



NEW HAMPSHIRE USER GROUP MEETING

July 13, 2021

2020 Jan - June

Created: 1,391

Closed: 843

Tickets w/ Steps

Completed: 4,576

2021 Jan - June

Created: 2,337

Closed: 826

Tickets w/ Steps

Completed: 3,368

Total Open Tickets: 26,488

Ready to Close: 3,383 (all steps completed)



TOP 5 USERS (YTD)

Top Creators (PT)

- Public Service of NH (Eversource)
- Consolidated Communications
- NH Electric
- Town of Wolfeboro
- Littleton Water & Light Co

Top Updaters (PT)

- Public Service of NH (Eversource)
- Consolidated Communications
- Comcast
- Liberty Utilities
- FirstLight Fiber

Active Users: 129

Active Member Codes: 110



MEMBER CODES

- View codes in profile by clicking on Members (My Members)
- Run report called “Member Codes By State”
- Send any updates to support@njuns.com



PRIORITY CODES

New Hampshire Priority Codes

- 0 – Other – User Defined
- 1 – Dual Pole
- 2 – Severe
- 3 – Priority Change Out
- 4 – Routine
- 5 – Make Ready
- 6 – Make Right/Safety
- 7 – Relocation/Removal
- 8 – Customer Request
- 9 – Open

Row Labels	Count of Priority
0	297
1	645
2	594
3	6682
4	34329
5	3987
6	319
7	678
8	1606
9	61
Grand Total	49198



TICKET TYPES

Row Labels	Count of TicketType
Change of Ownership	1
Make Ready	2668
New	4926
Other	675
Pole Abandonment	246
Pole Location Elimination	763
Pole Replacement	10077
Transfer	29191
Violation	651
Grand Total	49198

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



Approximately 667 active Dispute Steps

Why are tickets being disputed?

Row Labels	Count of StepDescription
Add New Step	1
Legacy Dispute - No Reason	5
Member Code Incorrect or Not Attached	141
Other	161
Pole Owner Work Not Complete	22
Previous Step Not Complete	175
Unable to Locate or Bad Address	150
Wrong Pole Owner	12
Grand Total	667

Other –

- Not attached
- Does not cover this area
- Line above us



WHAT'S COMING IN 2021

- System performance
 - Updated API Documentation and procedure - complete
 - Working to improve email notifications
 - Other improvements
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- Have suggestions? Email us at support@njuns.com



SHORT DEMO

- Have you tried the new mapping features?
 - View the document called *Mapping Quick Guide* under Training/Best Practices
- Searching for Tickets Filters and Reports



Available Training – visit training tab on www.njuns.com

- Training calendar, User Guide, Training Videos, Best Practices documents
- Pay attention to System Alerts
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QUESTIONS

Any questions for us?



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