



WASHINGTON USER GROUP MEETING

Dec 16, 2021

PT + USAGE

2020 – 11/30

Created: 4,200

Closed: 1,865

Tickets w/ Steps

Completed: 7,136

2021 – 11/30

Created: 4,644

Closed: 4,316

Tickets w/ Steps

Completed: 8,319

Total Open Tickets: 16,538

Ready to Close: 720



TOP 5 USERS (2021)

Top Creators (PT)

- Puget Sound Energy
- Tacoma Power
- Snohomish County PUD
- Clark Public Utilities
- PacifiCorp

Top Updaters (PT)

- Puget Sound Energy
- Comcast
- Tacoma Power
- Lumen (CenturyLink)
- Clark Public Utilities

Active Users: 505

Active Member Codes: 251



NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

PA USAGE

2020 – 11/30

Created: **1,813**

Closed: **271**

2021 – 11/30

Created: **2,162**

Closed: **377**

Total Open Tickets: **12,826**

Top Owners using PA

- Puget Sound Energy
- PacifiCorp
- Clark Public Utilities
- Northwest Fiber (Ziplay)
- Cowlitz County PUD



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

Washington does not have Priority Codes defined.

Row Labels	Count of Priority
-1	131
0	232
1	6064
2	2122
3	6036
4	1376
5	4879
6	125
7	1560
8	50684
9	373
Grand Total	73582



TICKET TYPES

Row Labels	Count of TicketType
Change of Ownership	113
Make Ready	1551
New	1079
Other	2435
Overlash	2
Pole Abandonment	196
Pole Location Elimination	720
Pole Replacement	8084
Transfer	58498
Violation	904
Grand Total	73582



Approximately **187** active Dispute Steps

Why are tickets being disputed?

Row Labels	Count of StepDescription
Duplicate Ticket or Step	2
Member Code Incorrect or Not Attached	23
Other	45
Pole Owner Work Not Complete	50
Previous Step Not Complete	55
Previous Step Now Complete	1
Unable to Locate or Bad Address	10
Wrong Pole Owner	1
Grand Total	187

Some reasons for 'Other' that have choices:

- Another company is NTG
- Power needs to be moved first
- CATV needs to transfer first
- Add New Step, Previous Step Not Complete, or Member code incorrect or not attached are options

FUTURE UPDATES

- Step Remarks field can be expanded so all characters are shown (like Ticket Remarks) – Completed 10/15/21
- Mapping updates – coming soon
- Mapping quick reference guide
- Have suggestions? Email us at support@njuns.com



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QUESTIONS

Any questions for us?

