# ALABAMA USER GROUP MEETING

October 13, 2026

NJUNS
EFFICIENT UTILITY COMMUNICATION

# MEET THE TEAM



Angie Weaver
*Executive Director*



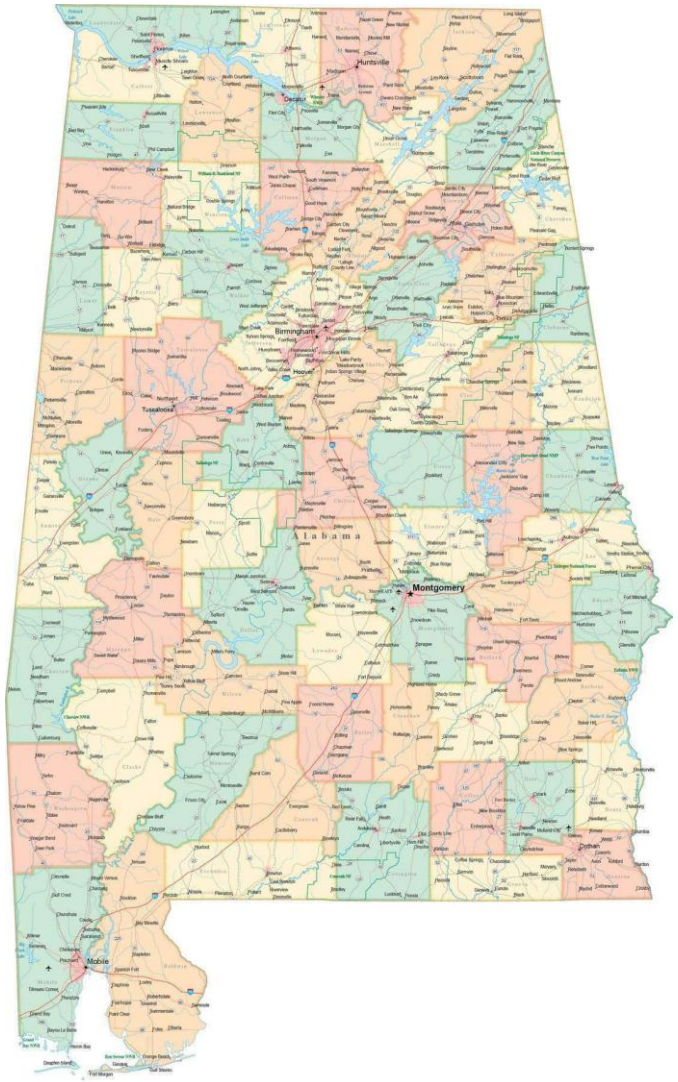
Linda Brumbeloe
*Operations Manager*



Halie Workman
*Support Analyst*

# AGENDA

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



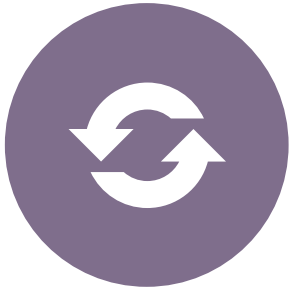
# 2026 PRIORITIES



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



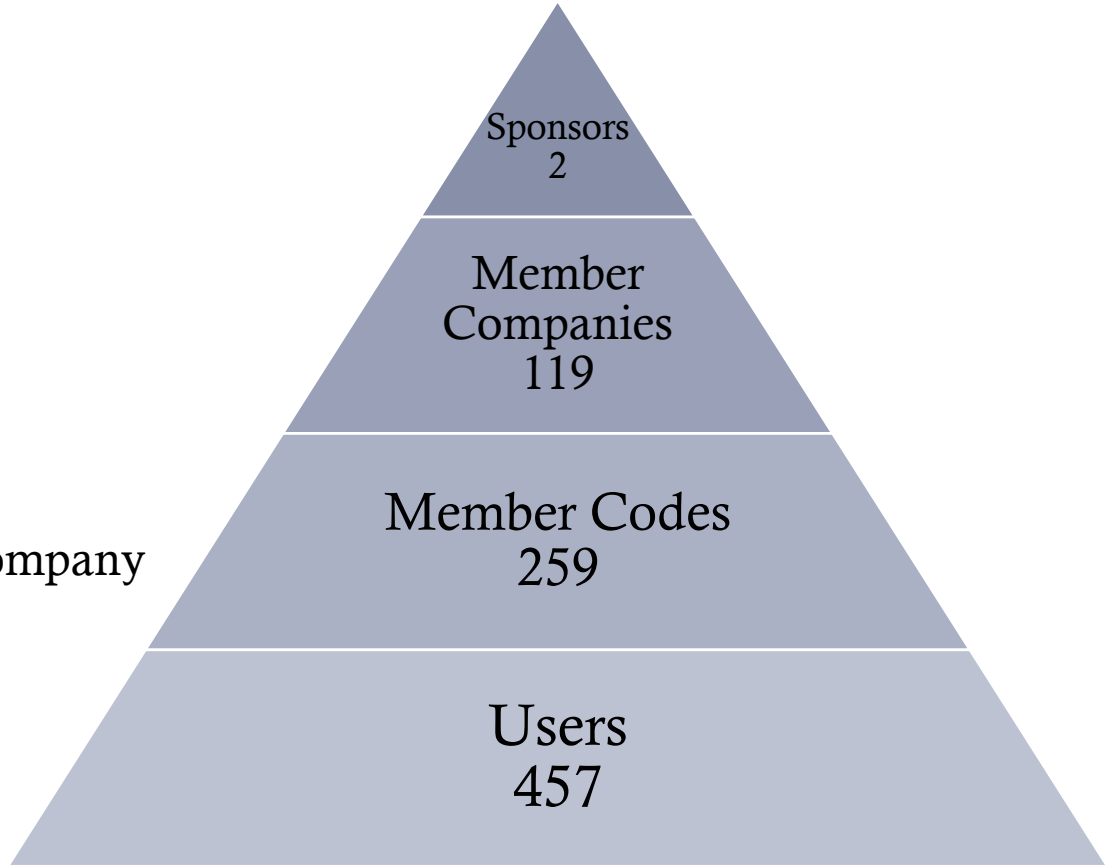
Member Code Maintenance

# MEMBERSHIP

- Member since 2005
- Ticket Types: PT+
- Sponsors: Alabama Power Company and AT&T
- Member Companies: 119
- Member Codes: 259
- Users: 457
- Directors:

Jermaine Clements – Alabama Power Company
jkclemen@southernco.com
205-814-2024

John Hagan – AT&T
jh8328@att.com
404-532-7534

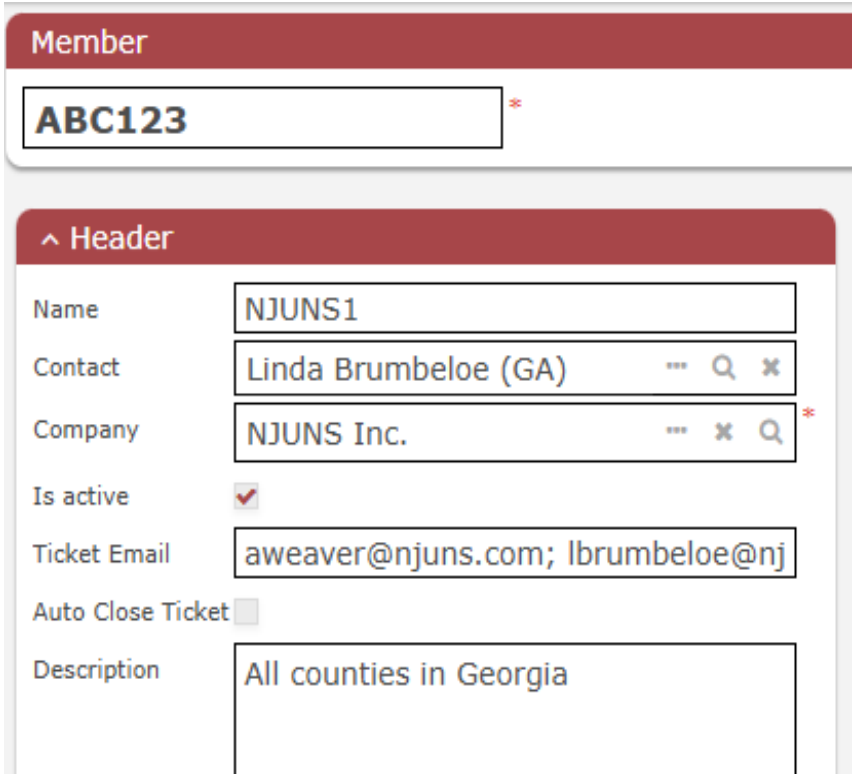




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# MEMBER CODES

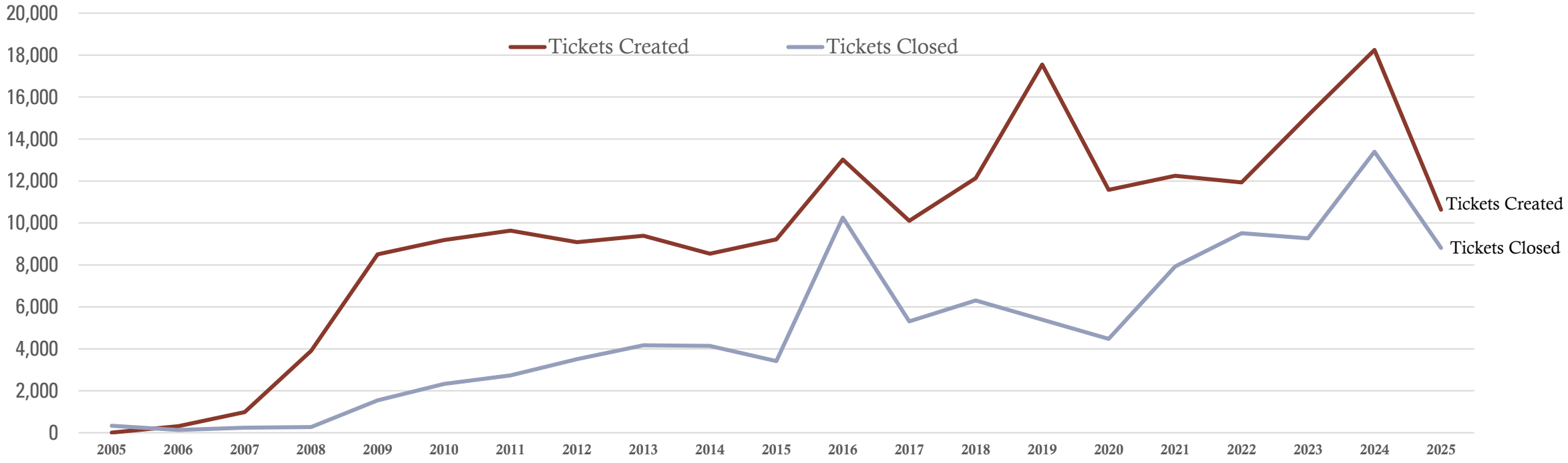
- View codes in profile by clicking on Members / My Members.
- Member codes are 6 or fewer characters.
- Make sure Contact is correct, and ticket emails are active email addresses.
- Ticket Email can have up to 3 email addresses. If blank, code will be deactivated.
- Reports: Member Codes By State / 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: | 9,502 | 22,522 | 137% |
| YTD Tickets Closed: | 6.966 | 6,037 | -13% |
| YTD Tickets w/Steps Completed: | 16,544 | 16,664 | >1% |

Total Open Tickets: 115,565
Tickets with 1 Step Completed: 16,664 (14%)
Ready to Close: 5,200 (5%)
Draft Tickets: 15,485


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# TOP USERS – 12MM

| Top Creators (PT+) |
| --- |
| Alabama Power Company |
| Cullman Electric Cooperative |
| Coosa Valley Electric Cooperative |
| Huntsville Utilities |
| AT&T Southeast |

| Top Updaters (PT+) |
| --- |
| Alabama Power Company |
| Charter Communications |
| AT&T Southeast |
| Brightspeed |
| Comcast |


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# TICKET TYPES – 12MM

See Ticket Type Definitions document located under Training – Best Practices

| Ticket Type | Quantity |
|---|---|
| Make Ready | 13,738 |
| Pole Transfer | 7,900 |
| Violation | 590 |
| Pole Replacement | 485 |
| New | 98 |
| Other | 48 |
| Pole Abandonment | 21 |
| Pole Location Elimination | 7 |
| Aerial Clearance Review | 1 |
| **TOTAL** | **22,888** |

# 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 |
|---|---|
| Member Code Incorrect or Not Attached | 137 |
| Other | 134 |
| Previous Step Not Complete | 91 |
| Add New Step | 36 |
| Unable to Locate or Bad Address | 27 |
| Duplicate Ticket or Step | 12 |
| Work Unnecessary | 4 |
| Wrong Pole Owner | 3 |
| Step Order Incorrect | 2 |
| Pole Owner Work Not Complete | 2 |
| **TOTAL** | **448** |

# 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