

### PT+ USAGE

2022

Created: 17,537 Closed: 13,827

Tickets w/ Steps

Completed: 29,935

2023

Created: 19,595 Closed: 16,151

Tickets w/ Steps

Completed: 34,327

Total Open Tickets: 220,124

Ready to Close: 36,755 (all steps completed)

# TOP 5 USERS (YTD)

#### **Top Creators (PT)**

- Georgia Power
- Walton EMC
- Carroll EMC
- Sawnee EMC
- Central Georgia EMC

#### **Top Updaters (PT)**

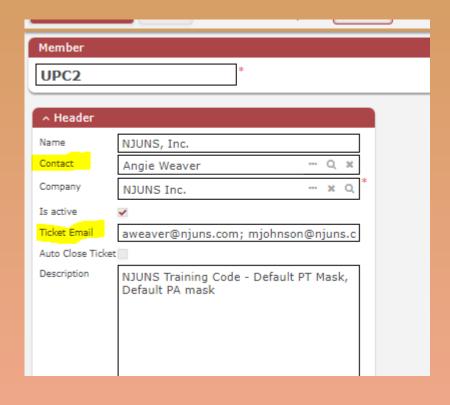
- Georgia Power
- AT&T Southeast
- Comcast
- Central Georgia EMC
- Charter Communications

Active Users: 1,102

Active Member Codes: 656



### MEMBER CODES



- View codes in profile by clicking on Members (My Members).
- Run report called Member Codes By State.
- Send any updates to <a href="mailto:support@njuns.com">support@njuns.com</a>
- 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

Row Labels	Count of TicketType
Make Ready	7735
Transfer	6834
Other	1810
Violation	1613
Pole Replacement	1427
New	266
Pole Abandonment	91
Pole Location Elimination	88
Oversize Load	10
Change of Ownership	7
Joint Trench	1
Grand Total	19882

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





#### Approximately 6,980 active Dispute Steps

#### Why are tickets being disputed?

Row Labels	Count of StepDescription	
Other	2778	
Previous Step Not Complete	2163	
Unable to Locate or Bad Address	924	
Member Code Incorrect or Not Attached	672	
Pole Owner Work Not Complete	212	
Add New Step	135	
Duplicate Ticket or Step	46	
Legacy Dispute - No Reason	30	
Wrong Pole Owner	19	
TRANSFER	1	
Grand Total	6980	

#### Why is Other being used? The majority are -

- Cable or another co. still needs to transfer (can use Add New Step or Previous Step not Complete)
- Not in our territory or not on pole. Use *Member code* incorrect or Not Attached.



### SHORT DEMO

#### 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
  - Opening multiple tickets at one time
- Removing the counties filter so code can be typed in
- Searching for a Pole that is not #1 in list (probably not an issue in GA)



### **INFORMATION**

# Available Training – visit training tab on <a href="https://www.njuns.com">www.njuns.com</a>

- Training calendar, User Guide, Training Videos, Best
  Practices documents
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Lat/Long

survey



# QUESTIONS

## Any questions for us?

