TEXAS USER GROUP MEETING

Oct 18, 2023

2022– YTD

Created: 9,736
Closed: 7,453
Tickets w/ Steps
Completed: 19,386

2023 – YTD

Created: 8,846
Closed: 4,377
Tickets w/ Steps
Completed: 13,563

Total Open Tickets: 59,220
Ready to Close: 1,453 (all steps completed)

PA (POLE ATTACHMENT) USAGE

2022–YTD
Created: 3,394
Closed: 2,728

2023–YTD
Created: 4,030
Closed: 3,081

Total Open Tickets: 5,072

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Top Creators (PT)
- Oncor Electric Delivery
- CPS Energy
- Austin Energy
- AT&T Southwest
- Entergy

Top Updaters (PT)
- Charter Communications
- AT&T Southwest
- Oncor Electric Delivery
- CPS Energy
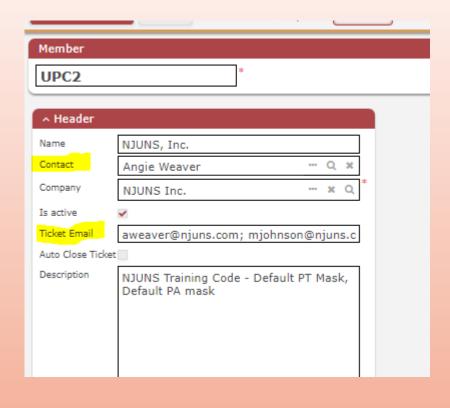- Grande Communications

Top Owners (PA)
- CenterPoint Energy
- Entergy
- Texas – New Mexico Power
- United Cooperative Services
- Medina Electric Cooperative

Active Users: 1,266
Active Member Codes: 472

- 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

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NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

Ticket Types	Count of TicketType
Transfer	5,275
Attachment Request (PA)	4,030
New	1,189
Pole Replacement	1,127
Make Ready	880
Other	453
Violation	196
Pole Location Elimination	147
Overlash	38
Pole Abandonment	38
Change of Ownership	9
Aerial Clearance Review	3
Common Crew	2
Joint Trench	1

See Ticket Type Definitions document located under
Training – Best Practices

Approximately 6,338 active Dispute Steps

Why are tickets being disputed?

Disputes	Count of StepDescription
Other	4700
Pole Owner Work Not Complete	579
Member Code Incorrect or Not Attache	478
Unable to Locate or Bad Address	219
Duplicate Ticket or Step	178
Previous Step Not Complete	129
Wrong Pole Owner	45
Add New Step	8
Legacy Dispute - No Reason	2
Grand Total	6,338

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"*)

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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

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Any questions for us?

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