MARYLAND USER GROUP MEETING

September 22, 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



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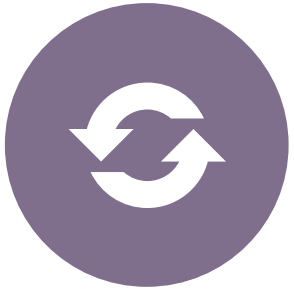
2026 PRIORITIES



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



Continued Performance Enhancements



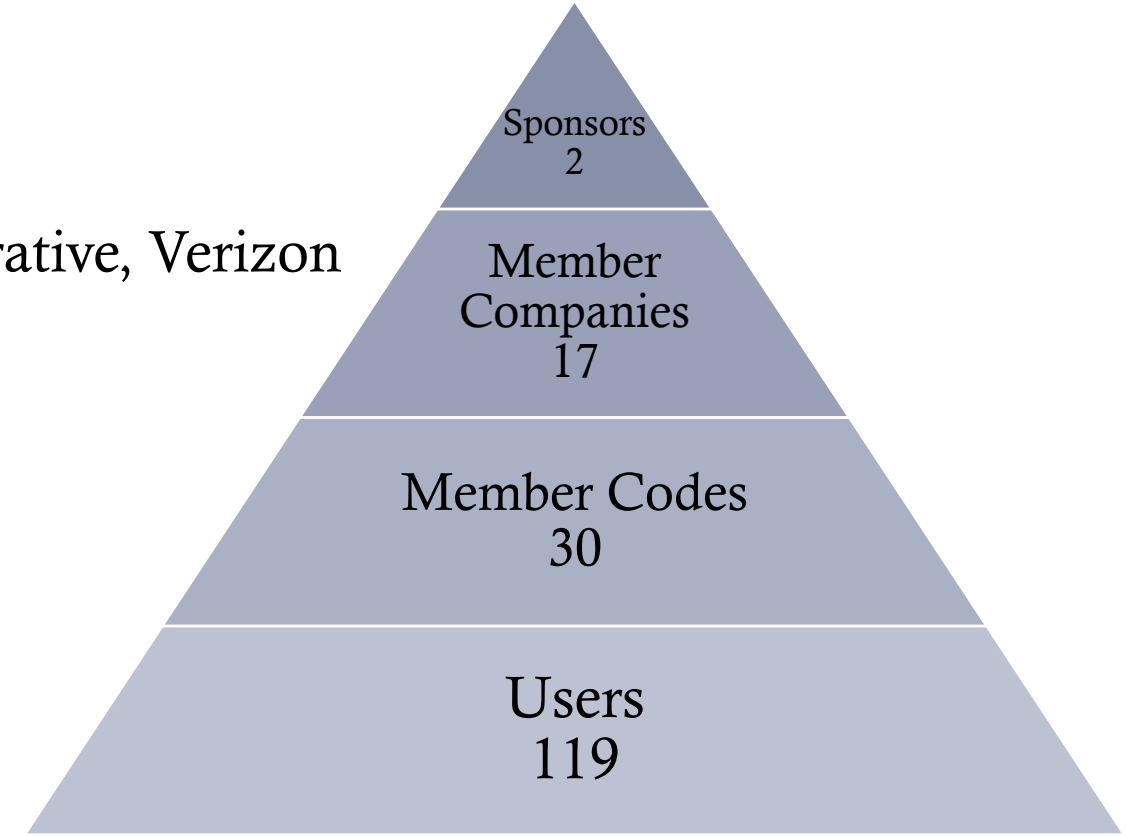
NJUNS New Releases
1.3.17 - March
1.3.18 – May
1.3.19 – July 10



Member Code Maintenance

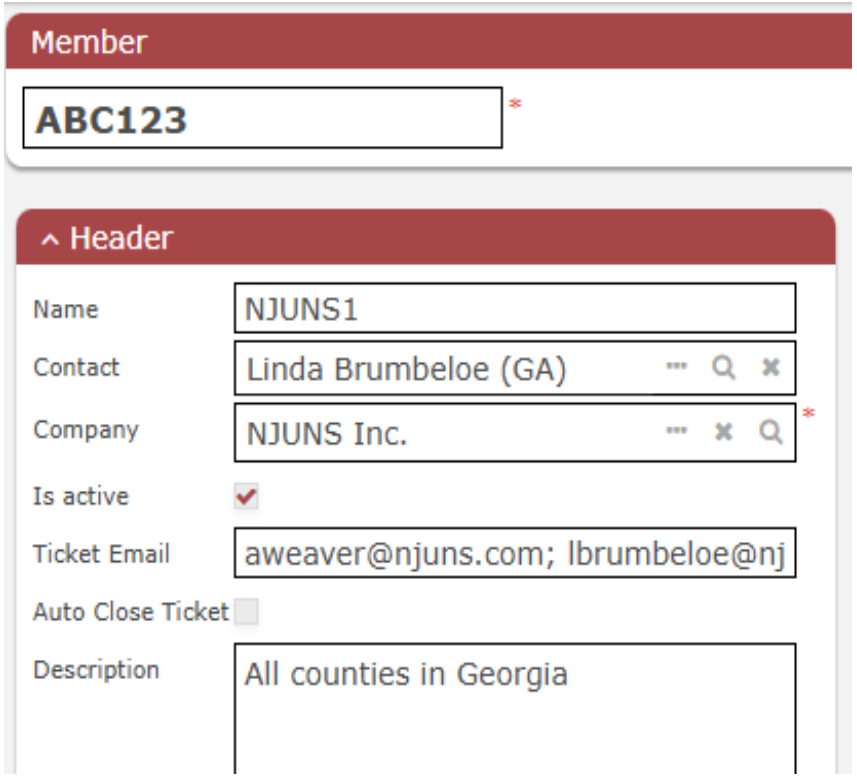
MEMBERSHIP

- Member since 2017
- Ticket Types: PT+, PA (2022)
- Sponsors: Southern Maryland Electric Cooperative, Verizon
- Member Companies: 17
- Member Codes: 30
- Users: 119
- Directors: Joe Lineberger – SMECO
  Joe.Lineberger@smeco.coop
  (301) 274-8240



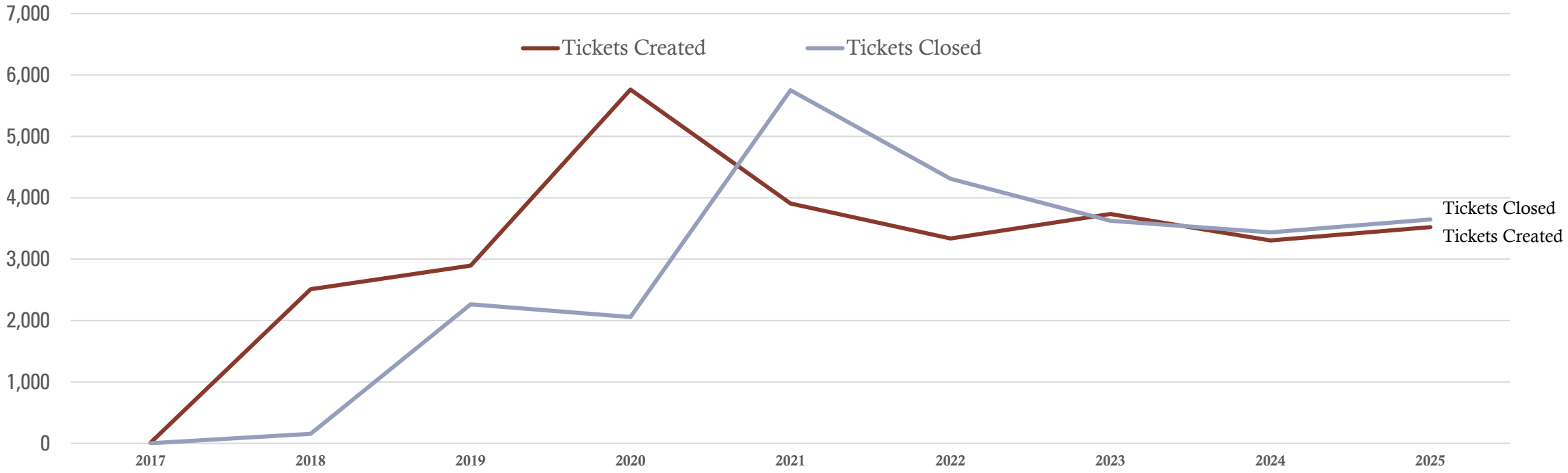
MEMBER CODES

- 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:	2,417	2,830	17%
YTD Tickets Closed:	2,505	1,930	-23%
YTD Tickets w/Steps Completed:	2,856	2,480	-13%

Total Open Tickets: 4,742
Tickets with 1 Step Completed: 2,480 (52%)
Ready to Close: 905 (19%)
Draft Tickets: 2,747

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TOP USERS – 12MM

Top Creators (PT+)
Verizon
SMECO
Potomac Electric Power Company
The Hagerstown Light Department

Top Updaters (PT+)
Verizon
SMECO
Comcast
Breezeline
RCN Corporation

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TICKET TYPES – 12MM

See Ticket Type Definitions document located under Training – Best Practices

Ticket Type	Quantity
Pole Replacement	2,912
Pole Transfer	373
Pole Location Elimination	270
Violation	100
Other	47
New	18
Pole Abandonment	2
Overlash	1
TOTAL	**3,723**

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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	49
Unable to Locate or Bad Address	28
Other	25
Pole Owner Work Not Complete	20
Add New Step	9
Member Code Incorrect or Not Attached	7
Wrong Pole Owner	4
Step Order Incorrect	4
Work Unnecessary	2
Duplicate Ticket or Step	1
TOTAL	**149**

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