



Pennsylvania User Meeting

March 11, 2015

Presenters: Corinne Harper and Angie Weaver

The meeting began at 10am Eastern.

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

- **Pennsylvania 2012-2014 Usage:**

- 2012
 - Created: 4,404
 - Closed: 1,300
 - Tickets w/ Steps Completed: 3,596
- 2013
 - Created: 5,328
 - Closed: 2,101
 - Tickets w/ Steps Completed: 5,364
- 2014
 - Created: 5,103
 - Closed: 2,516
 - Tickets w/ Steps Completed: 5,599

- **Top Pennsylvania Users:**

1. Top Creators:
 - PPL Electric Utilities, Verizon, PECO Energy
2. Top Updaters:
 - Comcast, PECO Energy, PPL Electric Utilities

- **Demonstration:**

1. Disputes
 - Dispute Reason Added
 - Active Dispute Report
 - Step member and pole owner reports available
2. Best Practices in NJUNS
 - Copying Steps
 - Cloning Tickets
 - Creates replica of the ticket you cloned from, including ticket header and steps. Comments, File Attachments and Disputes do not clone over.
3. Billable Job Field
 - Possible field being added to default mask
4. State Portfolios
 - Available under the Members tab – Replacing the user forum
5. Other Website Updates



- Training
 - Users Guide and Training Videos on Website
- Member Code List
 - Ability to sort by County
- New User Registration Form

- **Attendees:**

John Bayzick
Martin Beninsky
Charles Brown
Mike Coyle
Stacey Culbreath
Paul Irrgang
Patrick Itterly
Joseph Keenan
Paul Klauss
Mike Lott
Brian Magee
John O'Keefe
Kim Spengler
Cindy Sweppenheiser
Brigitte White
Richard Wielebinski
John Yurko
Thomas Hartman
William Pepper