# SOUTH CAROLINA USER GROUP MEETING

August 11, 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



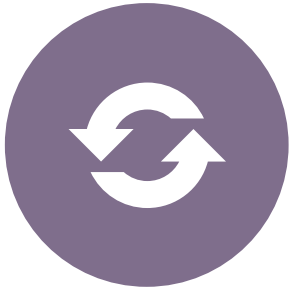
# 2026 PRIORITIES



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



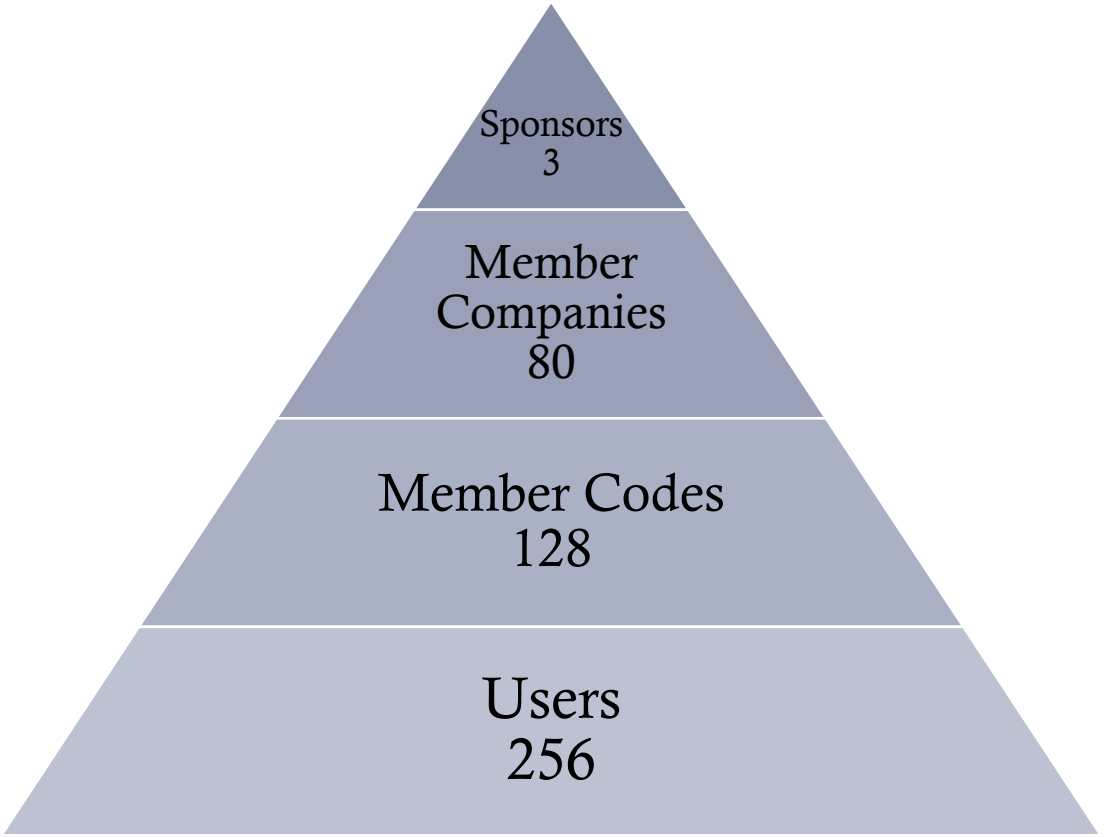
Member Code Maintenance

# MEMBERSHIP

- Member since 1993
- Ticket Types: PT+
- Sponsors: AT&T, Dominion Energy, and Duke Energy
- Member Companies: 80
- Member Codes: 128
- Users: 256
- Directors:

Brittany Dellinger – Duke Energy
Brittany.dellinger@duke-energy.com
704-382-4541

Tina Selfridge – Dominion Energy
tina.selfridge@dominionenergy.com
803-217-8540

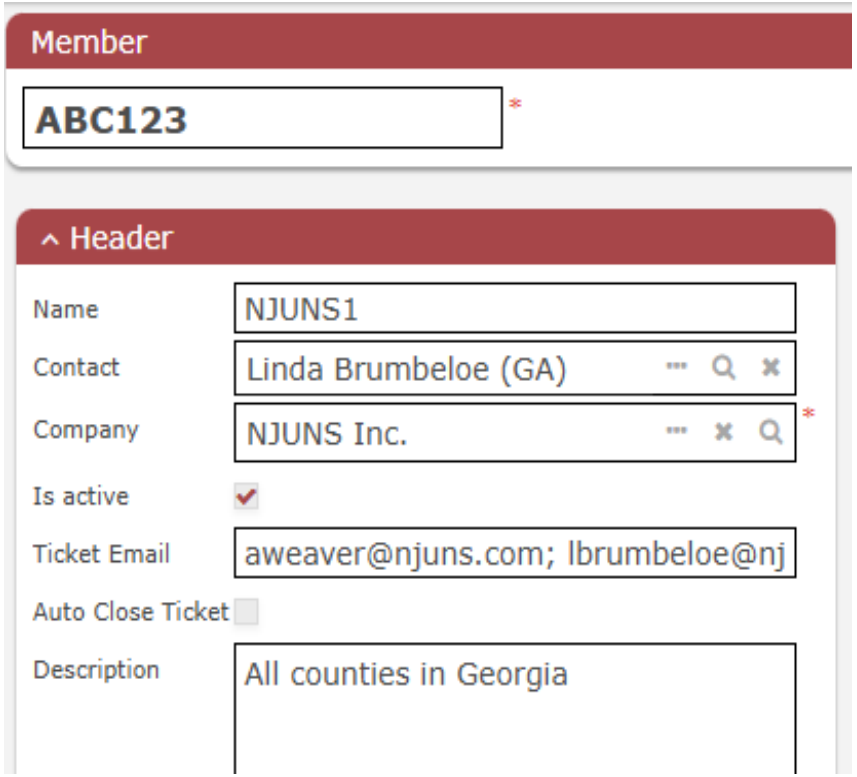




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# MEMBER CODES

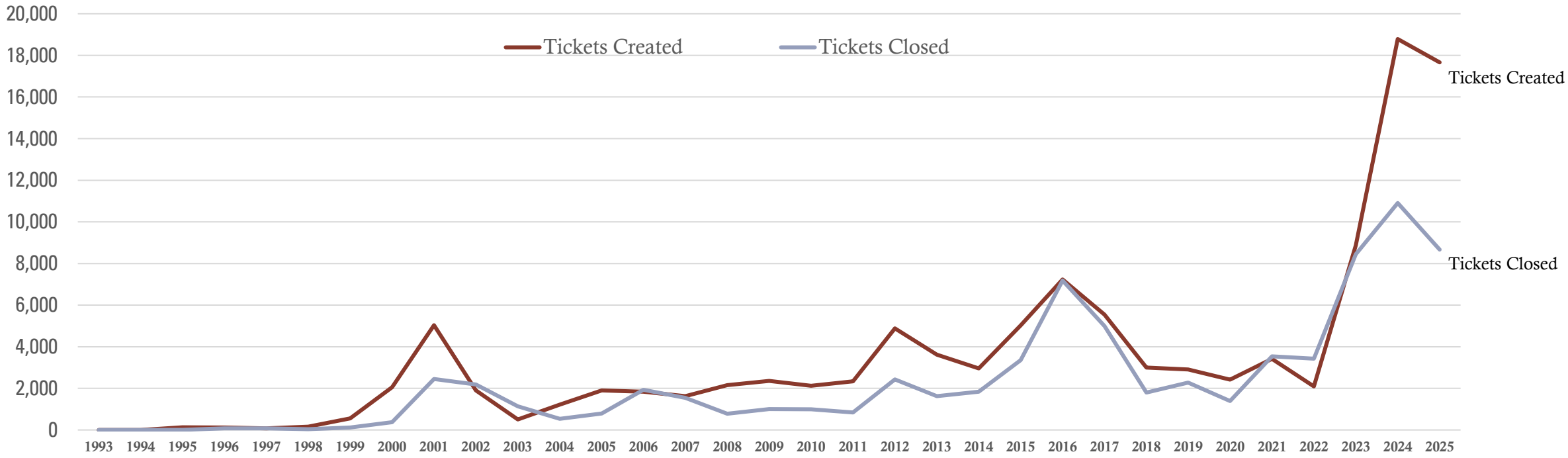
- View codes in profile by clicking on Members / My Members.
- Member codes are 6 or fewer characters.
- Make sure Contact is correct, and ticket emails are active email addresses.
- Ticket Email can have up to 3 email addresses. If blank, code will be deactivated.
- Reports: Member Codes By State / 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: | 10,382 | 12,641 | 22% |
| YTD Tickets Closed: | 6,022 | 5,460 | -9% |
| YTD Tickets w/Steps Completed: | 11,916 | 15,798 | 33% |

Total Open Tickets: 37,455
Tickets with 1 Step Completed: 15,798 (42%)
Ready to Close: 1,832 (5%)
Draft Tickets: 2,194


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# TOP USERS – 12MM

| Top Creators (PT+) |
| --- |
| Duke Energy |
| Dominion Energy (SCANA) |
| Blue Ridge Electric Cooperative |
| Greer Commission of Public Works |
| AT&T Southeast |

| Top Updaters (PT+) |
| --- |
| Charter Communications |
| Duke Energy |
| AT&T Southeast |
| Dominion Energy (SCANA) |
| Comcast |


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# TICKET TYPES – 12MM

See Ticket Type Definitions document located under Training – Best Practices

| Ticket Type | Quantity |
|---|---|
| Pole Transfer | 16,604 |
| Violation | 1,692 |
| Make Ready | 689 |
| New | 211 |
| Pole Location Elimination | 67 |
| Other | 21 |
| Aerial Clearance Review | 10 |
| Pole Replacement | 9 |
| Common Crew | 1 |
| **TOTAL** | **19,304** |

# 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 |
|---|---|
| Previous Step Not Complete | 1,188 |
| Duplicate Ticket or Step | 493 |
| Member Code Incorrect or Not Attached | 277 |
| Other | 272 |
| Unable to Locate or Bad Address | 224 |
| Add New Step | 172 |
| Wrong Pole Owner | 38 |
| Step Order Incorrect | 24 |
| Pole Owner Work Not Complete | 20 |
| Work Unnecessary | 17 |
| **TOTAL** | **2,725** |

# 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