

PT+ USAGE

2023 - YTD

 Created:
 2,367

 Closed:
 1,424

Tickets w/Steps Completed: 3,494

Total Open Tickets: 49,676

Ready to Close: 4,177 (all steps completed)

2024 - YTD

Created: 2,207 Closed: 1,469

Tickets w/ Steps Completed: 3,238



PA (POLE ATTACHMENT) USAGE

2023 - YTD

Created: 928 Closed: 188 2024 - YTD

Created: 817 Closed: 10

Total Open Tickets: 14,817



TOP 5 USERS (YTD)

Top Creators (PT)

- Dominion Virginia Power (Leidos)
- Dominion Energy (MESA)
- Appalachian Power Company
- Verizon Virginia
- Potomac Electric Power
 Company

Top Updaters (PT)

- Verizon
- Dominion Energy
- Comcast
- Cox Communications
- Shentel

Top Owners (PA)

Dominion Energy

NATIONAL JOINT UTILITIES NOTIFICATION SYSPE

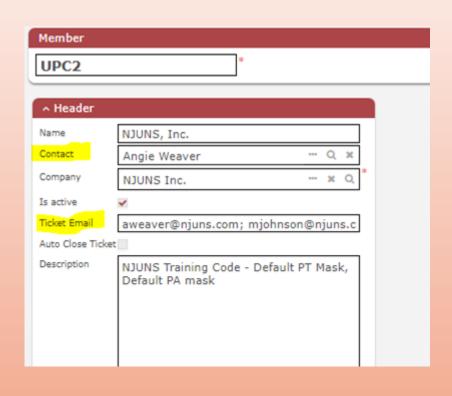
- Shenandoah Valley Electric Cooperative
- Rappahannock Electric Cooperative
- Northern Virginia Electric Cooperative
- A & N Electric Cooperative

Active Users: 1190

Active Member Codes: 249



MEMBER CODES



- View codes in profile by clicking on Members
- Run report called Member Codes By State.
- Send any updates to <u>support@njuns.com</u>.
- Ticket Email can have up to 4 email addresses. If blank, it will deactivate after several bounces.
- Make sure Contact is correct and ticket email are correct.

Ticket Type	Quantity
Attachment Request (PA)	817
Transfer	795
Pole Replacement	587
Make Ready	473
New	126
Other	116
Violation	39
Overlash	20
Pole Location Elimination	15
Pole Abandonment	7
TOTAL	2,995

TICKET TYPES (YTD)

See Ticket Type Definitions document located under Training – Best Practices



Why are tickets being disputed?



Dispute Reason	Quantity
Other	683
Member Code Incorrect or Not Attached	478
Previous Step Not Complete	358
Unable to Locate or Bad Address	194
Wrong Pole Owner	132
Pole Owner Work Not Complete	44
Add New Step	27
Duplicate Ticket or Step	15
Work Unnecessary	8
TOTAL	1,939

Approximately 1,939 active Dispute Steps

"Other" may have better 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")



SHORT DEMO

NJUNS Tips & Tricks

- Review new Lat/Long requirement
- Using the Ticket Map feature
- Adding tickets to sets
- Cloning tickets

QUESTIONS

Any questions for us?



INFORMATION

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

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



LinkedIn NJUNS, Inc.



Facebook NJUNS, Inc.



Twitter
@NJUNSINC

