NORTH CAROLINA USER GROUP MEETING

October 27, 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

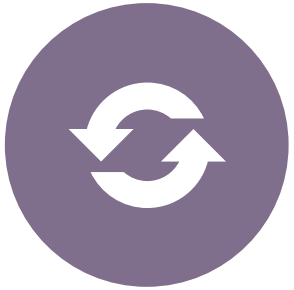


Quarterly Training Sessions on Special Topics:

3/26 Import Tool
5/14 Reports & Filters
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
1.3.20 - November

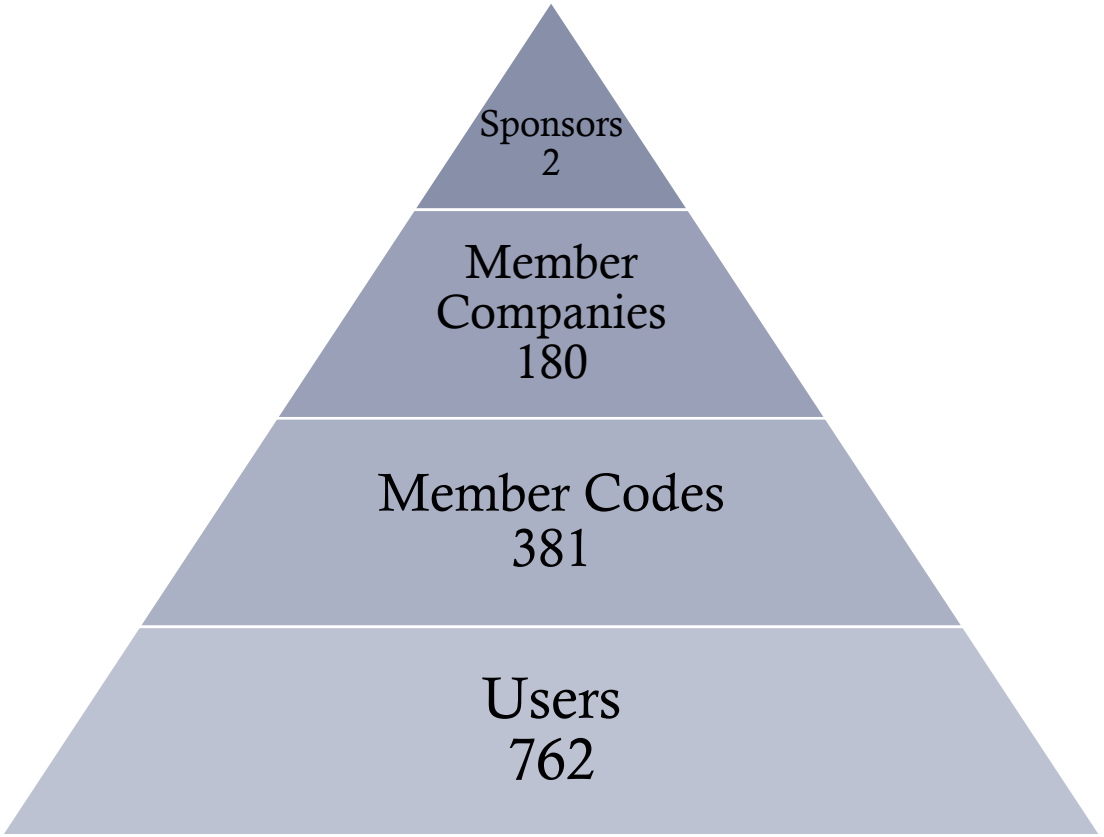


Member Code Maintenance

MEMBERSHIP

- Member since 1992
- Ticket Types: PT+, PA (2017)
- Sponsors: AT&T, Duke Energy
- Member Companies: 180
- Member Codes: 381
- Users: 762
- Directors: Falisha Gipson – Duke Energy
  falisha.gipson@duke-energy.com
  407-804-2028

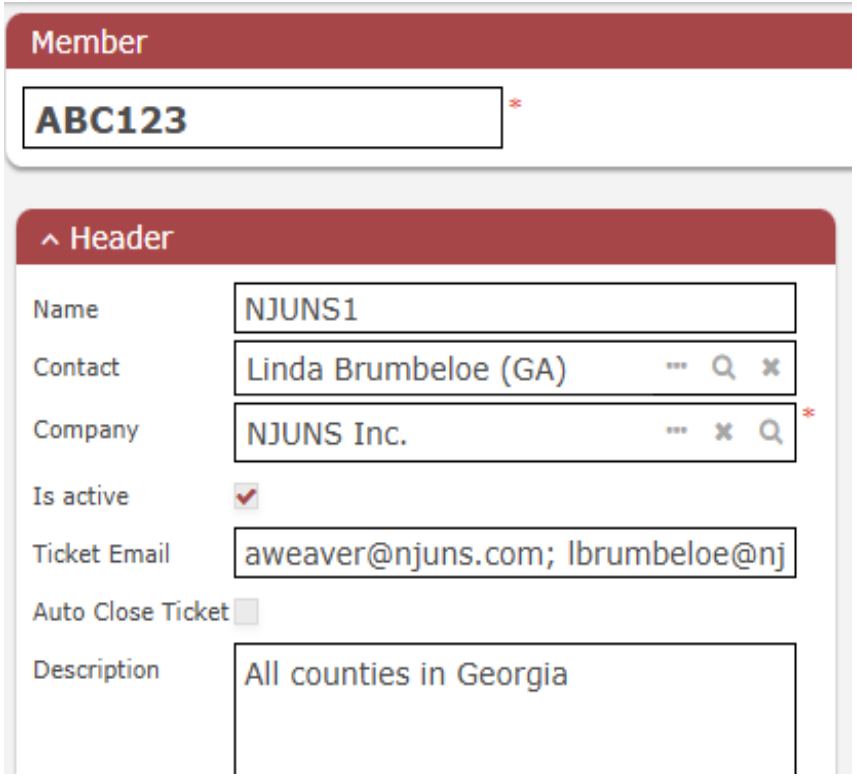
  Nicole Chapman – Duke Energy
  nicole.chapman@duke-energy.com
  919-546-6453



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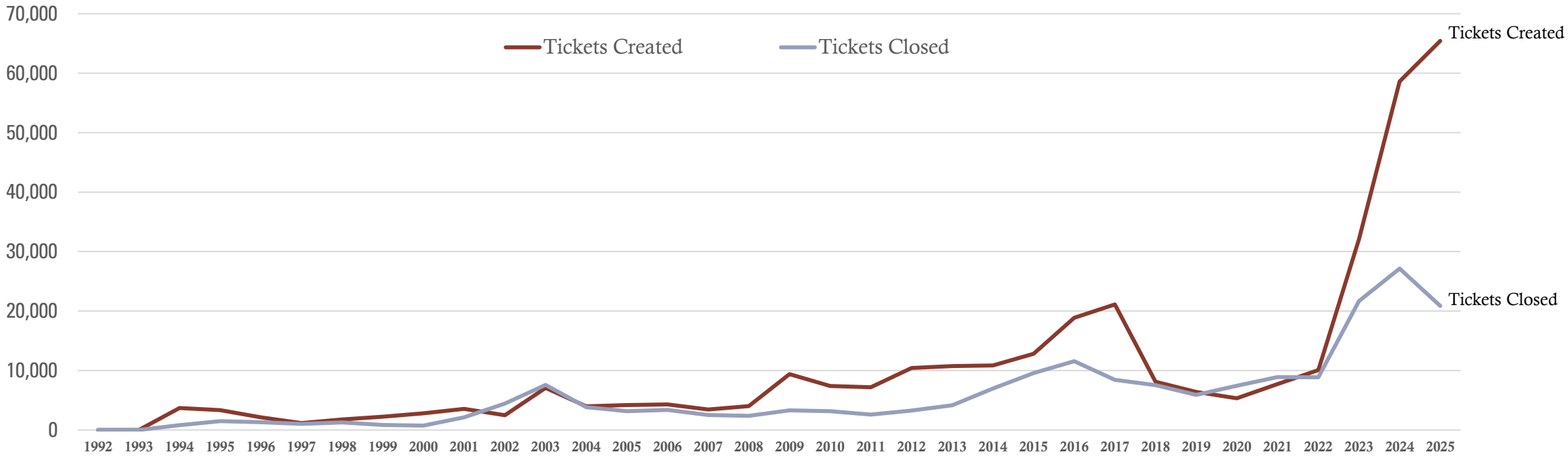
MEMBER CODES

- 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

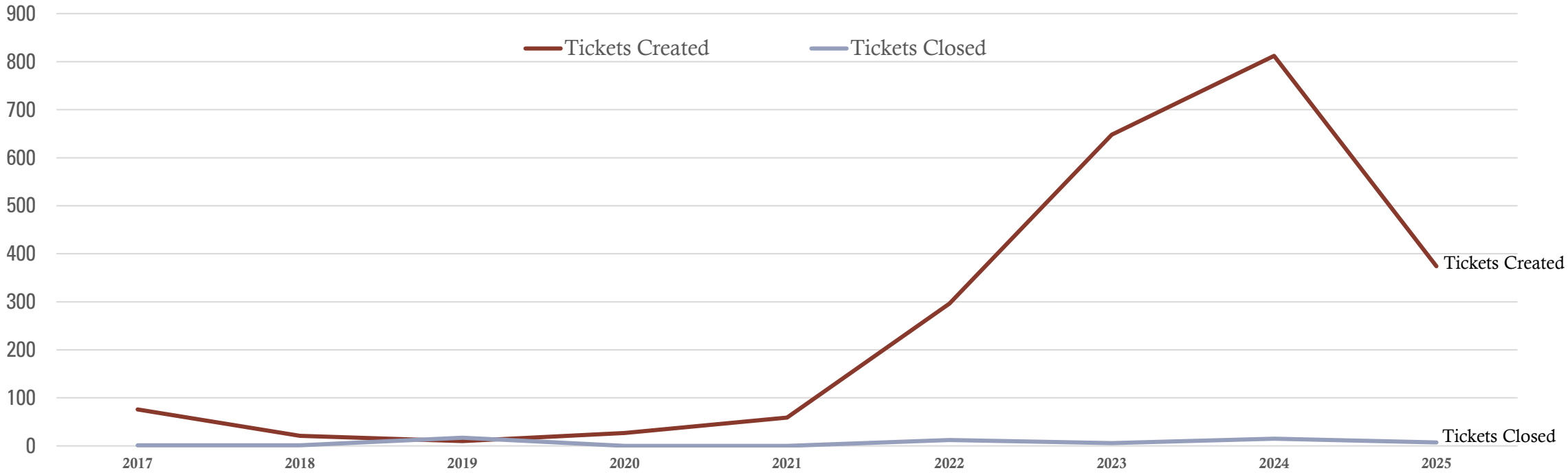


	2025	2026	% Chg
YTD Tickets Created:	50,349	47,573	-6%
YTD Tickets Closed:	16,629	15,292	-8%
YTD Tickets w/Steps Completed:	38,561	58,091	51%

Total Open Tickets: 171,918
Tickets with 1 Step Completed: 58,091 (34%)
Ready to Close: 5,774 (3%)
Draft Tickets: 9,184

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PA USAGE



	2025	2026	% Chg
YTD Tickets Created:	242	507	109%
YTD Tickets Closed:	4	52	1200%

Total Open Tickets: 2,669
Draft Tickets: 172

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TOP USERS – 12MM

Top Creators (PT+)	Top Updaters (PT+)	Top Pole Owners (PA)
Duke Energy	Charter Communications	Dominion Energy
AT&T Southeast	Duke Energy	Union Power Cooperative
Rutherford EMC	AT&T Southeast	
Jones-Onslow EMC	Brightspeed	
Dominion Energy	Fayetteville PWC	

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TICKET TYPES – 12MM

See Ticket Type Definitions document located under Training – Best Practices

Ticket Type	Quantity
Pole Transfer	49,846
Violation	6,305
New	1,011
Make Ready	802
Pole Attachment	653
Pole Location Elimination	343
Other	292
Pole Replacement	220
Pole Abandonment	45
Aerial Clearance Review	5
Overlash	3
Change of Ownership	2
TOTAL	**59,531**

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	834
Unable to Locate or Bad Address	648
Member Code Incorrect or Not Attached	493
Duplicate Ticket or Step	394
Add New Step	182
Other	99
Wrong Pole Owner	40
Step Order Incorrect	37
Work Unnecessary	25
Pole Owner Work Not Complete	7
TOTAL	**2,759**

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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