WASHINGTON USER GROUP MEETING
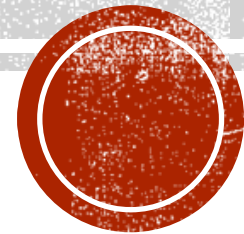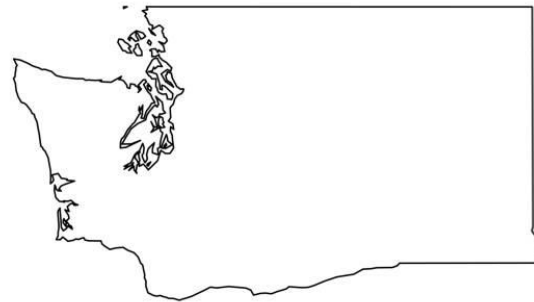
May 17, 2022

2020
Created: 4,582
Closed: 2,000
Tickets w/ Steps
Completed: 7,618

2021
Created: 5,001
Closed: 4,656
Tickets w/ Steps
Completed: 8,856

2022 YTD
Created: 2,177
Closed: 842
Tickets w/ Steps
Completed: 4,306

Total Open Tickets: 17,890
Ready to Close: 1,285 (all steps completed)

Top Creators (PT)

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

Top Updaters (PT)

- Lumen Technologies (CenturyLink)
- Tacoma Power
- Puget Sound Energy
- Comcast
- Ziply Fiber

Active Users: 356
Active Member Codes: 256

2020
Created: 2,120
Closed: 325

2021
Created: 2,328
Closed: 820

2022 YTD
Created: 862
Closed: 128

Total Open Tickets: 856

Top 5 Owners using PA
- Puget Sound Energy
- PacifiCorp
- Clark Public Utilities
- Ziply Fiber
- Cowlitz County PUD

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MEMBER CODES

- View codes in profile by clicking on Members (My Members)

- Run report called "Member Codes By State"

- Send any updates to support@njuns.com

Washington does not have Priority Codes defined

Row Labels	Count of Priority
8	1216
1	379
5	306
3	154
7	36
4	34
0	22
-1	13
2	13
9	3
6	3
Grand Total	**2179**

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NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

TICKET TYPES YTD

Row Labels	Count of TicketType
Transfer	1171
Pole Replacement	568
Other	183
Make Ready	108
New	61
Pole Location Elimination	47
Violation	26
Change of Ownership	11
Overlash	3
Pole Abandonment	1
Grand Total	**2179**

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

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NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

Approximately 222 active Dispute Steps

Why are tickets being disputed?

Row Labels	Count of StepDescription
Previous Step Not Complete	71
Pole Owner Work Not Complete	54
Other	54
Member Code Incorrect or Not Attached	29
Unable to Locate or Bad Address	8
Add New Step	2
Duplicate Ticket or Step	2
Wrong Pole Owner	1
Legacy Dispute - No Reason	1
Grand Total	222

Other –
-Power or CATV is NTG
-Not on pole
- Can't gain access to pole

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- 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
- Pay attention to System Alerts
- Visit News on our website for updates
- Follow us on LinkedIn, Twitter, or Facebook

QUESTIONS

Any questions for us?

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NATIONAL JOINT UTILITY