

LOUISIANA USER GROUP MEETING

July 13, 2023



NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

PT+ USAGE - YTD

2022

Created: 2,252
Closed: 1,530
Tickets w/ Steps
Completed: 4,265

2023

Created: 2,260
Closed: 4,231
Tickets w/ Steps
Completed: 5,235

Total Open Tickets: 33,131

Ready to Close: 2,857 (all steps completed)



TOP 5 USERS (YTD)

Top Creators (PT)

- Entergy
- AT&T
- CLECO
- DEMCO
- SW Louisiana EMC

Top Updaters (PT)

- Entergy
- AT&T
- Cox
- Charter
- CLECO

Active Users: 457

Active Member Codes: 213



NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

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.com		
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)
- Ticket email –up to 4 email addresses
- Check Contact & Ticket Email
- Run report called “Member Codes By State”
- Send any updates to support@njuns.com



TICKET TYPES YTD

Ticket Type	Count of TicketType
Transfer	1232
Pole Replacement	603
New	196
Other	151
Overlash	43
Make Ready	28
Violation	10
Pole Abandonment	7
Pole Location Elimination	3
Aerial Clearance Review	1

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



Approximately **2,379** active Dispute Steps

Why are tickets being disputed?

Dispute Reasons	Count of StepDescription
Other	659
Previous Step Not Complete	573
Member Code Incorrect or Not Attached	445
Unable to Locate or Bad Address	410
Pole Owner Work Not Complete	109
Add New Step	102
Duplicate Ticket or Step	42
Wrong Pole Owner	38
TRANSFER FACILITIES	1
Grand Total	2379

Other –

- Not on pole (Use Member Code Incorrect or Not Attached)
- Previous step needs to transfer first (Use Previous Step No Complete)
- can't locate the pole (Use Unable to Locate or Bad Address)

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

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

