

# MA/RI USER GROUP MEETING

September 13, 2023



# MASSACHUSETTS PT+ USAGE

## **2022 - YTD**

Created: 7,843  
Closed: 6,653  
Tickets w/ Steps  
Completed: 13,400

## **2023 - YTD**

Created: 7,485  
Closed: 7,037  
Tickets w/ Steps  
Completed: 14,763

Total Open Tickets: 20,645

Ready to Close: 225 (all steps completed)



NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

# RHODE ISLAND PT+ USAGE

## **2022 - YTD**

Created: 1,192  
Closed: 1,419  
Tickets w/ Steps  
Completed: 1,993

## **2023 - YTD**

Created: 1,619  
Closed: 875  
Tickets w/ Steps  
Completed: 1,992

Total Open Tickets: 2,979

Ready to Close: 403 (all steps completed)



NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM



# TOP 5 USERS (YTD)

## Top Creators

- Verizon(MA) – Rhode Island Energy
- National Grid (MA) – Verizon (RI)
- Eversource (MA)
- Reading Municipal Light(MA)
- Fitchburg Gas & Electric (MA)

## Top Updaters MA / RI

- Verizon / Rhode Island Energy
- National Grid / Verizon
- Eversource/ Cox
- Comcast / Partnership for Rhode Island SL
- RCN Corp / Fibertech Networks

Active Users: 490 (MA) 46 (RI)

Active Member Codes: 500 (MA) 91 (RI)



# MEMBER CODES

Member

UPC2

Header

Name: NJUNS, Inc.

Contact: Angie Weaver

Company: NJUNS Inc.

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

Ticket Type (MA)	Count of TicketType
Pole Replacement	3818
Transfer	3686
New	197
Other	12
Pole Location Elimination	2
Overlash	1
Violation	1
Pole Abandonment	1
<b>Grand Total</b>	<b>7718</b>

Ticket Type (RI)	Count of TicketType
Pole Replacement	1289
Transfer	348
<b>Grand Total</b>	<b>1637</b>



Massachusetts – 419 active disputes / Rhode Island – 116 active disputes  
Why are tickets being disputed?

MA - Dispute Reasons	Count of StepDescription
Other	150
Previous Step Not Complete	118
Unable to Locate or Bad Address	98
Member Code Incorrect or Not Attached	29
Pole Owner Work Not Complete	20
Wrong Pole Owner	2
Add New Step	1
Duplicate Ticket or Step	1
<b>Grand Total</b>	<b>419</b>

RI - Dispute Reasons	Count of StepDescription
Other	42
Unable to Locate or Bad Address	37
Member Code Incorrect or Not Attached	17
Previous Step Not Complete	10
Pole Owner Work Not Complete	7
Add New Step	2
Wrong Pole Owner	1
<b>Grand Total</b>	<b>116</b>

Make sure to pick a choice if available, instead of 'Other'

## 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 MA/RI)





# QUESTIONS

Any questions for us?



NATIONAL JOINT UTILITY

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Take the  
Lat/Long  
survey

