

ILLINOIS USER GROUP MEETING

June 21, 2022



PT + USAGE

2020

Created: 2,787

Closed: 2,639

Tickets w/ Steps

Completed: 6,745

2021

Created: 2,120

Closed: 1,063

Tickets w/ Steps

Completed: 3,820

2022 YTD

Created: 890

Closed: 572

Tickets w/ Steps

Completed: 2,170

Total Open Tickets: 36,247

Ready to Close: 15 (all steps completed)



TOP 5 USERS (YTD)

Top Creators (PT)

- Ameren
- Frontier Communications
- AT&T
- City of Highland
- City of Rock Falls

Top Updaters (PT)

- Ameren
- AT&T
- Frontier Communications
- Mediacom Communications
- Comcast

Active Users: 165

Active Member Codes: 214



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

Illinois Priority Codes

- 1 – Emergency – Requires immediate attention
- 2 – Critical – requires expedited attention – 30 days for construction to be complete (10 days for new construction)
- 3 – Serious and need prompt attention – 90 days (30 days for new construction)
- 4 – Must be corrected – 120 days (60 days for new construction)
- 5 – Must be corrected – 180 days (90 days for new construction)

Row Labels ▼	Count of Priority
3	390
1	182
2	147
4	112
9	58
-1	1
Grand Total	890



TICKET TYPES YTD

Row Labels	Count of TicketType
Transfer	478
Pole Replacement	181
New	151
Violation	80
Grand Total	890

View Ticket Type definitions document located under Training/Best Practices on the website



Approximately **342** active Dispute Steps

Why are tickets being disputed?

Row Labels	Count of StepDescription
Member Code Incorrect or Not Attached	151
Unable to Locate or Bad Address	120
Other	44
Wrong Pole Owner	10
Pole Owner Work Not Complete	8
Previous Step Not Complete	5
Add New Step	4
Grand Total	342

Other is sometimes used when option are available:

- Not our facility
- Another co. above 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*



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

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

Any questions for us?

