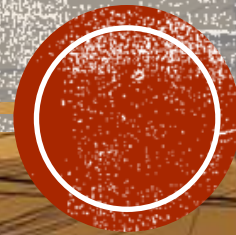


LOUISIANA USER GROUP MEETING

July 30, 2024



Board of Directors

Novie Davidson - CLECO
novie.davidson@cleco.com
318-641-8106

Misty Osborne - Entergy
mosborn@entergy.com
501-279-3186



PT+ USAGE

2023 - YTD

Created: 2,416

Closed: 4,815

Tickets w/Steps Completed: 5,916

2024 - YTD

Created: 3,538

Closed: 2,427

Tickets w/ Steps Completed: 6,810

Total Open Tickets: 32,210

Ready to Close: 2,217 (all steps completed)



PA (Pole Attachment) USAGE

2023 - YTD

Created: 157
Closed: 9

2024 - YTD

Created: 183
Closed: 62

Total Open Tickets: 585



TOP 5 USERS (YTD)

Top Creators (PT)

- Entergy
- DEMCO
- AT&T Southeast
- CLECO
- SW Louisiana Electric
Membership Corp SLEMCO

Top Updaters (PT)

- Entergy
- AT&T Southeast
- Cox Communications
- Lafayette Utilities System
- CLECO

Top Owners (PA)

- Entergy

Active Users: 543

Active Member Codes: 238



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	2,212
Pole Replacement	865
New	203
Pole Attachment	183
Other	128
Make Ready	51
Pole Location Elimination	23
Aerial Clearance Review	15
Pole Abandonment	11
Violation	4
TOTAL	3,695

See Ticket Type Definitions document located under Training – Best Practices



STEPS

Dispute Reason	Quantity
Other	854
Previous Step Not Complete	771
Unable to Locate or Bad Address	458
Member Code Incorrect or Not Attached	409
Pole Owner Work Not Complete	119
Add New Step	96
Wrong Pole Owner	46
Duplicate Ticket or Step	34
Work Unnecessary	5
Transfer Facilities	1
TOTAL	2,793

Approximately **2,793** 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

- 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
- 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?

