



TEXAS USER GROUP MEETING

Oct. 19, 2021

PT + USAGE

2020 – 9/30

Created: 7,705

Closed: 4,249

Tickets w/ Steps

Completed: 13,475

2021 – 9/30

Created: 7,520

Closed: 7,200

Tickets w/ Steps

Completed: 15,792

Total Open Tickets: 50,682

Ready to Close: 2,364



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



NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

PA USAGE

2020 – 9/30

Created: 2,847

Closed: 1,954

2021 – 9/30

Created: 3,436

Closed: 3,144

PA Ticket Owners

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



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	Count 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



TICKET TYPES

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?

Row Labels	Count of StepDescription
Add New Step	9
Attach @ 22.10	1
Delayed: Currently unable to access	1
Duplicate Ticket or Step	296
Legacy Dispute - No Reason	1
Member Code Incorrect or Not Attached	202
Other	2901
Pole Owner Work Not Complete	539
Previous Step Not Complete	133
Unable to Locate or Bad Address	234
Wrong Pole Owner	15
Grand Total	4332



These 2 were user added??

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



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

- Training calendar, User Guide, Training Videos, Best Practices documents
- Pay attention to System Alerts
- Visit News on our website for updates
- Follow us on LinkedIn, Twitter, or Facebook



QUESTIONS

Any questions for us?

