



North Carolina Users Meeting

January 29, 2014 at 10:00am Eastern

Presenter: Chris Benefield

The meeting began at 10:00am Eastern

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

- What is NJUNS? Non-profit, owned and ran by our membership states with a board of directors and executive counsel
- NJUNS North Carolina Sponsors: AT&T, Duke Energy, Duke Energy Progress
- North Carolina Directors: Andy Russell –Duke Energy and Amanda Longman – Duke Energy Progress
- North Carolina History: Joined NJUNS in 1992
 - One of the largest tenured states
 - First ticket created in 1994
 - Over 85,000 PT tickets
- 2013 Yearly Numbers for the state of North Carolina:
 - 11,086 created tickets
 - 18, 035 tickets with steps completed
 - 4,262 tickets closed
- Demonstration Portion:
 - Closing/Updating Tickets:
 - Updates – Demonstrated the process of how user updates steps from changing Pending to Complete and Saving the step. This was demonstrated several times to the attendees.
 - Close – Demonstrated the process of how user closes a ticket by changing the ticket status from Open to Close after all steps are complete. This was demonstrated several times to the attendees.
 - Auto Close – Demonstrated how pole owner member codes can turn on the auto close feature. This feature allows tickets to auto close after the last step is completed. If a Pole Owner would like this turned on, please contact staff.
 - User Forum/Website:
 - Training Videos: Updated interactive training videos
 - Users Guides
 - North Carolina Forum: State Priority codes and Director/Sponsor information
 - Utilize State Forums for open topics within the state



- Utilizing of Social Media: Suggested that users Like us on Facebook & Follow us on Twitter
- Reports
 - PT Close Report – new
 - This report lets you input your member code and it shows all tickets that are ready to be closed. All steps on the ticket are completed and the ticket is ready to be changed from open to close.
 - PT+ Next To Go Reports – new
 - PT+ Next To Go – Pole Owner
 - Shows Next To Go tickets as the pole owner
 - PT+ Next To Go – Step Member
 - Shows Next To Go tickets for a member code
- Questions/Feedback:
 1. What is the proper way to report a step out of order?
 - a. Document in comments – comments cannot be deleted
 - b. Add dispute to step
 - c. Change member code on the step – note why you changed it
 2. How can I get contact information for a member code?
 - a. You can click on the member code on the ticket and the contact information will show
 - b. If users want information on a specific code that is not on a ticket, email staff. NJUNS staff will provide contact information for a code if requested.
 3. Will Joint Trench be moved into the new system eventually?
 - a. Joint Trench will be going away end of 2014, but we will add Joint Trench as a ticket type in the Pole Transfer module

The next North Carolina State Users Meeting will be held on August 5, 2014 at 10 am Eastern.

The meeting ended at approximately 10:54am Eastern.



Attendees:

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| Lola Ausby |
| Sarah Bitting |
| Michael Boahn |
| Duane Cook |
| Wanda Clawson |
| Stu Davidson |
| Toni Gant |
| Jill Gregg |
| Jerry Harkey |
| Rhonda Henson |
| Curtis Hoepker |
| Debbie Hoffman |
| Carolyn Lowder |
| Herman Lynch |
| Paul McCullough |
| Mary Miskelly |
| Paige Peavy |
| Raymond Ragusky |
| Cindy Randall |
| Diana Reynolds |
| Mark Slentz |
| Lorrie Smith |
| Donald Smth |
| Minnie Underwood |
| Kim Vest |
| Sherry Ward |
| Viola Williamson |
| Brian Dacaret |
| Chandra Daniels |