Washington User Meeting

May 5, 2015

Presenters: Corinne Harper and Angie Weaver

The meeting began at 1:30 Eastern, 9:30 Pacific.
The following topics were discussed, as well as a PowerPoint was presented:

- **Washington 2012-2014 Usage:**
  - 2012
    - Created: 3,556
      Closed: 3,654
      Tickets w/ Steps Completed: 6,901
  - 2013
    - Created: 3,653
      Closed: 4,133
      Tickets w/ Steps Completed: 6,553
  - 2014
    - Created: 3,844
      Closed: 3,945
      Tickets w/ Steps Completed: 5,959

- **Top Washington Users:**
  1. Top Creators:
     - Puget Sound Energy, Snohomish County PUD, Tacoma Power
  2. Top Updaters:
     - Puget Sound Energy, CenturyLink, Comcast

- **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

- Questions
  1. I have two people using member code CPUVAN when creating PT tickets. However only one person is receiving all of the e-mails. Is it possible to have the e-mails separated to be sent to the person creating that particular PT tickets?
     - No, however up to three email addresses may receive the email notifications per member code.
  2. What is the oversize load check box for on the member code page?
     - Georgia utilizes our Oversize Load module, so this allows them to sort their member codes for OL.
  3. Can the step member add a dispute and then complete the step to push the ticket on if they are not attached to the pole?
     - They technically can, however, we suggest that the step does not get completed. Otherwise, the NTG member will think they are NTG when technically they are not.
  4. When using disputes, does the member remain NTG?
     - Yes, if your step has an active dispute and you are NTG, you will remain NTG.
  5. Would it be possible to create template PT tickets that would save under a member code that can be accessed for tickets that follow similar formats. The templates could be titled car hit pole, transfer, violation, etc.
     - There are two options for this currently: First is to create draft tickets for these different scenarios and then clone the ticket each time. The second option is to utilize the Pole Transfer Project module and create template tickets, however you can only do this for certain fields.

- **Attendees:**

Brandy Bauer	Susan Kaploski	Barbara Robinson
Jim Biggs	Bruce Klingele	Juliane Sampaio
Marita Bond	Bob Knight	Steven Schauer
Dan Catron	Sue Lippincott	Tina Seymour
Gary Chrysler	Nancy Mackenstadt	Michael Sorsnsen
Kevin Davidson	Elaine Maneri	Toni Southard
Wally Dietel	Eric Meyer	Karen Stoddard
Lori Graber	Jason Nemjo	Chris Sullivan
Ryan Hennessey	Shannon Parr	Brad Teel
Mark Herceg	Lee Roberts	Clayton Tinsley