GEORGIA USER GROUP MEETING
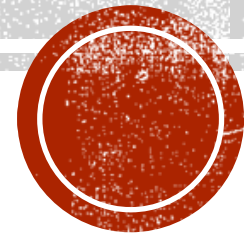
June 7, 2022

2020
Created: 29,191
Closed: 27,586
Tickets w/ Steps
Completed: 64,277

2021
Created: 34,357
Closed: 28,237
Tickets w/ Steps
Completed: 66,193

2022 - YTD
Created: 13,658
Closed: 10,739
Tickets w/ Steps
Completed: 29,899

Total Open Tickets: 204,029
Ready to Close: 38,595

Top Creators (PT)

- Georgia Power
- Colquitt EMC
- Carroll EMC
- North Georgia EMC
- Flint Energies

Top Updaters (PT)

- AT&T
- Georgia Power
- Comcast
- Charter Communications
- Jackson EMC

Active Users: 1,002
Active Member Codes: 642

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

- Run report called "Member Codes By State"

- Send any updates to support@njuns.com

Georgia Priority Codes

0 – Other – User Defined

1 – Severe – Requires Immediate Attention

2 – Priority Change Out

3 – Routine

4 – Relocation/Removal

5 – Make Ready

6 – Make Right

7 – Open

8 – Open

9 – Open

Priority	Count of Priority
3	5936
5	3682
1	1441
2	1116
4	798
-1	575
6	61
9	38
0	7
7	4
Grand Total	13658

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NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

Ticket Types	Count of TicketType
Transfer	6201
Make Ready	4832
Pole Replacement	1384
Other	498
Violation	271
Pole Location Elimination	244
New	132
Pole Abandonment	80
Oversize Load	13
Change of Ownership	3
Grand Total	**13658**

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 7,447 active Dispute Steps

Why are tickets being disputed?

Dispute Reason	Count of StepDescription
Other	2790
Previous Step Not Complete	2154
Unable to Locate or Bad Address	1290
Member Code Incorrect or Not Attached	721
Pole Owner Work Not Complete	232
Add New Step	156
Duplicate Ticket or Step	56
Legacy Dispute - No Reason	33
Wrong Pole Owner	15
Grand Total	**7447**

Why is Other being used?
The majority are -
- Cable or another co. still needs to transfer (can use *Add New Step* or *Previous Step not Complete*)

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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*

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Any questions for us?

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
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