NJUNS USER GROUP MEETING - GEORGIA

November 3, 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

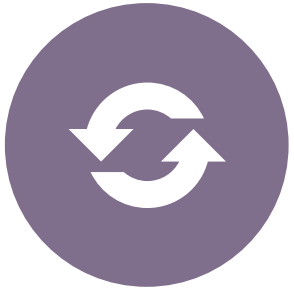


Quarterly Training Sessions on Special Topics:

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



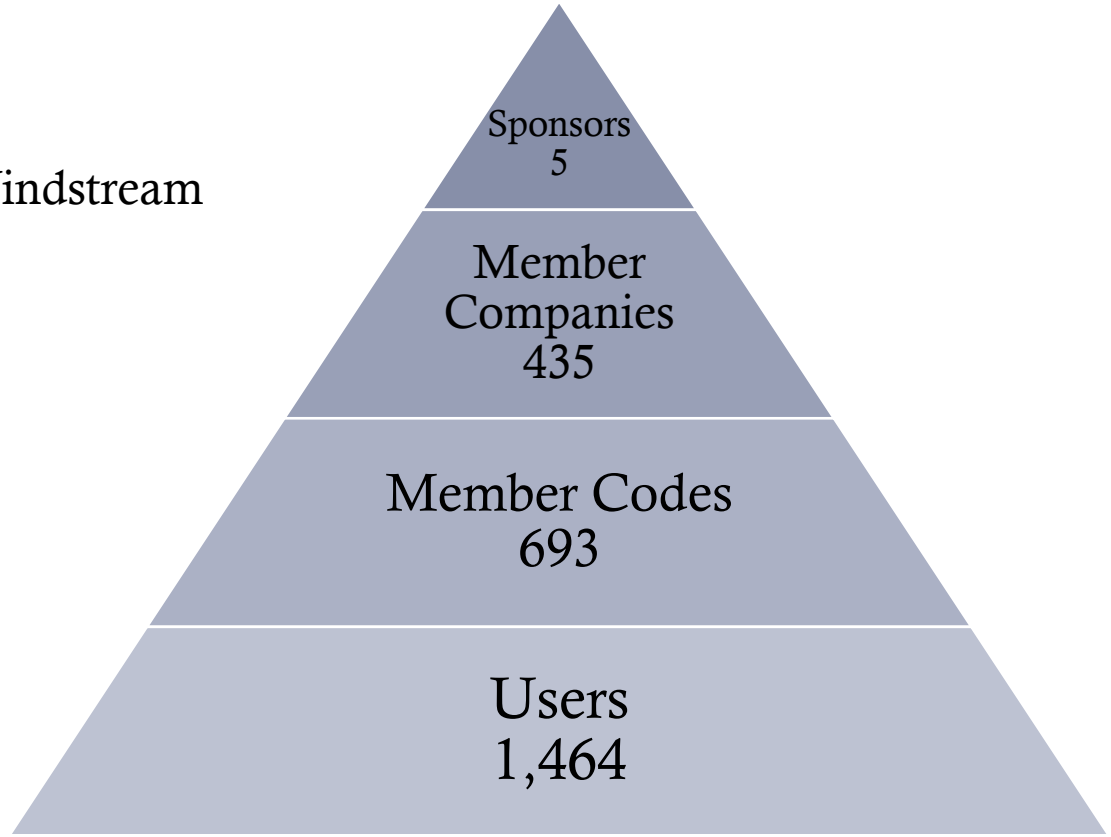
Member Code Maintenance

MEMBERSHIP

- Member since 1990
- Ticket Types: PT+
- Sponsors: AT&T, Georgia Power, ECG, Georgia EMC, Windstream
- Member Companies: 435
- Member Codes: 693
- Users: 1,464
- Directors:

Jenny Minter – Georgia Power
jminter@southernco.com
470-898-4230

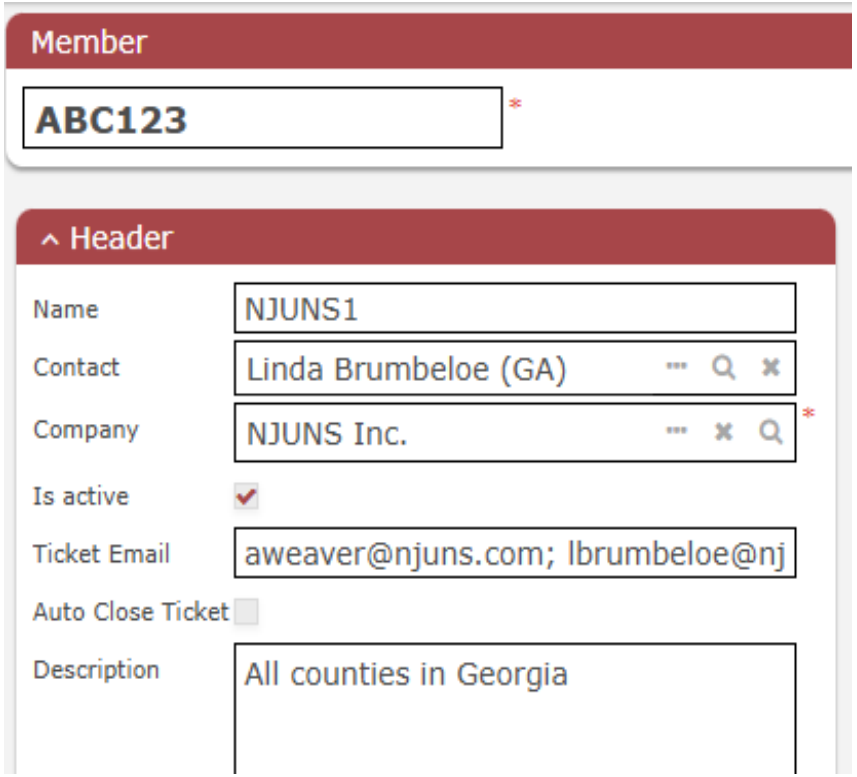
Terrence Cooley– Carroll EMC
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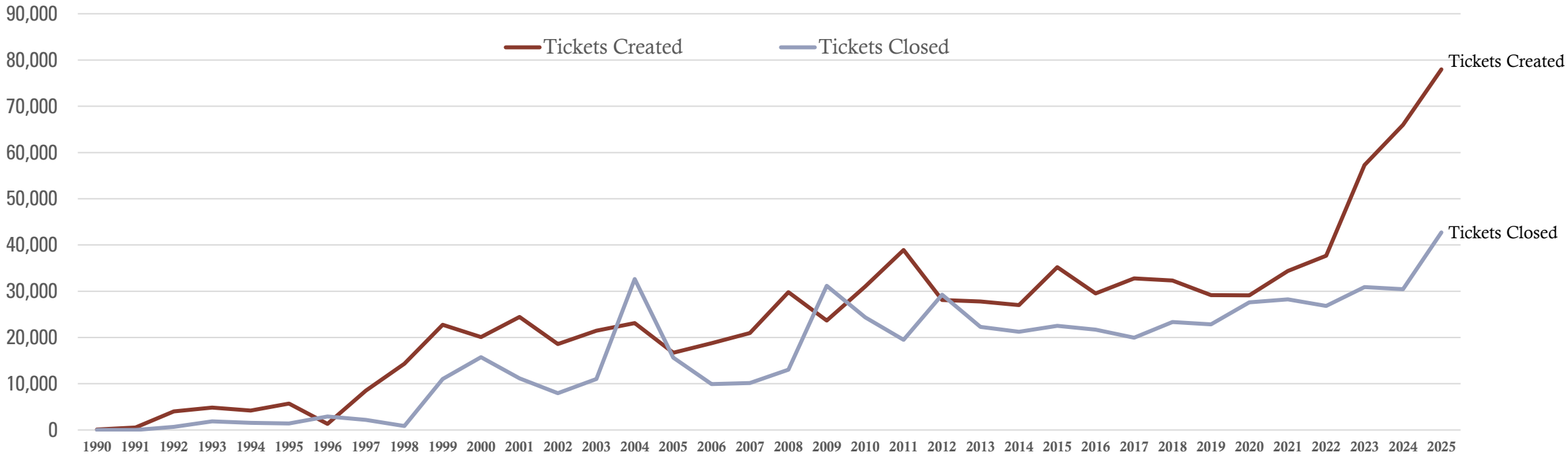
MEMBER CODES

- 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:	71,432	72,149	1%
YTD Tickets Closed:	30,890	74,107	139%
YTD Tickets w/Steps Completed:	77,491	111,393	44%

Total Open Tickets: 339,903
Tickets with 1 Step Completed: 111,393 (33%)
Ready to Close: 13,525 (4%)
Draft Tickets: 72,300

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TOP USERS – 12MM

Top Creators (PT^+)
Georgia Power Company
Snapping Shoals EMC
Greystone Power Corporation
Jackson EMC
Sawnee EMC

Top Updaters (PT^+)
Comcast
AT&T Southeast
Georgia Power Company
Charter Communications
Greystone Power Corporation

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TICKET TYPES – 12MM

See Ticket Type Definitions document located under Training – Best Practices

Ticket Type	Quantity
Violation	27,036
Pole Transfer	26,394
Make Ready	20,999
Other	4,725
Pole Replacement	4,121
Change of Ownership	625
New	519
Pole Location Elimination	439
Pole Abandonment	133
Oversize Load	23
Aerial Clearance Review	1
TOTAL	**85,015**

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	3,703
Other	3,366
Unable to Locate or Bad Address	1,310
Member Code Incorrect or Not Attached	1,277
Pole Owner Work Not Complete	143
Duplicate Ticket or Step	126
Work Unnecessary	124
Step Order Incorrect	96
Wrong Pole Owner	39
Legacy Dispute	22
TOTAL	**10,617**

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