

MISSOURI USER GROUP MEETING

May 21, 2024



Board of Directors

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PT+ USAGE

2023 - YTD

Created:	3,737
Closed:	823
Tickets w/Steps Completed:	4,580

2024 - YTD

Created:	3,375
Closed:	4,318
Tickets w/ Steps Completed:	8,591

Total Open Tickets: 85,785

Ready to Close: 4,126 (all steps completed)



PA (POLE ATTACHMENT) USAGE

2023 - YTD

Created: 44
Closed: 8

2024 - YTD

Created: 52
Closed: 1

Total Open Tickets: 1,231



TOP 5 USERS (YTD)

Top Creators (PT)

- Ameren Missouri
- Evergy
- KCP&L (Evergy)
- City Utilities of Springfield
- City of Kirkwood

Top Updaters (PT)

- Ameren Missouri
- Charter Communications
- AT&T Southwest
- Brightspeed
- Mediacom Communications

Top Owners (PA)

- Evergy
- Liberty Utilities (Empire District)

Active Users: 345

Active Member Codes: 230



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
Pole Transfer	2,960
Make Ready	138
Pole Replacement	121
Overlash	54
Pole Attachment	52
Violation	37
New	31
Other	27
Pole Abandonment	3
Pole Location Elimination	2
TOTAL	3,425

See Ticket Type Definitions document located under Training – Best Practices



Why are tickets being disputed?

Dispute Reason	Quantity
Other	566
Member Code Incorrect or Not Attached	95
Unable to Locate or Bad Address	32
Pole Owner Work Not Complete	27
Previous Step Not Complete	17
Duplicate Ticket or Step	8
Wrong Pole Owner	6
Work Unnecessary	3
TOTAL	754

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”)

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.



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Twitter
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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?

