

TEXAS USER GROUP MEETING

June 11, 2024



Board of Directors

Nancy Jackson - Texas New Mexico Power
nancy.jackson@pnmresources.com
254-675-3908 x6131

Britney Cayton - Oncor Electric Delivery
britney.cayton@oncor.com
817-858-2517



PT+ USAGE

2023 - YTD

Created: 5,205

Closed: 2,051

Tickets w/Steps Completed: 7,646

2024 - YTD

Created: 4,730

Closed: 2,897

Tickets w/ Steps Completed: 9,841

Total Open Tickets: 62,525

Ready to Close: 1,649 (all steps completed)



PA (Pole Attachment) USAGE

2023 - YTD

Created: 2,263
Closed: 2,081

2024 - YTD

Created: 1,494
Closed: 1,273

Total Open Tickets: 5,598



TOP 5 USERS (YTD)

Top Creators (PT)

- Oncor Electric Delivery
- CPS Energy
- Austin Energy
- Entergy
- Texas – New Mexico Power Company

Top Updaters (PT)

- AT&T Southwest
- Oncor Electric Delivery
- Time Warner Cable/Charter Communications
- CPS Energy
- Google

Top Owners (PA)

- Center Point Energy
- Entergy
- Texas – New Mexico Power
- Medina Electric Cooperative
- United Cooperative Services

Active Users: 1,328

Active Member Codes: 490



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	2,841
Pole Attachment	1,494
Pole Replacement	659
New	503
Make Ready	340
Other	182
Overlash	70
Pole Location Elimination	59
Violation	40
Pole Abandonment	9
Change of Ownership	1
TOTAL	6,198

See Ticket Type Definitions document located under Training – Best Practices



Why are tickets being disputed?

Dispute Reason	Quantity
Other	2,586
Pole Owner Work Not Complete	584
Member Code Incorrect or Not Attached	454
Unable to Locate or Bad Address	190
Duplicate Ticket or Step	148
Previous Step Not Complete	124
Add New Step	65
Wrong Pole Owner	46
Work Unnecessary	16
Step Order Incorrect	2
Legacy Dispute – No Reason	1
TOTAL	4,216

STEPS

Approximately 4,216 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 and X



LinkedIn
NJUNS, Inc.



X(formerly Twitter)
@NJUNSINC



ACTION ITEMS

- Review Member Codes, Contacts and Ticket Email Recipients
- Notify us via email at support@njuns.com if there are updates
- Close Tickets that are Ready to Close (have all steps completed)
- Visit our website for training opportunities
- Follow us on social media
- Watch for and subscribe to our upcoming newsletter



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?

