MASSACHUSETTS & RHODE ISLAND USER GROUP MEETING

September 29, 2026

NJUNS
EFFICIENT UTILITY COMMUNICATION

MEET THE NJUNS TEAM



Angie Weaver
Executive Director



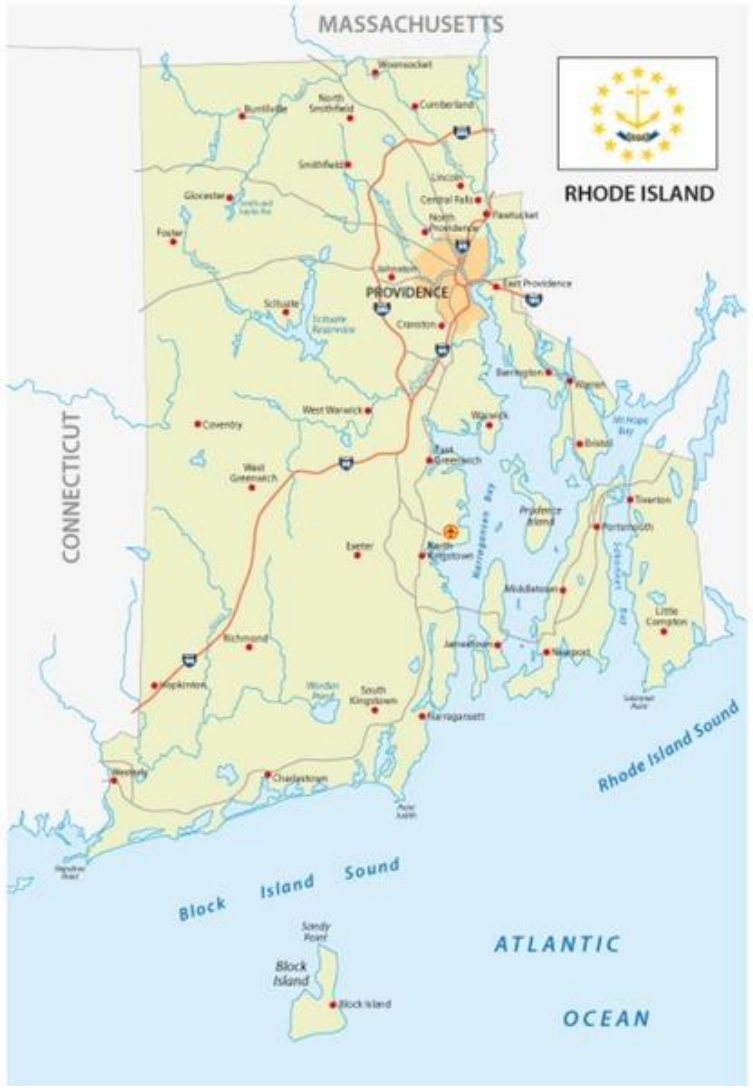
Linda Brumbeloe
Operations Manager



Halie Workman
Support Analyst

AGENDA

- 2026 Priorities
- Membership and Member Codes
- Usage
- Tips & Tricks
- Reminders & Updates
- Questions



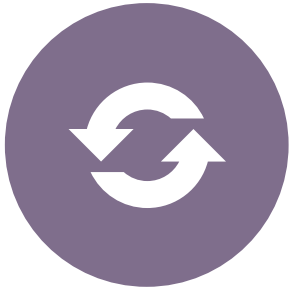
2026 PRIORITIES



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



Continued Performance Enhancements



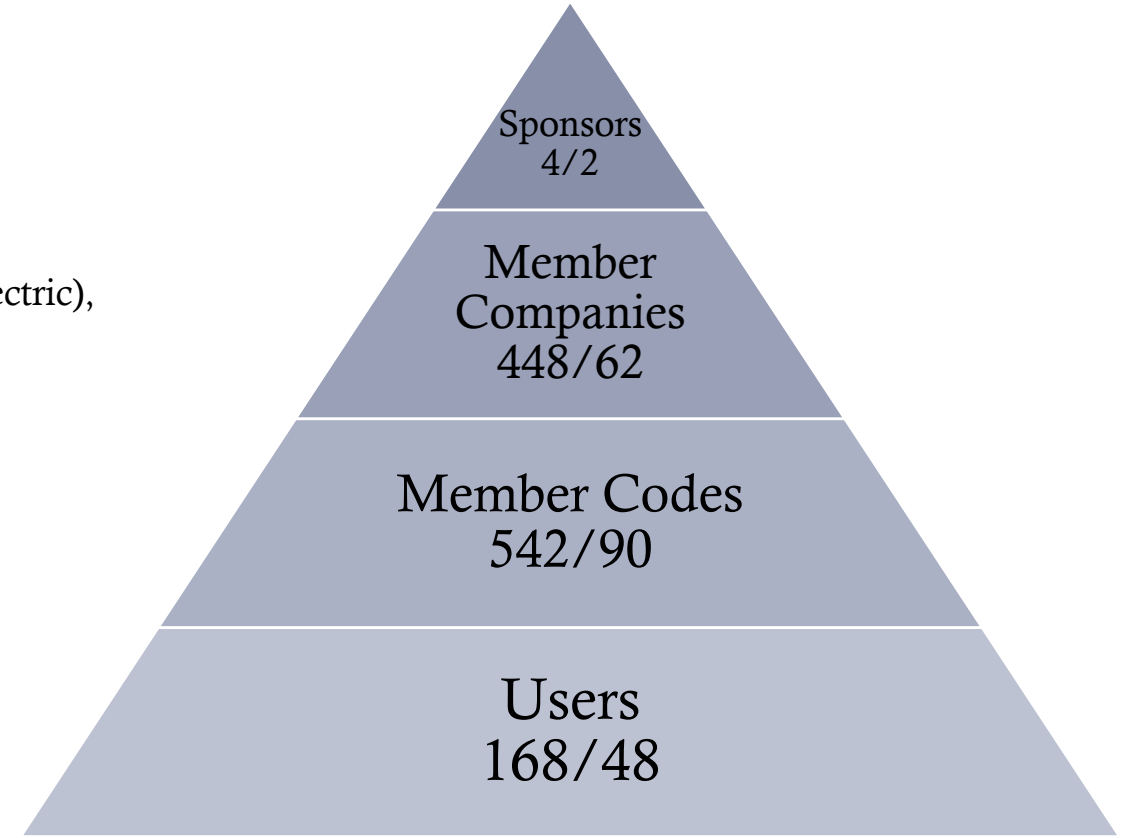
NJUNS New Releases
1.3.17 - March
1.3.18 – May
1.3.19 – July



Member Code Maintenance

MEMBERSHIP

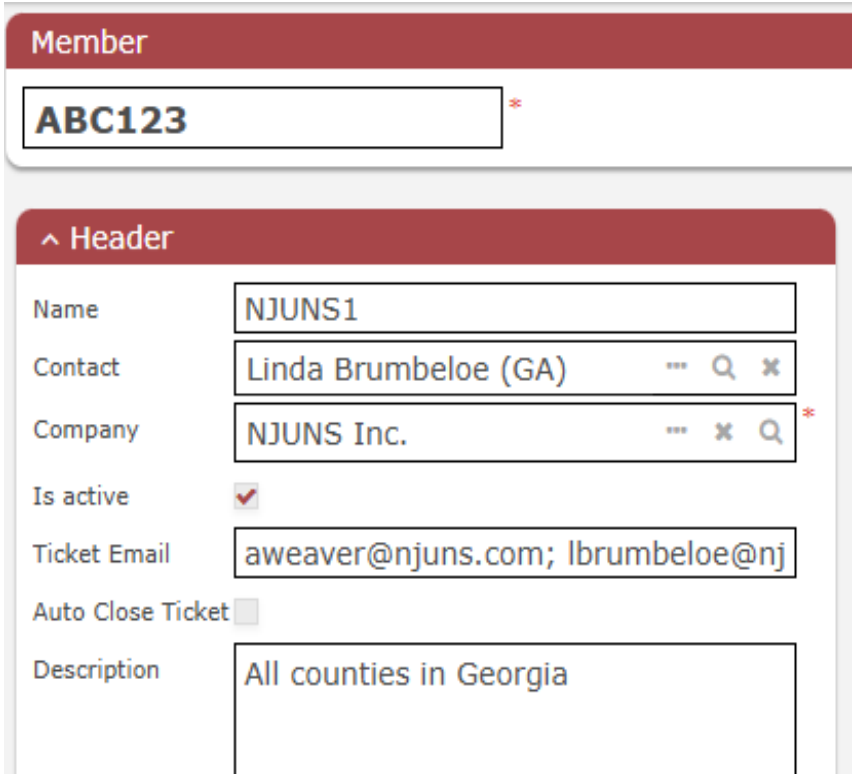
- Member since 2015
- Ticket Types: PT+
- Sponsors
  Massachusetts**:** Eversource, Unitil (Fitchburg Gas and Electric), National Grid and Verizon
  Rhode Island: Rhode Island Energy (PPL) and Verizon
- Member Companies
  Massachusetts: 448
  Rhode Island: 62
- Member Codes
  Massachusetts: 542
  Rhode Island: 90
- Users
  Massachusetts: 168
  Rhode Island: 48



- Directors
  Massachusetts: Keith Caribo – UNITIL, caribo@unitil.com, 978-353-3263
  Richard (Rich) Comeau- Eversource Energy, richard.comeau@eversource.com, 781-441-8162
  Rhode Island: Stephanie Magnan – Verizon, stephanie.l.magnan@verizon.com, 978-275-1150

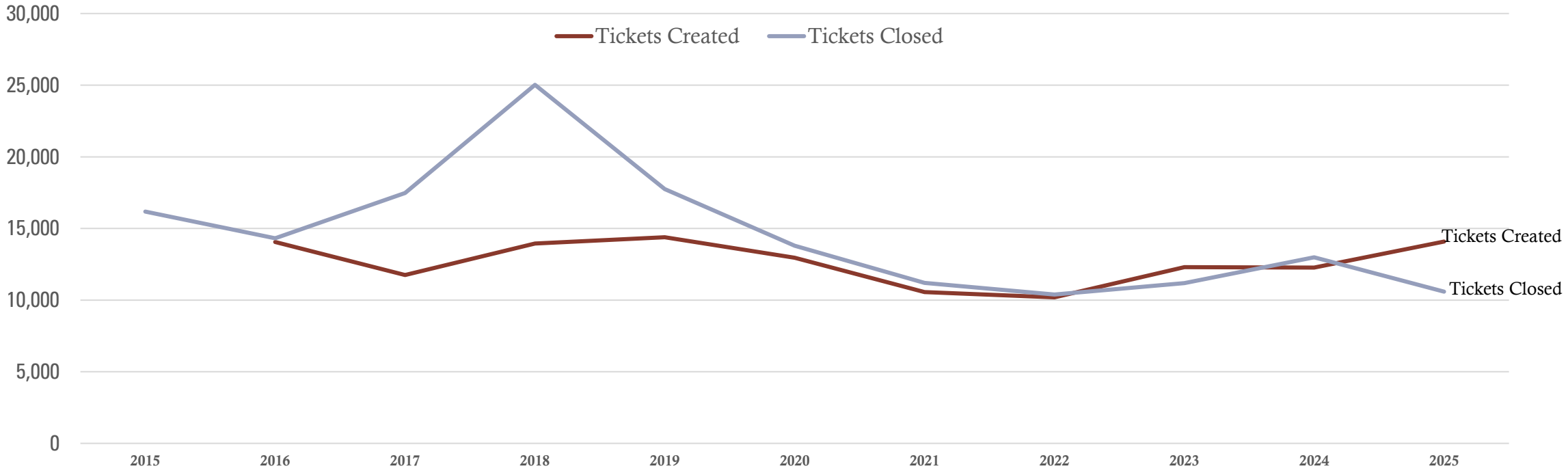
MEMBER CODES

- 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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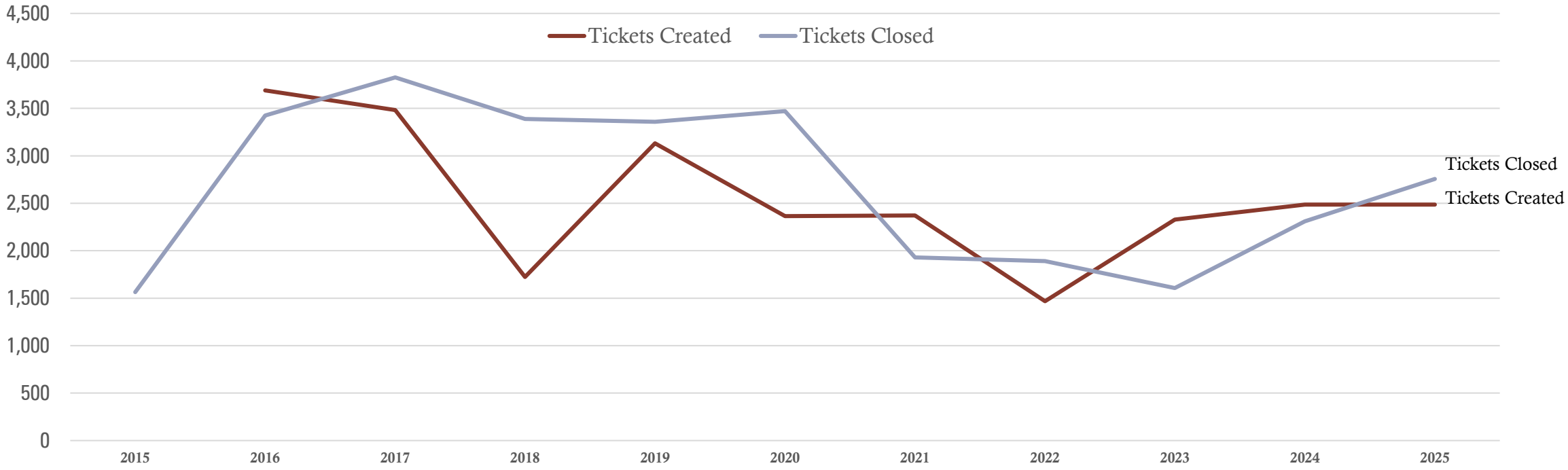
PT+ USAGE - MASSACHUSETTS



	2025	2026	% Chg
YTD Tickets Created:	10,316	11,668	13%
YTD Tickets Closed:	7,136	8,600	21%
YTD Tickets w/Steps Completed:	19,242	24,614	28%

Total Open Tickets: 34,884
Tickets with 1 Step Completed: 24,614 (71%)
Ready to Close: 31 (<1%)
Draft Tickets: 48,745

PT+ USAGE – RHODE ISLAND



	2025	2026	% Chg
YTD Tickets Created:	1,826	1,340	-27%
YTD Tickets Closed:	2,022	801	-60%
YTD Tickets w/Steps Completed:	3,239	2,357	-28%

Total Open Tickets: 4,022
Tickets with 1 Step Completed: 2,357 (59%)
Ready to Close: 502 (12%)
Draft Tickets: 8,326

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TOP USERS – 12MM

Massachusetts

Top Creators (PT+)
National Grid
Eversource
Verizon
Fitchburg Gas and Electric (Unitil)
Taunton Municipal Lighting Plant

Top Updaters (PT+)
Verizon
National Grid
Eversource
Comcast
Charter Communications

Rhode Island

Top Creators (PT+)
Rhode Island Energy (PPL)
Verizon
Clear River Electric & Water

Top Updaters (PT+)
Verizon
Rhode Island Energy (PPL)
Cox Communications
Partnership for Rhode Island Streetlights Mgt
Town of Barrington

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TICKET TYPES – 12MM

See Ticket Type Definitions document located under Training – Best Practices

Massachusetts

Ticket Type	Quantity
Pole Transfer	8,698
Pole Replacement	6,026
New	86
Pole Location Elimination	4
Pole Abandonment	1
TOTAL	**14,815**

Rhode Island

Ticket Type	Quantity
Pole Replacement	1,779
Pole Transfer	278
New	4
TOTAL	**2,061**

DISPUTE TYPES

Massachusetts

Dispute Type	Quantity
Member Code Incorrect or Not Attached	587
Previous Step Not Complete	374
Unable to Locate or Bad Address	129
Pole Owner Work Not Complete	124
Other	119
Work Unnecessary	28
Duplicate Ticket or Step	24
Step Order Incorrect	13
Wrong Pole Owner	6
Add New Step	1
TOTAL	**1,405**

Rhode Island

Dispute Type	Quantity
Member Code Incorrect or Not Attached	163
Previous Step Not Complete	65
Work Unnecessary	51
Pole Owner Work Not Complete	38
Unable to Locate or Bad Address	37
Other	25
Wrong Pole Owner	8
Add New Step	2
Step Order Incorrect	1
Duplicate Ticket or Step	1
TOTAL	**391**

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