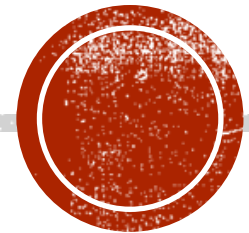


# TEXAS USER GROUP MEETING

Sept 27, 2022



# NJUNS TICKET TYPES

- PT+ refers to the following ticket types:
  - Change of Ownership
  - Joint Trench
  - Transfer
  - Make Ready
  - New
  - Other
  - Pole Abandonment
  - Pole Location Elimination
  - Pole Replacement
  - Violation
  - Overlash
  - Aerial Clearance Review
- PA refers to Attachment Request (PA)



# PT+ USAGE

## ***2021 – YTD***

Created: 7,451  
Closed: 7,067  
Tickets w/ Steps  
Completed: 15,489

## ***2022 – YTD***

Created: 9,249  
Closed: 7,189  
Tickets w/ Steps  
Completed: 18,342

Total Open Tickets: 53,649

Ready to Close: 1,493 (all steps completed)



NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

# TOP 5 USERS (2022)

## Top Creators (PT)

- Oncor
- CPS Energy
- Austin Energy
- AT&T
- Texas New Mexico Power

## Top Updaters (PT)

- Charter (Time Warner)
- Oncor
- AT&T
- Suddenlink Communications
- Grande Communications

Active Users: 815

Active Member Codes: 447



NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

# PA USAGE

## ***2021 – YTD***

Created: 3,192

Closed: 3,098

## ***2022 – YTD***

Created: 3,193

Closed: 2,685

## **PA Ticket Owners**

- CenterPoint Energy
- Texas New Mexico Power
- United Coop Services
- Entergy



# USERS/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 updates to support@njuns.com





# PRIORITY CODES (YTD)

## Texas Priority Codes

- 0 - Open
- 1 - Work immediately - Hazardous conditions exist - follow up with phone call
- 2 - Work as soon as possible - Non-hazardous
- 3 - Work during normal business cycle
- 4 - Open
- 5 - Open
- 6 - Open
- 7 - Open
- 8 - Streetlight Antenna
- 9 - Open

Row Labels	Count of Priority
3	7653
2	1200
1	270
7	76
0	18
-1	18
5	16
4	14
6	3
Grand Total	9268



# TICKET TYPES (YTD)

Ticket Types	Count of TicketType
Transfer	6432
Attachment Request (PA)	3193
New	1133
Pole Replacement	839
Other	316
Make Ready	241
Pole Location Elimination	93
Overlash	84
Violation	68
Pole Abandonment	33
Change of Ownership	15
Aerial Clearance Review	14





Approximately **3,958** active Dispute Steps

Why are tickets being disputed?

Dispute Reasons	Counts
Other	2846
Pole Owner Work Not Complete	465
Member Code Incorrect or Not Attached	177
Unable to Locate or Bad Address	176
Duplicate Ticket or Step	141
Previous Step Not Complete	127
Wrong Pole Owner	17
Add New Step	7
Legacy Dispute - No Reason	1

Some reasons for 'Other' :

- Can't locate Pole (provide lat/long, correct address)
- Not on Pole
- Field inspection needed

# 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*



# QUESTIONS

Any questions for us?



Available Training – visit training tab on  
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