



Vermont User Meeting

April 9, 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:

- **Vermont 2012-2014 Usage:**

- 2012
 - Created: 3,855
 - Closed: 4,188
 - Tickets w/ Steps Completed: 8,595
- 2013
 - Created: 3,068
 - Closed: 3,463
 - Tickets w/ Steps Completed: 6,888
- 2014
 - Created: 2,605
 - Closed: 3,153
 - Tickets w/ Steps Completed: 7,410

- **Top Vermont Users:**

1. Top Creators:
 - FairPoint Communications, Washington Electric, Green Mountain Power
2. Top Updaters:
 - Central Vermont Public Service, Comcast, FairPoint Communications

- **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. State Portfolios
 - Available under the Members tab – Replacing the user forum
4. Other Website Updates
 - Training



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

Attendees:

Jeffrey Austin
Bruce Bowser
Corey Chase
Tammy Franco
Bill Humphrey
Sharon Kane
Rick Kent
Rhoda Kimble
Dee Krzynski
Dawn Lamson
April Laurencelle
Kate McClallen
Kathi McGrath
Dannielle Mumma
Rick Smith
Rebecca St. George