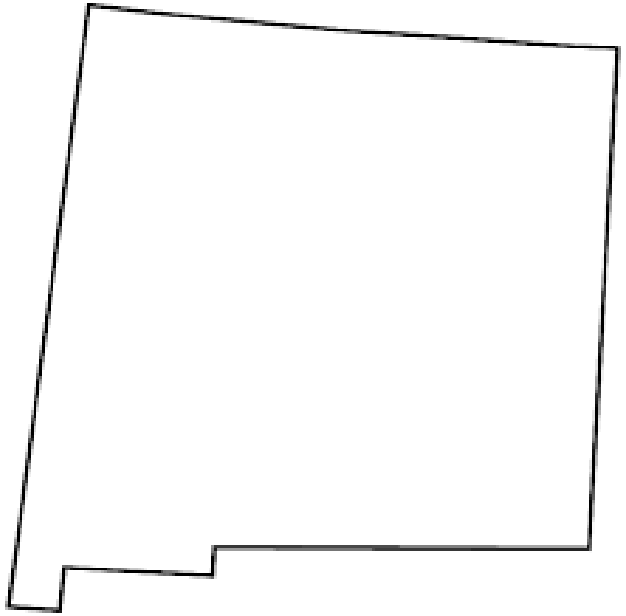
NEW MEXICO USER GROUP MEETING

March 9, 2023



PT+ USAGE

PT+ is all ticket types except Attachment Request (PA)

2021	
Created:	1,644
Closed:	618
Tickets w/ Steps Completed:	1,678

2022	
Created:	1,972
Closed:	2,010
Tickets w/ Steps Completed:	3,259

2023 YTD	
Created:	224
Closed:	340
Tickets w/ Steps Completed:	541

Total Open Tickets: 6,844
Ready to Close: 370 (all steps completed)

ATTACHMENT REQUEST (PA) USAGE

2021	
Created:	60
Closed:	28

2022	
Created:	128
Closed:	159

2023 YTD	
Created:	14
Closed:	42

Total Open Tickets: 2,375

TOP USERS (2022)

Top Creators (PT)

- Public Services of New Mexico (PNM)
- Farmington Electric Utility System
- Jemez Mountains Electric Coop
- Crown Castle

Top Updaters (PT)

- Lumen (CenturyLink)
- Comcast
- Farmington Electric Utility System
- TDS Telecom
- Public Services of New Mexico (PNM)

PA Owners

- Farmington Electric
- Lumen
- PNM
- Jemez Mountains

Active Users: 64
Active Member Codes: 123

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 TO PRESENT)

Ticket Types	Count of TicketType
Transfer	1837
New	173
Attachment Request (PA)	142
Violation	116
Pole Location Elimination	46
Other	33
Overlash	7
Pole Replacement	2
Pole Abandonment	2
Grand Total	2216

See Ticket Type Definitions document on the website under Training/Best Practices for help with deciding which to use.

Approximately 69 active Dispute Steps

Why are tickets being disputed?

Dispute Reason	Count
Other	27
Member Code Incorrect or Not Attached	13
Previous Step Not Complete	12
Pole Owner Work Not Complete	9
Unable to Locate or Bad Address	3
Legacy Dispute - No Reason	3
Wrong Pole Owner	1
Duplicate Ticket or Step	1
Grand Total	**69**

Other selected but options available:

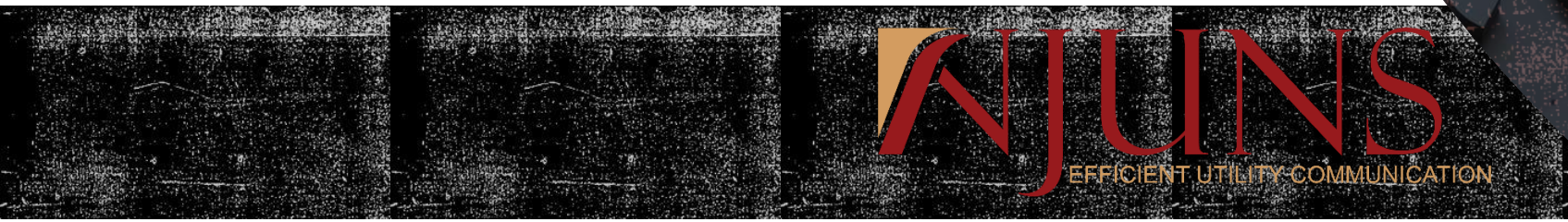
Ex. "New pole not set" should be "Pole Owner Work Not Complete"
Ex. "Not in this area" could be "Member Code Incorrect or Not Attached"

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?



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EFFICIENT UTILITY COMMUNICATION

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