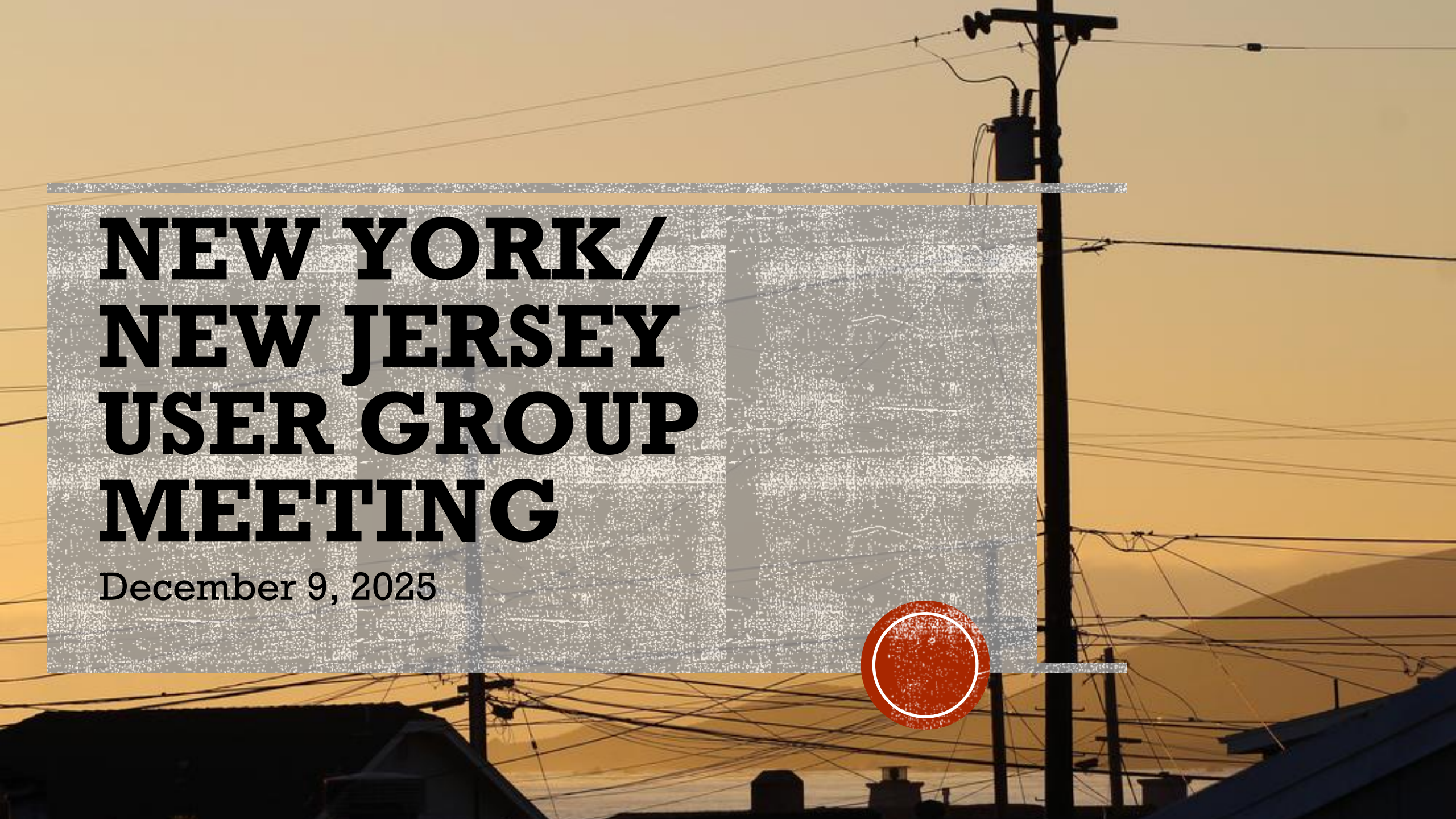


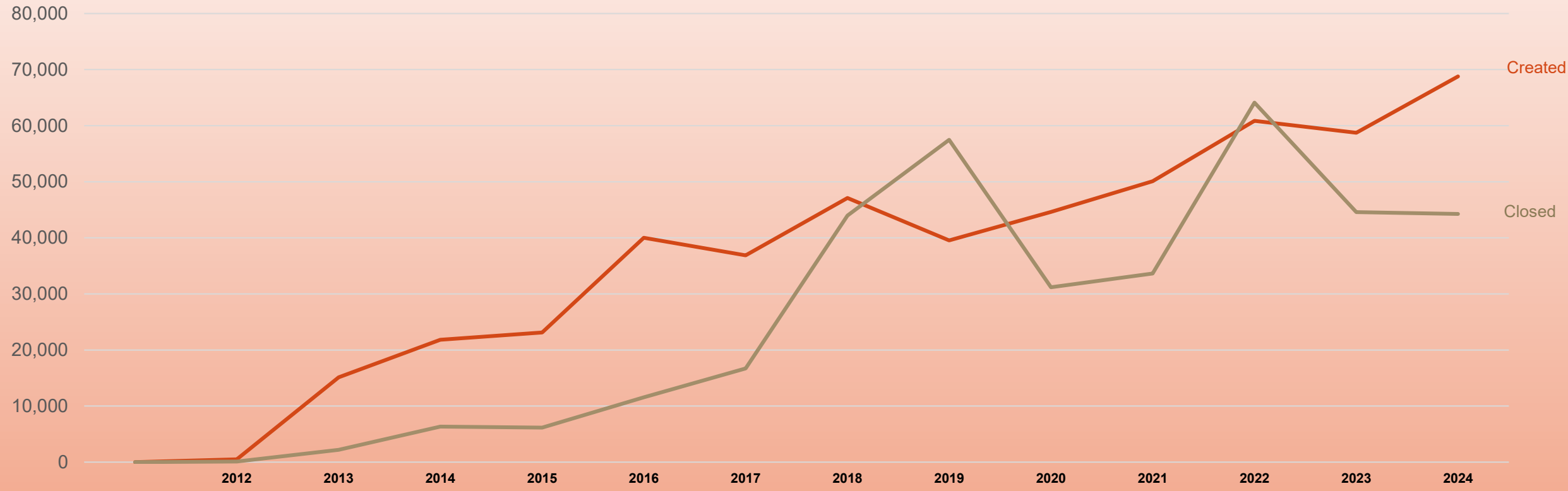
NEW YORK/ NEW JERSEY USER GROUP MEETING

December 9, 2025

New York		New Jersey
2012	**Member Since:**	2016
Central Hudson Gas & Electric, Consolidated Edison, Frontier Communications, Long Island Power Authority, National Grid, NYSEG, NYSTA, Orange & Rockland, RG&E and Verizon	**Sponsor:**	Crown Castle and Rockland Electric
Richard Peshkur – Verizon richard.a.peshkur@verizon.com 631-206-7525 Paul Smith – Consolidated Edison smithpa@coned.com 914-789-6816	**Director:**	Kenneth McDonagh – Crown Castle kenneth.mcdonagh@crowncastle.com 845-659-7086 Ken Sullivan – Rockland Electric sullivanke@oru.com 845-577-2214

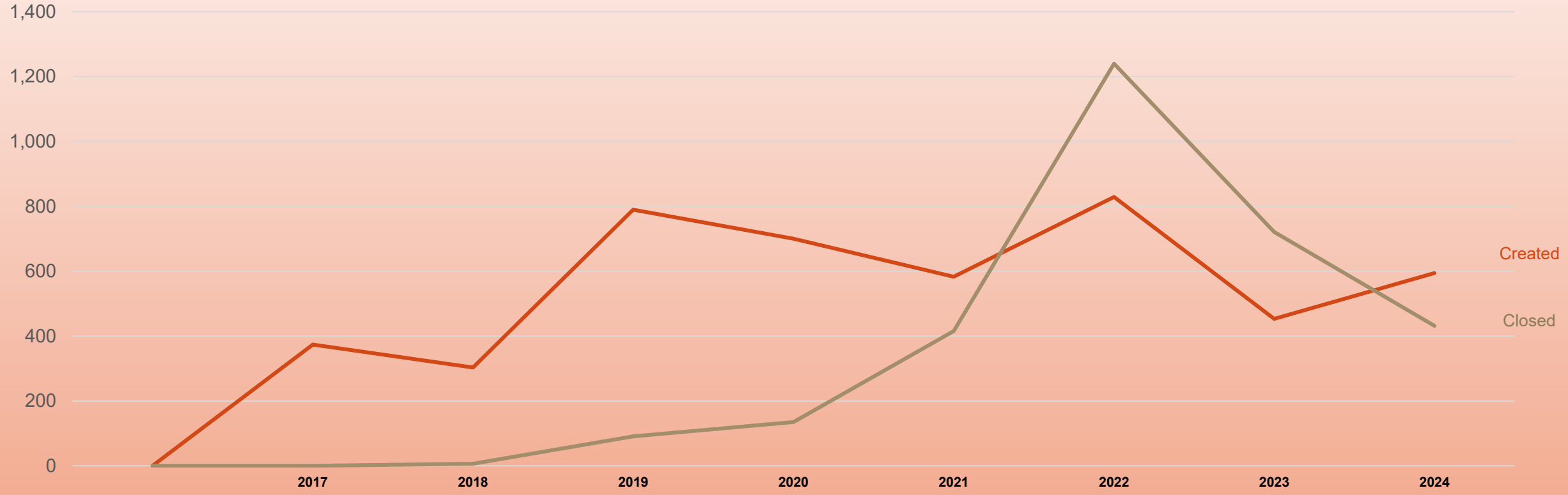


New York PT+ USAGE TREND (2012 – 2024)



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EFFICIENT UTILITY COMMUNICATION

New Jersey PT+ USAGE TREND (2017 – 2024)



PT+ USAGE (YTD 2024 vs YTD 2025)

New York

	2024	2025	% Chg
YTD Tickets Created:	68,244	55,936	-18%
YTD Tickets Closed:	40,320	36.818	-9%
YTD Tickets w/Steps Completed:	100,252	97,367	-3%

Total Open Tickets:	172,317
Tickets with Steps Completed:	97,367
Ready to Close: (all steps completed)	2,965
Draft Tickets:	15,498

New Jersey

2024	2025	% Chg
520	690	32%
404	529	31%
895	1,036	16%

1,739
1,036
539
13



PA USAGE (YTD 2024 vs YTD 2025)

New York

	2024	2025	% Chg
YTD Tickets Created:	546	410	-25%
YTD Tickets Closed:	152	129	-15%

Total Open Tickets:	3,161
Draft Tickets:	423

New Jersey

2024	2025	% Chg
21	29	38%
4	10	150%

112
22



New York TOP 5 USERS (12MM)

Top Creators (PT)

- New York State Electric & Gas
- Verizon
- National Grid
- PSEG
- Rochester Gas & Electric

Top Updaters (PT)

- Verizon
- New York State Electric & Gas
- Charter Communications
- PSEG
- National Grid

Top Pole Owners (PA)

- Central Hudson Gas & Electric
- Orange and Rockland

Active Users: 1309
Active Member Codes: 747



New Jersey TOP 5 USERS (12MM)

Top Creators (PT)

- Rockland Electric Company
- Verizon
- Orange and Rockland
- Level 3 Communications

Top Updaters (PT)

- Verizon
- Rockland Electric Company
- Cablevision Systems
- Teleport Communications
- County of Bergen

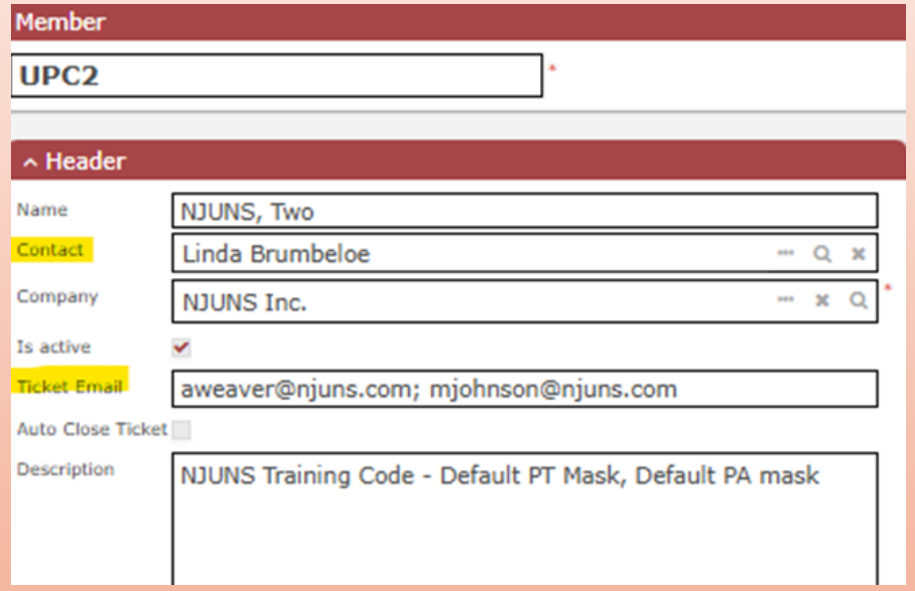
Top Pole Owners (PA)

- Rockland Electric Company

Active Users: 125
Active Member Codes: 38



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 emails are correct.
- Enable Auto-Close here to utilize feature.

TICKET TYPES (12MM)

Ticket Type – New York	12MM
Pole Transfer	41,821
Pole Replacement	8,387
Make Ready	5,150
New	1,364
Pole Location Elimination	517
Pole Attachment	436
Pole Abandonment	200
Other	76
Violation	37
TOTAL	57,988

Ticket Type – New Jersey	12MM
Pole Transfer	516
New	107
Pole Abandonment	83
Pole Attachment	29
Make Ready	5
TOTAL	740

See Ticket Type Definitions document located under Training – Best Practices



CURRENT DISPUTES

Dispute Reasons – New York	Quantity
Other	1,605
Member Code Incorrect or Not Attached	1,246
Previous Step Not Complete	1,028
Pole Owner Work Not Complete	743
Add New Step	325
Unable to Locate or Bad Address	262
Wrong Pole Owner	137
Duplicate Ticket or Step	114
Step Order Incorrect	98
Work Unnecessary	88
TOTAL	5,646

Dispute Reasons – New Jersey	Quantity
Duplicate Ticket or Step	1
Other	1
Previous Step Not Complete	2
Wrong Pole Owner	1
TOTAL	5

"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

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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

