

PT+ USAGE

2022-YTD

Created: 1,980

Closed: 722

Tickets w/ Steps

Completed: 2,593

Total Open Tickets: 11,947

Ready to Close: 476 (all steps completed)

2023 - YTD

Created: 1,397

Closed: 968

Tickets w/ Steps

Completed: 2,772

PT+ is all ticket types except Attachment Request (PA



PA USAGE

2022-YTD

Created: 7
Closed: 2

Total Open Tickets: 1,097

2023 - YTD

Created: 1,056

Closed: 53

TOP 5 USERS (YTD)

Top Creators (PT)

- Arkansas Valley Electric
- Ozarks Electric Cooperative
- Entergy
- North Little Rock Electric Co
- AT&T

Top Updaters (PT)

- Arkansas Valley Electric
- Ozarks Electric
 Cooperative/OzarksGo
- Cox Communications
- Windstream
 Communications
- Comcast

Top Owners (PA)

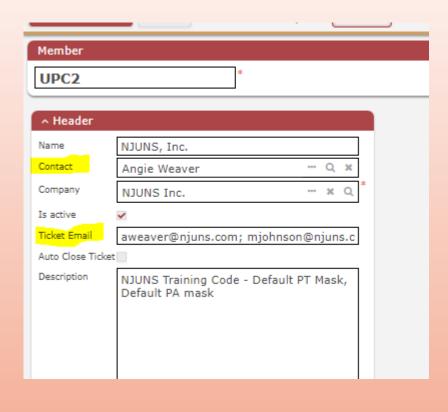
- Entergy
- Arkansas Valley Electric
- Empire Direct Electric (1)
- North Little Rock Electric Co (1)
- Ozarks Electric Cooperative (1)

Active Users: 144

Active Member Codes: 167



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)

NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

| Ticket Type | Count of TicketType |
|---------------------------|---------------------|
| Attachment Request (PA) | 1,056 |
| Transfer | 578 |
| Pole Replacement | 410 |
| New | 233 |
| Pole Abandonment | 96 |
| Other | 72 |
| Pole Location Elimination | 14 |
| Overlash | 1 |
| Grand Total | 2,460 |

See Ticket Type Definitions document located under Training – Best Practices



Approximately 75 active Dispute Steps

Why are tickets being disputed?

| Row Labels Count of StepDescription | |
|--|--|
| Member Code Incorrect or Not Attached 45 | |
| Other 9 | |
| Unable to Locate or Bad Address 8 | |
| Wrong Pole Owner 6 | |
| Previous Step Not Complete 4 | |
| Pole Owner Work Not Complete 2 | |
| Duplicate Ticket or Step 1 | |
| Grand Total 75 | |
| | |

Some reasons for 'Other' that have choices:
- Not in our area – Use 'Member Code
incorrect or Not Attached'



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



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
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