

VIRGINIA USER GROUP MEETING

March 26, 2024



PT+ USAGE

2023 - YTD

Created:	2,367
Closed:	1,424
Tickets w/Steps Completed:	3,494

2024 - YTD

Created:	2,207
Closed:	1,469
Tickets w/ Steps Completed:	3,238

Total Open Tickets: 49,676
Ready to Close: 4,177 (all steps completed)



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

Active Users: 1190

Active Member Codes: 249



MEMBER CODES

Member

UPC2

^ Header

Name	NJUNS, Inc.
Contact	Angie Weaver
Company	NJUNS Inc.
Is active	<input checked="" type="checkbox"/>
Ticket Email	aweaver@njuns.com; mjohnson@njuns.c
Auto Close Ticket	<input type="checkbox"/>
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 and ticket email are correct.



TICKET TYPES (YTD)

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

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

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