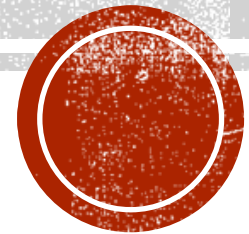


MICHIGAN USER GROUP MEETING

March 9, 2022



2020

Created: 28,516

Closed: 22,107

Tickets w/ Steps

Completed: 26,458

2021

Created: 23,494

Closed: 20,969

Tickets w/ Steps

Completed: 28,199

2022 YTD

Created: 4,275

Closed: 3,919

Tickets w/ Steps

Completed: 5,495

Total Open Tickets: 108,932

Ready to Close: 7,070 (all steps completed)



TOP 5 PT USERS (YTD)

Top Creators (PT)

- Consumers Energy
- DTE Energy
- AT&T
- Lansing Board of Water & Light
- Great Lakes Energy

Top Updaters (PT)

- AT&T
- Comcast
- DTE Energy
- Consumers Energy
- Wide Open West

Active Users: 522

Active Member Codes: 670



NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

2020

Created: 2,035
Closed: 1,943

2021

Created: 1,718
Closed: 1,894

2022 YTD

Created: 315
Closed: 318

Total Open Tickets: 4,289

Ready to Close: 3,340 (Workflow is Close)



MEMBER CODES

Member

UPC2 *

^ Header

Name	NJUNS, Inc.		
Contact	Angie Weaver	---	Q x
Company	NJUNS Inc.	---	x Q *
Is active	<input checked="" type="checkbox"/>		
Ticket Email	aweaver@njuns.com; mjohnson@njuns.com		
Auto Close Ticket	<input type="checkbox"/>		
Description	NJUNS Training Code - Default PT Mask, Default PA mask		

- View codes in profile by clicking on Members (My Members)
- Run report called “Member Codes By State”
- Send any updates to support@njuns.com



PRIORITY CODES

Michigan Priority Codes

- 1 – Immediate – Safety & emergency, fast track
- 2 – High – Non-imminent safety/clearance violations, underground projects
- 3 – Normal – New overhead projects, system upgrade/improvement, transfers, road widening, relocation
- 4 – Low – Future civic improvement projects, future system improvements
- 5 – Miscellaneous – For record only
- 9 – Joint Trench

Row Labels	Count of Priority
3	227188
2	120271
1	1447
4	1203
5	943
9	307
0	216
-1	75
6	30
7	19
8	3
Grand Total	351702



TICKET TYPES

Row Labels	Count of TicketType
Violation	165224
Transfer	105202
New	76266
Pole Replacement	2591
Make Ready	1746
Other	254
Pole Location Elimination	173
Pole Abandonment	146
Joint Trench	93
Oversize Load	3
Change of Ownership	3
Overlash	1
Grand Total	351702

See Ticket Type Definitions document (Training – Best Practices) for help with deciding which to use.



Approximately **5,478** active Dispute Steps

Why are tickets being disputed?

Row Labels	Count of StepDescription
Add New Step	3004
Other	1162
Member Code Incorrect or Not Attached	509
Unable to Locate or Bad Address	268
Previous Step Not Complete	252
Duplicate Ticket or Step	164
Pole Owner Work Not Complete	99
Wrong Pole Owner	18
Legacy Dispute - No Reason	2
Grand Total	5478

Other –

- Not on pole
- Previous step needs to transfer first

SHORT DEMO

- Have you tried creating a custom filter?
 - View the document called *Using Filters to Search for Tickets* under Training/Best Practices
 - Training Video called *Using and Creating Filters*



QUESTIONS

Any questions for us?



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

- Training calendar, User Guide, Training Videos, Best Practices documents
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