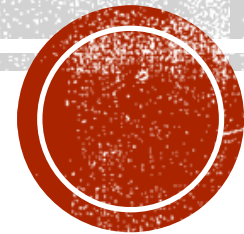


VIRGINIA USER GROUP MEETING

June 16, 2022



PT + USAGE

2020

Created: 8,392
Closed: 6,413
Tickets w/ Steps
Completed: 17,932

2021

Created: 9,559
Closed: 6,740
Tickets w/ Steps
Completed: 14,613

2022 YTD

Created: 4,630
Closed: 2,645
Tickets w/ Steps
Completed: 6,328

Total Open Tickets: 42,695
Ready to Close: 3,769



TOP 5 USERS (YTD)

Top Creators (PT)

- Dominion Energy
- Verizon
- American Electric Power
- Northern Virginia Electric Coop
- Potomac Electric Power Co

Top Updaters (PT)

- Verizon
- Dominion Energy
- American Electric Power
- Cox Communications
- Atlantic Broadband

Active Users: 980

Active Member Codes: 231



PA USAGE

2020

Created: 1,330

Closed: 139

2021

Created: 1,129

Closed: 377

2022

Created: 739

Closed: 66

Total Open Tickets: 9,678

Top 5 Owners using PA

- Dominion Energy
- Shenandoah Valley Electric Coop
- Northern Neck Electric
- Lumen
- A & N Electric Coop



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

Virginia does not have Priority Codes defined.

Row Labels	Count of Priority
5	2747
3	443
1	428
-1	374
2	318
6	128
4	117
7	53
8	14
9	6
0	3
Grand Total	4631



TICKET TYPES

Pole Replacement	1451
Transfer	1381
Other	750
Attachment Request	739
Make Ready	635
New	234
Violation	83
Pole Location Elimination	47
Pole Abandonment	46
Change of Ownership	2
Joint Trench	1
Overlash	1



Approximately 1,486 active Dispute Steps

Why are tickets being disputed?

Row Labels	Count of StepDescription
Other	528
Member Code Incorrect or Not Attached	366
Previous Step Not Complete	291
Unable to Locate or Bad Address	191
Pole Owner Work Not Complete	38
Add New Step	29
Wrong Pole Owner	28
Duplicate Ticket or Step	13
Legacy Dispute - No Reason	2
Grand Total	1486

Some reasons for 'Other' that have choices:

- Another company is NTG
- Power needs to be moved first
- Pole owner work not ready
- *Add New Step or Previous Step Not Complete, Pole Owner work not Complete are options*

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*



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QUESTIONS

Any questions for us?

