



Arkansas Users Meeting

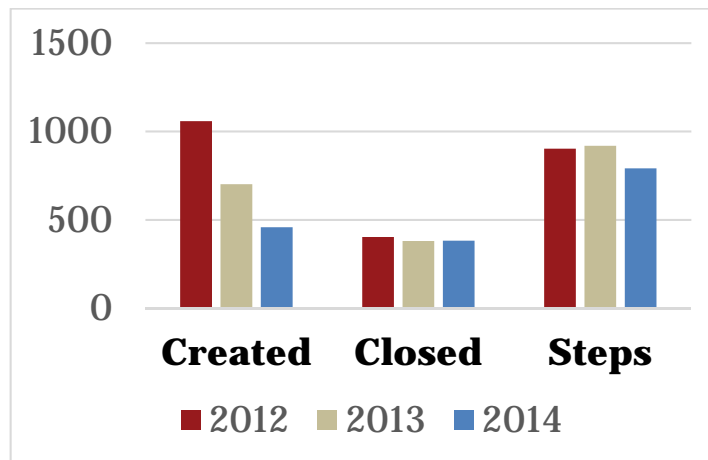
November 5, 2014

Presenter: Corinne Harper

The meeting began at 9:30am central, 10:30am Eastern

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

- **Arkansas 2012-2014 Usage:**
 - 2012
 - Created: 1,059
 - Closed: 404
 - Tickets w/ Steps Completed: 903
 - 2013
 - Created: 702
 - Closed: 381
 - Tickets w/ Steps Completed: 919
 - 2014
 - Created: 459
 - Closed: 383
 - Tickets w/ Steps Completed: 792



- **Top Arkansas Users:**
 - **Top Creators:**
 - Ozarks Electric, Bentonville Electric, American Electric Power



- Demonstration:
 - Disputes
 - Dispute Reason Added
 - Active Dispute Report
 - Best Practices in NJUNS
 - Copying Steps
 - Cloning Tickets
 - State Portfolios
 - Other Website Updates
 - Training
 - Member Code List
 - New User Registration Form

Attendees:

Ron Anderson
Chris Echols
Melissa Harper
LuAnna Lyne
Renee Mason
Kyle Madison
Mike Pauls
Jarrold Rhodes
Kip Smith
Aaron Thurber
Jimmy Yancy
Tommy Dunlap