MICHIGAN USER GROUP MEETING

May 25, 2021

2020 Jan-May

Created: 10,754
Closed: 7,163
Tickets w/ Steps
Completed: 12,474

2021 - YTD

Created: 9,617
Closed: 8,463
Tickets w/ Steps
Completed: 12,492

Total Open Tickets: 106,112
Ready to Close: 7,546 (all steps completed)

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Top Creators (PT)
- Consumers Energy
- DTE Energy
- Lansing Board of Water & Light
- AT&T
- Great Lakes Energy

Top Updaters (PT)
- Comcast
- AT&T
- DTE Energy
- Consumers Energy
- Brooks Fiber Communications

Active Users: 755
Active Member Codes: 665

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NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

- View codes in profile by clicking on Members (My Members)

- Run report called "Member Codes By State"

- Send any updates to support@njuns.com

Michigan Priority Codes

1 – Immediate – Safety & emergency, fast track

2 – High – Non-imminent safety/clearance violations, underground projects

3 – Normal – New overhead projects, system upgrade/improvement, transfers, road widening, relocation

4 – Low – Future civic improvement projects, future system improvements

5 – Miscellaneous – For record only

9 – Joint Trench

Row Labels	Count of Priority
1	58
2	398
3	8877
4	265
5	13
6	1
9	5
Grand Total	**9617**

Row Labels	Count of TicketType
Change of Ownership	3
Joint Trench	5
Make Ready	133
New	2759
Other	3
Pole Abandonment	1
Pole Location Elimination	8
Pole Replacement	5
Transfer	1965
Violation	4735
Grand Total	9617

See Ticket Type Definitions document for help with deciding which to use.

EFFICIENT UTILITY COMMUNICATION

Approximately 4,691 active Dispute Steps

Why are tickets being disputed?

Row Labels	Count of StepDescription
Add New Step	2688
Duplicate Ticket or Step	165
Legacy Dispute - No Reason	2
Member Code Incorrect or Not Attached	373
Other	886
Pole Owner Work Not Complete	90
Previous Step Not Complete	224
Unable to Locate or Bad Address	245
Wrong Pole Owner	18
Grand Total	**4691**

Other –

-Not on pole
-Previous step needs to transfer first

- System performance
- Working to improve email notifications
- Updated API Documentation and procedure - complete
- Other improvements

- Have suggestions? Email us at support@njuns.com

- Have you tried the new mapping features?
  - View the document called *Mapping Quick Guide* under Training/Best Practices

- Searching for Tickets Filters and Reports

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Available Training – visit training tab on

www.njuns.com

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