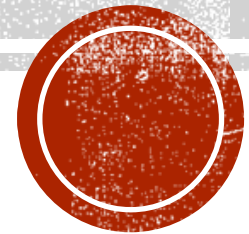


LOUISIANA USER GROUP MEETING

March 30, 2022



2020

Created: 4,304
Closed: 2,556
Tickets w/ Steps
Completed: 7,416

2021

Created: 6,575
Closed: 3,467
Tickets w/ Steps
Completed: 8,143

2022 - YTD

Created: 897
Closed: 637
Tickets w/ Steps
Completed: 1,664

Total Open Tickets: 35,238

Ready to Close: 3,556 (all steps completed)



TOP 5 USERS (YTD)

Top Creators (PT)

- Entergy
- AT&T
- CLECO
- DEMCO
- SW Louisiana EMC

Top Updaters (PT)

- Cox
- AT&T
- Entergy
- DEMCO
- CLECO

Active Users: 313

Active Member Codes: 196



NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

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 YTD

Louisiana Priority Codes

0 – **Ticket Created before 8/3/2015:** Reset by NJUNS programmers before Priority Code implementation

1 – **Emergency:** Severely damaged; Safety Concern; Needs Immediate Attention

2 – **Urgent:** PSC, Government, Customer Complaints, New Revenue

3 – **Damaged:** Accident (results of public inflicted damage-that is not an emergency)

4 – **Defective Pole:** Not immediate; Rotten; Reject

5 – **Clearance Issues:** Depending on the severity of the clearance issue, this could be an emergency (i.e., a clearance issue over an interstate is an emergency, a one inch clearance violation at the pole is non-emergency)

6 – **Customer:** Customer Requests

7 – **Infrastructure Improvements:** New Equipment

8 – **Partially Completed Transfers**

Row Labels	Count of Priority
-1	6
1	62
2	70
3	20
4	318
5	41
6	183
7	67
8	122
9	42
Grand Total	931



TICKET TYPES YTD

Row Labels	Count of TicketType
Make Ready	139
New	54
Other	36
Pole Abandonment	1
Pole Location Elimination	5
Pole Replacement	257
Transfer	427
Violation	12
Grand Total	931

See Ticket Type Definitions document for help with deciding which to use.
Located on website under Training, Best Practices



Approximately **1,842** active Dispute Steps

Why are tickets being disputed?

Row Labels	Count of StepDescription
Add New Step	41
Duplicate Ticket or Step	38
Member Code Incorrect or Not Attached	273
Other	548
Pole Owner Work Not Complete	102
Previous Step Not Complete	443
TRANSFER FACILITIES	3
Unable to Locate or Bad Address	377
Wrong Pole Owner	17
Grand Total	1842

Other –

- Not on pole
- Previous step needs to transfer first
- can't locate the pole

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*



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

- Training calendar, User Guide, Training Videos, Best Practices documents
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- Follow us on LinkedIn, Twitter, or Facebook



QUESTIONS

Any questions for us?



NATIONAL JOINT UTILITY