

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)



RHODE ISLAND PT+ USAGE

NATIONAL JOINT UTILITIES NOTIFICATION SYS

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)

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

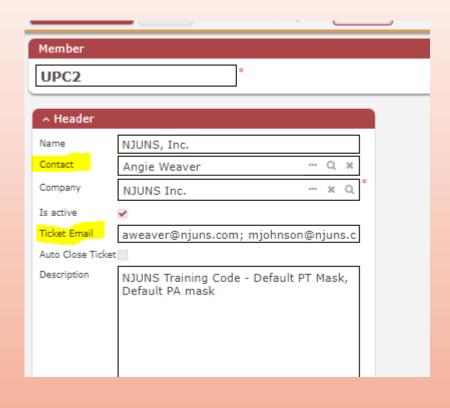
- Verizon / Rhode Island Energy
- National Grid / Verizon
- Eversource/ Cox
- Comcast / Partnership for Rhode Island SL
- RCN Corp / Fibertech Networks

Active Users: 490 (MA) 46 (RI)

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



MEMBER CODES



- View codes in profile by clicking on Members (My Members).
- Run report called Member Codes By State.
- Send any updates to 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
Grand Total	7718

Ticket Type (RI)	▼ Count of TicketType	
Pole Replacement	1289	
Transfer	348	
Grand Total	1637	



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 Attac	hed 29
Pole Owner Work Not Complete	20
Wrong Pole Owner	2
Add New Step	1
Duplicate Ticket or Step	1
Grand Total	419

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

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



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 (probably not an issue in MA/RI)

QUESTIONS

Any questions for us?



INFORMATION

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

- Training calendar, User Guide, Training Videos, Best
 Practices documents
- Pay attention to System Alerts
- Visit News on our website for updates
- Follow us on LinkedIn, Twitter, or Facebook







Lat/Long

survey

