

# TENNESSEE USER GROUP MEETING

Aug 30, 2023



# PT+ USAGE

## ***2022–YTD***

Created: 9,825  
Closed: 7,442  
Tickets w/ Steps  
Completed: 14,967

## ***2023 –YTD***

Created: 11,739  
Closed: 8,519  
Tickets w/ Steps  
Completed: 18,658

Total Open Tickets: 76,706

Ready to Close: 7,661 (all steps completed)



NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

# TOP 5 USERS (YTD)

## Top Creators (PT)

- Nashville Electric Services
- Middle Tennessee Electric
- AT&T
- Cumberland EMC
- Lenoir City Utility Board

## Top Updaters (PT)

- Nashville Electric Services
- AT&T
- Charter Communications
- Comcast
- Knoxville Utilities Board

Active Users: 489

Active Member Codes: 216





# MEMBER CODES

Member

UPC2 \*

Header

Name: NJUNS, Inc.

Contact: Angie Weaver ... Q x

Company: NJUNS Inc. ... x 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 [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)

Row Labels	Count of TicketType
Transfer	9638
Violation	802
Pole Replacement	553
Other	499
Pole Location Elimination	122
New	84
Make Ready	59
Pole Abandonment	12
Aerial Clearance Review	5
Change of Ownership	5
Overlash	1
Joint Trench	1
<b>Grand Total</b>	<b>11781</b>



Approximately **2,437** active Dispute Steps

Why are tickets being disputed?

Row Labels	Count of StepDescription
Previous Step Not Complete	984
Other	635
Unable to Locate or Bad Address	523
Member Code Incorrect or Not Attached	154
Pole Owner Work Not Complete	57
Duplicate Ticket or Step	46
Wrong Pole Owner	19
Add New Step	13
Legacy Dispute - No Reason	5
CenturyLink pole	1
Grand Total	2437

Some reasons for 'Other' that have choices:

- Can't locate Pole (*Use "Unable to Locate or Bad Address"*)
- Not on Pole (*Use "Member Code Incorrect or Not Attached"*)
- CATV needs to transfer first (*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 (probably not an issue in GA)



# QUESTIONS

Any questions for us?



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Take the  
Lat/Long  
survey

