

PENNSYLVANIA USER GROUP MEETING

September 26, 2023

PT+ USAGE (YTD)

2022

Created: 9,857
Closed: 8,930
Tickets w/ Steps
Completed: 22,811

2023

Created: 10,826
Closed: 8,960
Tickets w/ Steps
Completed: 20,180

Total Open Tickets: 76,196

Ready to Close: 4,942 (all steps completed)



TOP 5 USERS (YTD)

Top Creators (PT)

- PECO Energy
- Duquesne Light Company
- Verizon
- PPL Electric Utilities
- Wellsboro Electric Company

Top Updaters (PT)

- Verizon
- PECO Energy
- Comcast
- PPL Electric Utilities
- Duquesne Light Company

Active Users: 598

Active Member Codes: 186



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: ☒

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
- 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 Types	Count of TicketType
Pole Replacement	5136
Transfer	5035
New	487
Violation	113
Pole Location Elimination	31
Make Ready	16
Other	11
Pole Abandonment	9
Change of Ownership	1

View Ticket Type definitions document located under Training/Best Practices on the website



Approximately 3,555 active Dispute Steps

Why are tickets being disputed?

Disputes	Count of StepDescription
Other	829
Unable to Locate or Bad Address	817
Member Code Incorrect or Not Attached	566
Pole Owner Work Not Complete	396
Add New Step	388
Previous Step Not Complete	361
Wrong Pole Owner	171
Duplicate Ticket or Step	26
Legacy Dispute - No Reason	1
Grand Total	3555

Some reasons for 'Other' that have choices:

- No attachments on pole – could use *Member code incorrect or not attached*
- More work need by pole owner – could use *Pole Owner Work Not Complete*
- Co. above still attached – could 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



QUESTIONS

Any questions for us?



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Lat/Long
survey

