

# TEXAS USER CROUP MEETING

Oct. 19, 2021

## PT + USAGE

2020 - 9/30

Created: 7,705 Closed: 4,249

Tickets w/ Steps

Completed: 13,475

Total Open Tickets: 50,682

Ready to Close: 2,364

2021 - 9/30

Created: 7,520 Closed: 7,200

Tickets w/ Steps

Completed: 15,792



## TOP 5 USERS (2021)

#### **Top Creators (PT)**

- Oncor
- Austin Energy
- CPS Energy
- AT&T
- Entergy

#### **Top Updaters (PT)**

- Oncor
- AT&T
- Charter/Time Warner
- Grande Communications
- Suddenlink Communications

Active Users: 1,262 (need to check these)

Active Member Codes: 424



## PA USAGE

2020 - 9/30

Created: 2,847 Closed: 1,954

#### **PA Ticket Owners**

- CenterPoint Energy
- Texas New Mexico Power
- United Coop Services
- Denton Municipal Electric

2021 - 9/30

Created: 3,436 Closed: 3,144

## MEMBER CODES

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

## PRIORITY CODES

#### **Texas Priority Codes**

- 0 Open
- 1 Work immediately Hazardous conditions exist follow up with phone call
- 2 Work as soon as possible Non-hazardous
- 3 Work during normal business cycle
- 4 Open
- 5 Open
- 6 Open
- 7 Open
- 8 Open
- 9 Open

Row Labels 🗷 Co	ount of Priority
-1	30703
0	56
1	1073
2	3202
3	27707
4	801
5	293
6	20
7	17
8	4
9	25
Grand Total	63901



Row Labels	Count of TicketType	
Change of Ownership	15	
Joint Trench	1	
Make Ready	3982	
New	5699	
Other	2826	
Overlash	146	
Pole Abandonment	905	
Pole Location Elimination	379	
Pole Replacement	9220	
Transfer	38601	
Violation	2127	
Grand Total	63901	

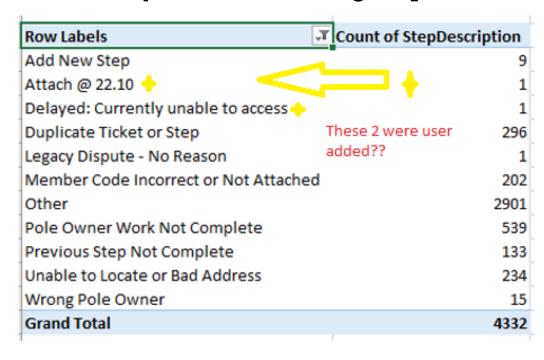






#### Approximately 4,332 active Dispute Steps

#### Why are tickets being disputed?



Some reasons for 'Other' that have choices:

- -Can't locate Pole
- Not on Pole



## FUTURE UPDATES

- Step Remarks field can be expanded so all characters are shown (like Ticket Remarks) – Completed 10/15/21
- Mapping updates coming soon
- Have suggestions? Email us at support@njuns.com



### **INFORMATION**

## Available Training – visit training tab on <a href="https://www.njuns.com">www.njuns.com</a>

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## QUESTIONS

## Any questions for us?

