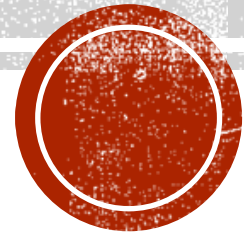


MICHIGAN USER GROUP MEETING

April 25, 2023



2022 YTD

Created: 8,430

Closed: 6,282

Tickets w/ Steps

Completed: 8,773

2023 YTD

Created: 5,919

Closed: 4,268

Tickets w/ Steps

Completed: 6,678

Total Open Tickets: 119,501

Ready to Close: 7,360 (all steps completed)



TOP 5 PT USERS (YTD)

Top Creators (PT)

- Consumers Energy
- DTE Energy
- Lansing Board of Water & Light
- Presque Isle Electric & Gas
- AT&T Midwest

Top Updaters (PT)

- AT&T Midwest
- Comcast
- DTE Energy
- Consumers Energy
- Lansing Board of Water & Light

Active Users: 546

Active Member Codes: 674



2022 YTD

Created: 723
Closed: 58

2023 YTD

Created: 825
Closed: 194

Total Open Tickets: 4,987



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.c
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 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 YTD

Ticket Types	Count of Ticket Type
Violation	2077
Transfer	2014
New	1649
Attachment Request	825
Pole Replacement	168
Make Ready	47
Pole Location Elimination	5
Grand Total	5960

See Ticket Type Definitions document (Training – Best Practices) for help with deciding which to use.



Approximately **5,478** active Dispute Steps

Why are tickets being disputed?

Dispute Reason	Count
Add New Step	3494
Other	1549
Member Code Incorrect or Not Attached	633
Unable to Locate or Bad Address	309
Previous Step Not Complete	259
Duplicate Ticket or Step	191
Pole Owner Work Not Complete	123
Wrong Pole Owner	28
Legacy Dispute - No Reason	2
Grand Total	6588

Other is selected when there are choices:

- Not on pole (*Member code Incorrect or Not Attached*)
- Previous step needs to transfer first (*Previous Step Not Complete*)

NJUNS Tips & Tricks

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



QUESTIONS

Any questions for us?



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

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