

# TENNESSEE USER GROUP MEETING

June 25, 2024



# Board of Directors

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# PT+ USAGE

## ***2023 - YTD***

Created: 9,037

Closed: 6,383

Tickets w/Steps Completed: 12,768

## ***2024 - YTD***

Created: 10,281

Closed: 8,716

Tickets w/ Steps Completed: 20,200

Total Open Tickets: 77,618

Ready to Close: 7,658 (all steps completed)



# PA (Pole Attachment) USAGE

## ***2023 - YTD***

Created: 6  
Closed: 0

## ***2024 - YTD***

Created: 76  
Closed: 68

Total Open Tickets: 86



# TOP 5 USERS (YTD)

## Top Creators (PT)

- Volunteer Energy Cooperative
- Tri-County EMC
- Tullahoma Utilities Board
- North Central Telephone Cooperative
- AT&T Southeast

## Top Updaters (PT)

- Comcast
- AT&T Southeast
- Nashville Electric Services
- Knoxville Utilities Board
- Electric Power Board of Chattanooga

## Top Owners (PA)

- Knoxville Utilities Board
- Jellico Utilities Authority

Active Users: 533

Active Member Codes: 223



# 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](mailto: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	8,947
Violation	371
Pole Replacement	346
Other	105
Pole Abandonment	99
Pole Location Elimination	99
Make Ready	86
Pole Attachment	76
New	60
Change of Ownership	55
Aerial Clearance Review	2
<b>TOTAL</b>	<b>10,246</b>

See Ticket Type Definitions document located under Training – Best Practices



# STEPS

Dispute Reason	Quantity
Previous Step Not Complete	1,228
Other	787
Unable to Locate or Bad Address	597
Member Code Incorrect or Not Attached	178
Pole Owner Work Not Complete	55
Add New Step	64
Duplicate Ticket or Step	47
Work Unnecessary	28
Wrong Pole Owner	22
Legacy Dispute – No Reason	5
Charter Transfer Not Complete	1
CenturyLink Pole	1
Not Complete	1
<b>TOTAL</b>	<b>3,024</b>

Approximately **3,024** active Dispute Steps

❖ Why are tickets being disputed?

“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](http://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](mailto: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
- Prepare for future user authentication



# 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?

