



Texas & New Mexico User Meeting

March 23, 2016

Presenters: Corinne Harper and Angie Weaver

The following topics were discussed, as well as a PowerPoint was presented:

- Texas 2014 PT+ Usage:
 - 2014 (January 1, 2014 – December 31, 2014)
Created: 8,136
Closed: 3,819
Tickets w/ Steps Completed: 9,033
 - 2015 (January 1, 2015 – December 31, 2015)
Created: 9,596
Closed: 6,103
Tickets w/ Steps Completed: 10,406
 - 2016 YTD (January 1, 2016 – March 22, 2016)
Created: 1,695
Closed: 651
Tickets w/ Steps Completed: 2,366

- Active Users: 765
Active Member Codes: 267
Participating Members: 108

- Top PT+ Virginia Users:
 - Top Creators:
 - Oncor Electric, Austin Energy, AT&T Texas and Heart of Texas Electric
 - Top Updaters:
 - AT&T Texas, Time Warner Cable, Oncor Electric and Grande Communications

- New Mexico 2014 PT+ Usage:
 - 2014 (January 1, 2014 – December 31, 2014)
Created: 639
Closed: 491
Tickets w/ Steps Completed: 579
 - 2015 (January 1, 2015 – December 31, 2015)
Created: 705
Closed: 653
Tickets w/ Steps Completed: 379
 - 2016 YTD (January 1, 2016 – March 22, 2016)



Created: 128

Closed: 237

Tickets w/ Steps Completed: 278

- Active Users: 122
Active Member Codes: 59
Participating Members: 34
- Top New Mexico Users:
 - Top Creators:
 - Public Services of New Mexico, CenturyLink and Jemez Mountains Electric
 - Top Updaters:
 - Comcast, CenturyLink and TW Telecom
- Pole Attachment Usage
 - 2015
 - Created: 19
 - Closed: 6
 - 2016:
 - Created: 8
 - Closed: 2
 - Top Licensees:
 - Public Services of New Mexico, AT&T and Windstream
 - Top Pole Owners:
 - Public Services of New Mexico, CenturyLink and Jemez Mountains Electric
- Demonstration:
 - NJUNS System Updates – Released: January 11, 2016
 - Bulk Update Feature
 - Ability to bulk update tickets/steps in multiple ways:
 - Bulk update Next To Go tickets from ticket lists (Tickets of Interest, NTG Tickets, etc)
 - Bulk close tickets where all steps are completed from ticket lists (Tickets of Interest, NTG Tickets, etc)
 - Bulk update NTG steps or close tickets from favorites
 - Bulk complete steps from ticket on step section
 - Dispute Process Change
 - When a dispute is added, the system automatically generates a DISPUTE step above the step that was disputed. The DISPUTE step is assigned to the ticket creator member



code and given 30 days interval. This process will put the ticket creator as the Next To Go member, instead of the step member who disputed the step. When the dispute is ready to be resolved, the DISPUTE step can be completed or the dispute can be resolved. When a dispute is resolved, the Next To Go start date for the disputed step is updated based on today's date and the days interval for a new NTG start date.

- A dispute status of canceled is available to cancel a dispute that is invalid. This will cancel the dispute, however, it will leave the DISPUTE step on the ticket for documentation. The Next To Go start date will not update if the dispute is canceled.
- Member Code Clean-up
 - In effort to clean up out of date member code information, a spreadsheet of Oregon member codes was sent out to all contacts/email recipients. If any information (primary contact, ticket email addresses, descriptions, etc.) are incorrect for your company's member code(s), please send corrections to charper@njuns.com or aweaver@njuns.com.