

MICHIGAN USER GROUP MEETING

May 14, 2024



Board of Directors

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NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

PT+ USAGE

2023 - YTD

Created:	8,021
Closed:	5,029
Tickets w/Steps Completed:	8,023

2024 - YTD

Created:	13,277
Closed:	7,834
Tickets w/ Steps Completed:	13,264

Total Open Tickets: 136,236
Ready to Close: 9,063 (all steps completed)



PA (POLE ATTACHMENT) USAGE

Note** Consumers Energy is no longer using NJUNS for Pole Attachment.

2023 - YTD

Created:	1,294
Closed:	824

2024 - YTD

Created:	383
Closed:	844

Total Open Tickets: 5,088



TOP 5 USERS (YTD)

Top Creators (PT)

- Consumers Energy
- AT&T Midwest

Top Updaters (PT)

- AT&T Midwest
- Comcast
- DTE Energy Corporation
- Consumers Energy
- Wide Open West

Top Owners (PA)

- Consumers Energy

Active Users: 740

Active Member Codes: 676



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
Violation	7,423
New	3,450
Pole Transfer	2,175
Pole Attachment	383
Make Ready	107
Pole Replacement	77
Pole Location Elimination	10
Pole Abandonment	6
Other	1
TOTAL	13,632

See Ticket Type Definitions document located under Training – Best Practices



Why are tickets being disputed?

Dispute Reason	Quantity
Add New Step	3,843
Other	1,805
Member Code Incorrect or Not Attached	677
Previous Step Not Complete	386
Unable to Locate or Bad Address	374
Duplicate Ticket or Step	227
Pole Owner Work Not Complete	112
Work Unnecessary	74
Wrong Pole Owner	33
Legacy Dispute – No Reason	2
TOTAL	7,533

Approximately **7,533** 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
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