Pennsylvania Users Meeting

February 12, 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 Pennsylvania Sponsors: CenturyLink, Comcast, PPL Electric Utilities, Verizon

- Pennsylvania Director: Stacey Culbreath - Verizon

- Pennsylvania History: Joined NJUNS in 1999
  o First tickets in 2000 by PPL Electric Utilities

- 2013 Yearly Numbers for the state of Pennsylvania:
  o 5,735 created tickets
  o 8,279 tickets with steps completed
  o 2,100 tickets closed

- Prior to 2013:
  o 16,000 tickets created
  o 20,000 completed work steps

- Demonstration Portion:
  o 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. A user can update and notify others on an update in around 10 seconds.
    ▪ 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.
    ▪ Re-Open – Demonstrated the process of how users can re-open a ticket after it has been closed by changing the status from closed to open. The instance reason will state that the ticket has been re-opened.
    ▪ 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.
  o User Forum/Website:

- **Training Videos:** Updated interactive training videos
  - Gives users a visual way of learning the system and is readily available at all times.
- **Users Guides**
  - Gives users a different way to learn the system and is readily available at all times.
- **Pennsylvania Forum:** State Priority codes and Director/Sponsor information
  - Meeting minutes for today's meeting will be placed in the Pennsylvania User Forum.
- Utilize State Forums for open topics within the state

- Utilization of Social Media: Suggested that users Like us on Facebook & Follow us on Twitter
- Reports
  - **PT+ Detail Report**
    - This report lets you input many different parameters and it returns all ticket information. This report is like a data dump.
    - Data is in a normalized format so it is flexible to users. Users can apply auto-filters, pivot tables, graphs and more to make the data fit their needs.
  - **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.
    - Close Report shows statistics of count by pole owner member code.
  - **PT+ Next To Go Reports – new**
    - PT+ Next To Go – Pole Owner
      - Shows Next To Go tickets as the pole owner
      - Shows statistics of member code and job type. User can change statistics by utilizing the pivot table.
    - PT+ Next To Go – Step Member
      - Shows Next To Go tickets for a member code
      - Shows statistics of member code and job type. User can change statistics by utilizing the pivot table.

- Questions/Feedback:
  1. Is PECO utilizing the NJUNS system?
     a. PECO does utilize NJUNS. A list of all active members can be found at www.njuns.com by clicking on the members tab and then your state. They are listed by company name in alphabetical order.
  2. I see that Crown Castle has codes in multiple different states. Can we combine these into one code?
     a. A member code cannot cross state lines because one state could be a member and one could not. Our policy states that companies must have different member codes for each state they are utilizing NJUNS in.
  3. If we work with a utility that is not active in NJUNS, what can we do?
     a. There are multiple things you can do:
        i. Create a non-participating member code.

ii. Create a job step "Notify" for your member code which will remind you to notify the utility that does not utilize NJUNS.

iii. Try to influence members to utilize NJUNS or become a member of NJUNS. It is normally free of charge since the state sponsors usually pay the fees within the state.

iv. Set up meetings or demos with NJUNS to show how the system works.

v. Contact NJUNS Staff in regards to specifics and we will be happy to assist.

The next Pennsylvania State Users Meeting will be held on August 20, 2014 at 10 am Eastern.

The meeting ended at approximately 10:49am Eastern

Attendees-

David Dehaven
John Detweiler
Andrew McGinnis
Paul Mulhern
Rich Sandala
Stephen Simoglou
Mark Warfel
Laura Yost
Kim Zatko
Eric Zoglmann
Ed Battista
Richard Denato
James Hall