

PT+ USAGE YTD

2022

Created:1,008Closed:559Tickets w/ StepsCompleted:1,446

2023Created:964Closed:448Tickets w/ StepsCompleted:1,299

Includes all Ticket Types except Attachment Request (PA)

Total Open Tickets: 18,962 Ready to Close: 276 (all steps completed)



NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

TOP USERS (YTD)

Top Creators (PT)

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

Top Updaters (PT)

• Consolidated Communications (Fairpoint)

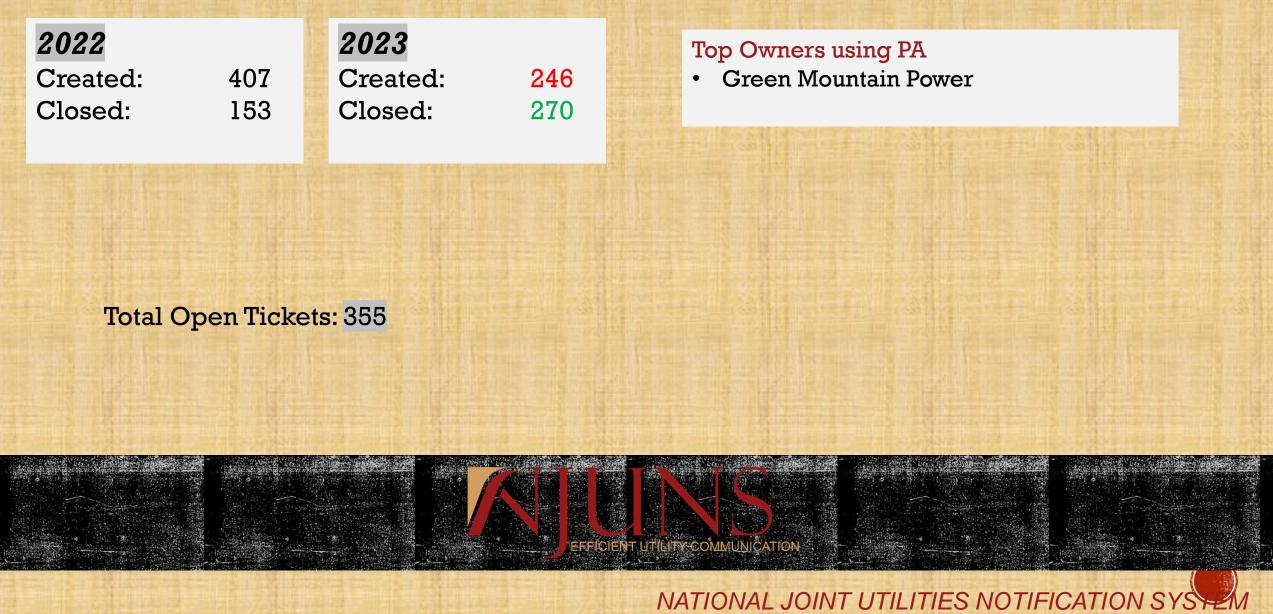
NATIONAL JOINT UTILITIES NOTIFICATION SYS

- Green Mountain Power
- Vermont Electric Coop
- Washington Electric Coop
- Selectronics Corporation

Active Users: 80 Active Member Codes: 85



PA USAGE YTD ATTACHMENT REQUEST (PA)



MEMBER CODES

	Member					
	UPC2	*				
^ Header						
	Name	NJUNS, Inc.				
	Contact	Angie Weaver Q ×				
	Company	NJUNS Inc. ···· × Q *				
	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 <u>support@njuns.com</u>
- 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



NATIONAL JOINT UTILITIES NOTIFICATION SYS

TICKET TYPES YTD

Ticket Type	Count of TicketType	
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.



NATIONAL JOINT UTILITIES NOTIFICATION SYS



Approximately 126 active Dispute Steps

Why are tickets being disputed?

dispute Reason IT Dispute Counts		
Unable to Locate or Bad Address	49	
Other	30	
Previous Step Not Complete	18	15
Pole Owner Work Not Complete	15	12
Member Code Incorrect or Not Attached		
Duplicate Ticket or Step	4	
Wrong Pole Owner	1	
Grand Total	126	t

Other –

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



NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

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



NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM



Any questions for us?



NATIONAL JOINT UTILIN

INFORMATION

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

- Training calendar, User Guide, Training Videos, Best Practices documents
- Pay attention to System Alerts
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