

PT+ USAGE (YTD)

NATIONAL JOINT UTILITIES NOTIFICATION SYS

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)

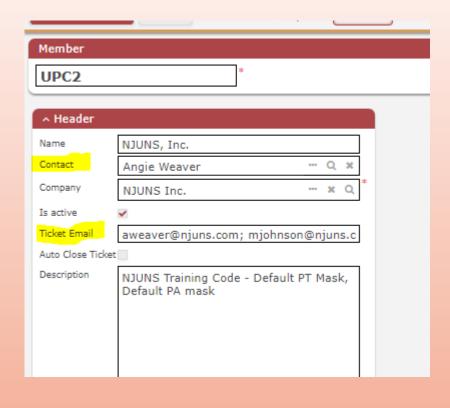
- Verizon
- PECO Energy
- Comcast
- PPL Electric Utilities
- Duquesne Light Company

Active Users: 598

Active Member Codes: 186



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 Types Tount of Ticket	Туре
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



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

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

