



SOUTH CAROLINA USER GROUP MEETING

Oct. 26, 2021

PT + USAGE

2020 – 10/15/20

Created: 2,068

Closed: 1,074

Tickets w/ Steps

Completed: 4,077

2021 – 10/15/21

Created: 2,948

Closed: 2,676

Tickets w/ Steps

Completed: 5,267

Total Open Tickets: 19,344

Ready to Close: 2,051



TOP 5 USERS (2021)

Top Creators (PT)

- SCANA (Dominion)
- Easley Combined Utilities
- Duke Energy
- AT&T
- Berkeley Electric Coop

Top Updaters (PT)

- AT&T
- SCANA (Dominion)
- Duke Energy
- Time Warner/Charter
- Comcast

Active Users: 310

Active Member Codes: 110



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

South Carolina Priority Codes

- 1 - Immediate - Immediate response/same day
- 2 - High - 2 weeks to allow for locates, work and ticket completion
- 3 - Normal - 3-10 weeks, New business overhead projects/system upgrades/improvements/transfers, road widening, relocations
- 4 - Low - future civic improvement projects (Date Unknown)
- 5 - Miscellaneous - For record only

Row Labels	Count of Priority
-1	128
0	869
1	16511
2	5197
3	22459
4	967
5	14804
6	1239
7	571
8	309
9	694
Grand Total	63748



TICKET TYPES

Row Labels	Count of TicketType
Make Ready	267
New	333
Other	485
Pole Abandonment	251
Pole Location Elimination	47
Pole Replacement	441
Transfer	60930
Violation	994
Grand Total	63748



Approximately **712** active Dispute Steps

Why are tickets being disputed?

Row Labels	Count of StepDescription
Add New Step	46
Duplicate Ticket or Step	12
Member Code Incorrect or Not Attached	98
Other	100
Pole Owner Work Not Complete	33
Previous Step Not Complete	299
Unable to Locate or Bad Address	119
Wrong Pole Owner	5
Grand Total	712

Some reasons for 'Other' that have choices:

- Not attached to pole
- Power needs to move first
- CATV is NTG

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
- Mapping demo



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

- Training calendar, User Guide, Training Videos, Best Practices documents
- Pay attention to System Alerts
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QUESTIONS

Any questions for us?

