



Virginia/West Virginia

Users Meeting

April 16, 2015

Presenters: Corinne Harper and Angie Weaver

The meeting began at 10:00 AM EDT.

The following topics were discussed, as well as a PowerPoint was presented:

- **Virginia 2012-2014 PT+ Usage:**
 - 2012
 - Created: 5,218
 - Closed: 2,498
 - Tickets w/ Steps Completed: 6,965
 - 2013
 - Created: 5,996
 - Closed: 3,122
 - Tickets w/ Steps Completed: 8,495
 - 2014
 - Created: 6,687
 - Closed: 4,052
 - Tickets w/ Steps Completed: 9,041
- **Virginia 2012-2014 PA Usage**
 - 2012
 - Created: 705
 - Closed: 273
 - 2013
 - Created: 911
 - Closed: 243
 - 2014
 - Created: 535
 - Closed: 137
- **West Virginia 2012-2014 Usage:**
 - 2012
 - Created: 367
 - Closed: 4
 - Tickets w/Steps Completed: 400
 - 2013
 - Created: 420
 - Closed: 154
 - Tickets w/ Steps Completed: 220
 - 2014
 - Created: 433
 - Closed: 93
 - Tickets w/ Steps Completed: 115



- **Top Virginia Users:**
 1. Top Creators:
 - Dominion, Potomac Electric Power Company, American Electric Power
 2. Top Updaters:
 - Dominion, Potomac Electric Power Company, Appalachian Power Company
- **Top West Virginia Users:**
 1. Top Creators:
 - American Electric Power
 2. Top Updaters:
 - Appalachian Power Company
- **Demonstration:**
 1. Disputes
 - Dispute Reason Added
 - Active Dispute Report
 - Step member and pole owner reports available
 2. Best Practices in NJUNS
 - Copying Steps
 - Cloning Tickets
 - Creates replica of the ticket you cloned from, including ticket header and steps. Comments, File Attachments and Disputes do not clone over.
 3. State Portfolios
 - Available under the Members tab
 4. Other Website Updates
 - Training
 - Users Guide and Training Videos on Website
 - Member Code List
 - Ability to sort by County
 - New User Registration Form
- **Questions:**
 1. The Disputes tab didn't show up on my PT+ Ticket. Why?
 - It should be there. It is not on PA but is available on all PT+ tickets. Check again and let us know if it's not there.
 2. How long should it take to resolve a dispute?
 - The system doesn't define any specific time. That is up to the pole owner to figure out what needs to be done to resolve the dispute and then get it resolved.
 3. Should we use disputes if the previous step is not complete?



- Yes, that is one of the reasons in the list for creating a dispute.

- **Attendees:**

Last Name	First Name
Boswell	Rick
Brewer	Candice
Christian	Marc
Coffelt	Debbie
Coleman	Chris
Comer	Paula
Cox	Dawn
Dunn	Richard
FARMER	DIRK
Ferris	Donald
Floyd	Karen
Gesotti	Marianne
Green	Chris
HAYNES	ROGER
HENSLEY	LOIS
Harris	Elsie
Harris	Joshua
Hazlett	Arthur
Henson	Elizabeth
Hines	Fred
Holland	Nathan
Hughes	Madelean
Linville	Jared
Lovejoy	Randall
Merkel	Dane
Miller	Max
Morris	Janet
Moses	Francine
Newman	Ruth
Newman	Kenrick
Northam	Mark



Phares	Dawn
Rhodes	Dan
Russell	Kelli
Schwind	Elizabeth
Shapard	Jean
Stransky	Richard
Sutton	Shana
Tapia	Fernanda
Tennant	Clara
Trathowen	Joshua
bower	eddie
buckley	sheila
jenkins	daniel
smith	william