

# VERMONT USER GROUP MEETING

JUNE 1, 2023



# PT+ USAGE YTD

## 2022

Created: 1,008  
Closed: 559  
Tickets w/ Steps  
Completed: 1,446

## 2023

Created: 964  
Closed: 448  
Tickets w/ Steps  
Completed: 1,299

Includes all Ticket Types  
except Attachment  
Request (PA)

Total Open Tickets: 18,962

Ready to Close: 276 (all steps completed)



# TOP USERS (YTD)

## Top Creators (PT)

- Green Mountain Power
- Vermont Electric Coop
- Washington Electric Coop
- Consolidated Communications (Fairpoint)

## Top Updaters (PT)

- Consolidated Communications (Fairpoint)
- Green Mountain Power
- Vermont Electric Coop
- Washington Electric Coop
- Selectronics Corporation

Active Users: 80

Active Member Codes: 85



# PA USAGE YTD

ATTACHMENT REQUEST (PA)

## 2022

Created: 407  
Closed: 153

## 2023

Created: 246  
Closed: 270

### Top Owners using PA

- Green Mountain Power

Total Open Tickets: 355



# 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](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 YTD

<b>Ticket Type</b>	<b>Count of TicketType</b>
Transfer	528
Attachment Request (PA)	246
Pole Replacement	220
Make Ready	181
New	25
Other	11
Pole Location Elimination	5

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



Approximately 126 active Dispute Steps

Why are tickets being disputed?

dispute Reason	Dispute Counts
Unable to Locate or Bad Address	49
Other	30
Previous Step Not Complete	18
Pole Owner Work Not Complete	15
Member Code Incorrect or Not Attached	9
Duplicate Ticket or Step	4
Wrong Pole Owner	1
<b>Grand Total</b>	<b>126</b>

Other –

- Power or CATV is NTG
- Can't locate pole

## 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





# QUESTIONS

Any questions for us?



NATIONAL JOINT UTILITY

# INFORMATION

Available Training – visit training tab on [www.njuns.com](http://www.njuns.com)

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