LOUISIANA USER GROUP MEETING

August 18, 2026

NJUNS
EFFICIENT UTILITY COMMUNICATION

MEET THE 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



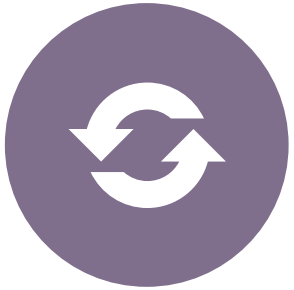
2026 PRIORITIES



Quarterly Training Sessions on Special Topics: 8/13 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

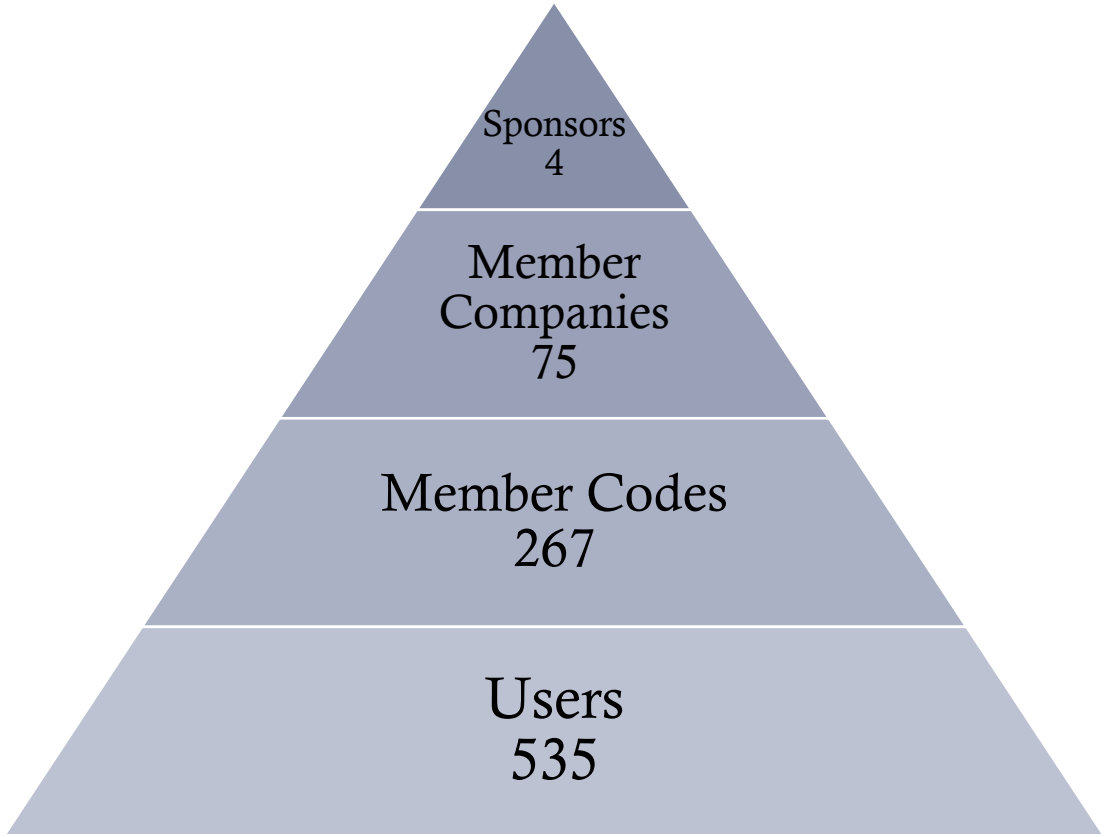


Member Code Maintenance

MEMBERSHIP

- Member since 2001
- Ticket Types: PT+, PA
- Sponsors: AT&T, CLECO, DEMCO and Entergy
- Member Companies: 80
- Member Codes: 128
- Users: 256
- Directors: Novie Davidson – CLECO
  novie.davidson@cleco.com
  318-641-8106

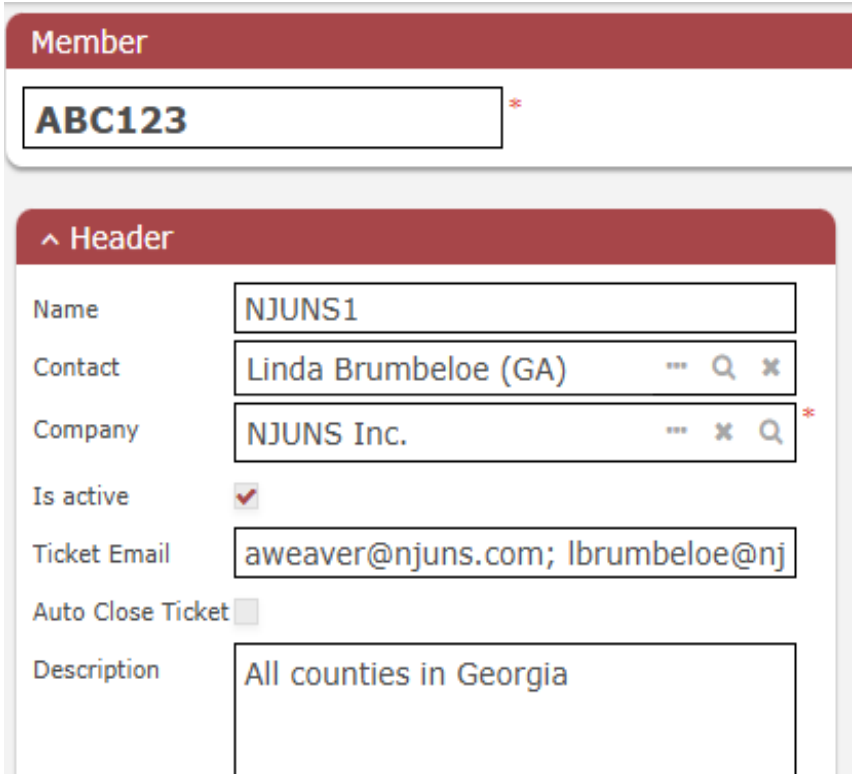
  James Macias – DEMCO
  jamesm@demco.org
  225-262-2879



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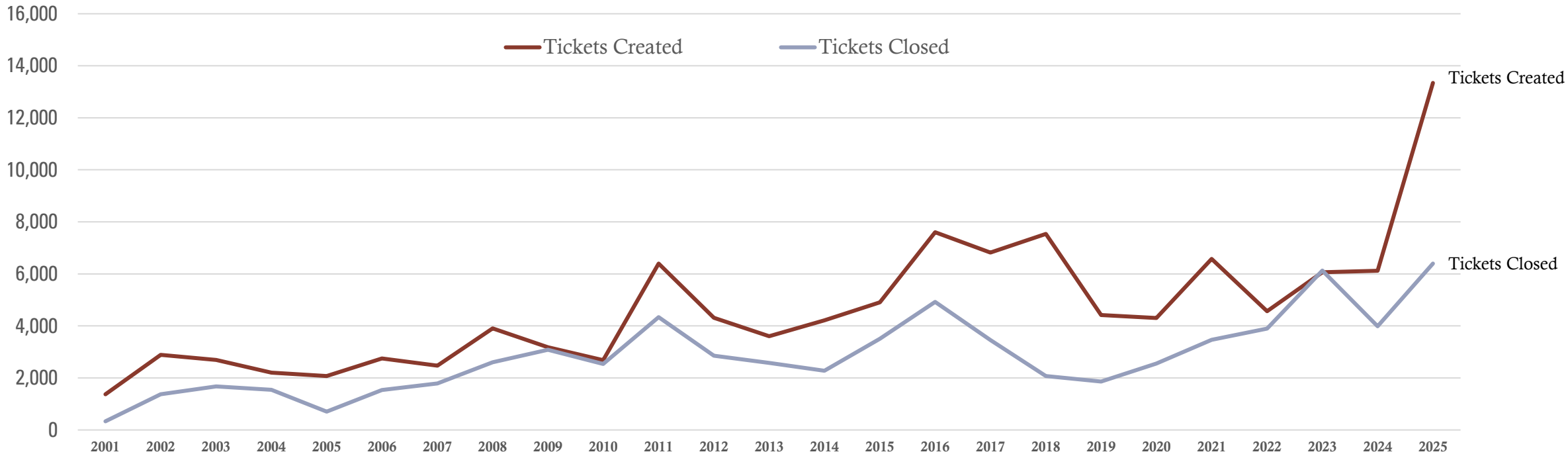
MEMBER CODES

- 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

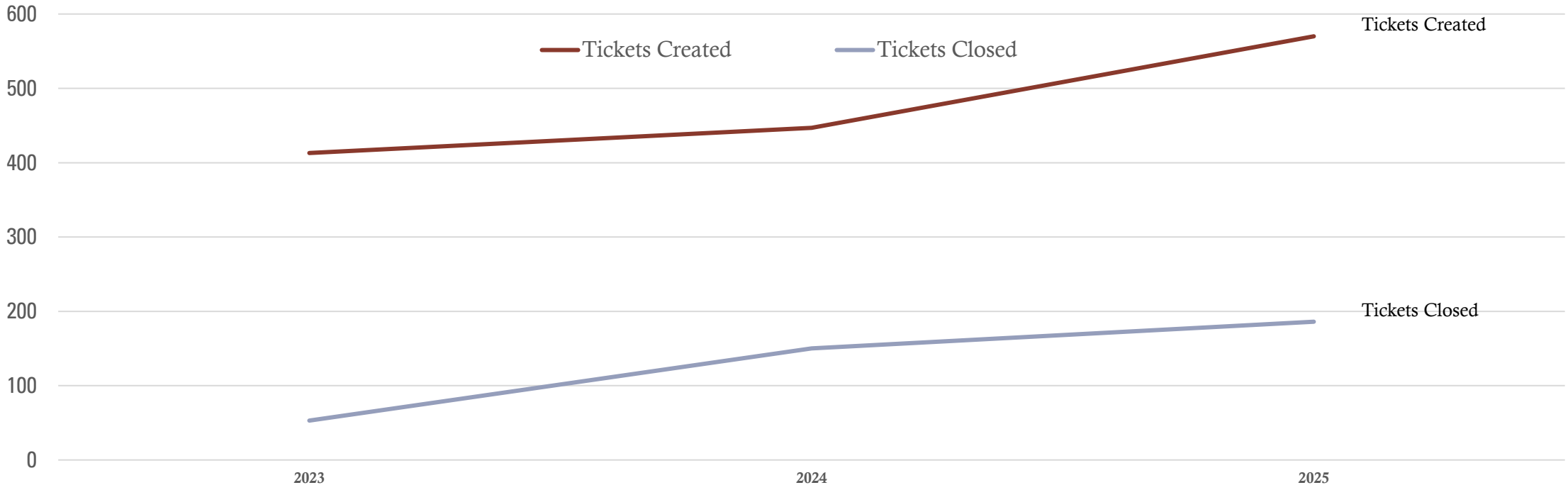


	2025	2026	% Chg
YTD Tickets Created:	6,044	9,691	60%
YTD Tickets Closed:	2,778	5,625	102%
YTD Tickets w/Steps Completed:	6,775	12,084	78%

Total Open Tickets: 44,246
Tickets with 1 Step Completed: 12,084 (27%)
Ready to Close: 3,703 (8%)
Draft Tickets: 7,791

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PA USAGE



	2025	2026	% Chg
YTD Tickets Created:	361	197	-45%
YTD Tickets Closed:	53	267	403%

Total Open Tickets: 796
Draft Tickets: 108

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TOP USERS – 12MM

Top Creators (PT+)
Entergy
AT&T Southeast
DEMCO
CLECO
SW Louisiana Electric Membership

Top Updaters (PT+)
Entergy
AT&T Southeast
Cox Communications
Comcast
DEMCO

Top Pole Owners (PA)
Entergy
DEMCO
CLECO

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TICKET TYPES – 12MM

See Ticket Type Definitions document located under Training – Best Practices

Ticket Type	Quantity
Pole Transfer	7,885
Pole Replacement	6,857
New	864
Pole Attachment	367
Other	290
Make Ready	112
Violation	91
Pole Location Elimination	58
Aerial Clearance Review	16
Pole Abandonment	8
Overlash	1
TOTAL	**16,549**

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	1,345
Previous Step Not Complete	1,249
Member Code Incorrect or Not Attached	580
Unable to Locate or Bad Address	516
Pole Owner Work Not Complete	332
Add New Step	76
Wrong Pole Owner	52
Duplicate Ticket or Step	44
Step Order Incorrect	21
Work Unnecessary	21
TOTAL	**4,236**

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