

Washington User Group Meeting

Wed, Feb 22, 2023



PT + Usage

2021 Jan-Dec

Created: 4,933 Closed: 4,634

Tickets w/ Steps

Completed: 8,813

2022 Jan-Dec

Created: 5,816 Closed: 4,524

Tickets w/ Steps

Completed: 9,925

** **PT+** includes all Ticket Types except Attachment Request (PA)

Total Open Tickets: 17,909

Ready to Close: 821 (all steps completed)



Top 5 Users (2022)

Top Creators (PT)

- Puget Sound Energy
- Tacoma Power
- Snohomish County PUD
- Clark Public Utilities
- PacifiCorp

Top Updaters (PT)

- Puget Sound Energy
- Comcast
- Tacoma Power
- Lumen (CenturyLink)
- Clark Public Utilities

Active Users: 423

Active Member Codes: 266



PA Usage

2021 Jan-Dec

Created: 2,148

Closed: 820

Top 5 Pole Owners Using PA:

- Puget Sound Energy
- PacifiCorp
- Clark Public Utilities
- Ziply Fiber
- Cowlitz County PUD

2022 Jan-Dec

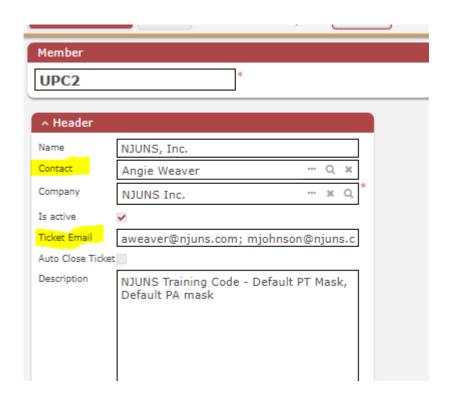
Created: 2,640

Closed: 423

Attachment Request (PA) Ticket Type



Member Codes



- View codes in profile by clicking on Members (My Members).
- Run report called Member Codes By State.
- Send any updates to support@njuns.com
- Ticket email can have up to 4 email addresses. If blank, it will deactivate after several bounces.
- Make sure Contact is correct & ticket email are correct



Ticket Types (2022)

Transfer	3306
Attachment Request	3092
Pole Replacement	1802
Make Ready	616
Other	488
New	161
Pole Location Elimination	134
Violation	126
Change of Ownership	23
Overlash	5
Pole Abandonment	3

See *Ticket Type Definitions* document under Training, Best Practices for help with deciding which to use.



Approximately 192 active Dispute Steps

Why are tickets being disputed?

Dispute Reason	Count of Disputes
Previous Step Not Complete	77
Other	55
Pole Owner Work Not Complete	40
Member Code Incorrect or Not Attached	11
Unable to Locate or Bad Address	5
Duplicate Ticket or Step	3
Wrong Pole Owner	1
Grand Total	192

- Make sure when choosing 'Other' there is not an option available
 - Example "Not attached to pole" Use Member
 Code Incorrect or Not Attached.
 - "CATV still on pole" Use either Previous Step Not Complete or Add New Step (if not CATV not on ticket).
 - "Pole not set" Use Pole Owner Work Not Complete



Short Demo

NJUNS Tips & Tricks

- My Members Filter previously shown, can be used for Filters & Reports
- Tickets created by me
- Searching for multiple ticket numbers, saving to a set
- Filtering a ticket list
- Removing the counties filter so code can be typed in



Questions

Any questions for us?

support@njuns.com



Information

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

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