPES – 12MM

See Ticket Type Definitions document located under Training – Best Practices

Ticket Type	Quantity
Pole Transfer	1,329
Pole Replacement	1,166
Violation	519
New	425
Pole Location Elimination	18
Other	12
Pole Abandonment	8
Change of Ownership	2
TOTAL	**3,479**

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
Member Code Incorrect or Not Attached	92
Unable to Locate or Bad Address	70
Other	56
Step Order Incorrect	19
Work Unnecessary	12
Wrong Pole Owner	10
Duplicate Ticket or Step	8
Previous Step Not Complete	7
Add New Step	1
Pole Owner Work Not Complete	1
TOTAL	**276**

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