

KENTUCKY USER GROUP MEETING

July 27, 2023



NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

PT+ USAGE YTD

2022

Created: 5,154

Closed: 2,124

Tickets w/ Steps

Completed: 5,006

2023

Created: 3,344

Closed: 2,073

Tickets w/ Steps

Completed: 4,709

Total Open Tickets: 35,389

Ready to Close: 2,596 (all steps completed)



TOP 5 USERS (YTD)

Top Creators (PT)

- Kentucky Utilities
- AT&T
- Tri-County Electric
- Paducah Power System
- Pennyrile Rural Electric Coop

Top Updaters (PT)

- AT&T
- Charter/Time Warner
- Kentucky Utilities
- Windstream
- MetroNet

Active Users: 250

Active Member Codes: 155



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

Transfer	2743
Pole Replacement	424
Violation	92
New	56
Pole Location Elimination	41
Pole Abandonment	34
Other	32
Make Ready	25
Change of Ownership	2
Aerial Clearance Review	1

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



Approximately 2,011 active Dispute Steps

Previous Step Not Complete	720
Unable to Locate or Bad Address	592
Other	225
Member Code Incorrect or Not Attached	146
Add New Step	138
Duplicate Ticket or Step	90
Pole Owner Work Not Complete	57
Wrong Pole Owner	43

Other –

Not on pole – Use *Member Code Incorrect or Not Attached*

CATV still on Pole – Use *Previous Step Not Complete or Add New Step*



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 UTILIT

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