



# Washington User Group Meeting

Wed, Feb 22, 2023



*NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM*

# 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)



*NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM*

# 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



*NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM*

## ***2021 Jan-Dec***

Created: 2,148  
Closed: 820

## ***2022 Jan-Dec***

Created: 2,640  
Closed: 423

Attachment Request  
(PA) Ticket Type

## ***Top 5 Pole Owners Using PA:***

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



# Member Codes

Member

UPC2

Header

Name: NJUNS, Inc.

Contact: Angie Weaver

Company: NJUNS Inc.

Is active: ☒

Ticket Email: aweaver@njuns.com; mjohnson@njuns.c

Auto Close Ticket: ☐

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](mailto: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*



## 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



Any questions for us?

[support@njuns.com](mailto:support@njuns.com)



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