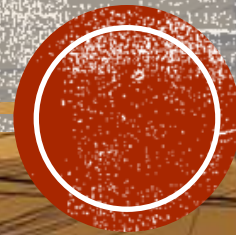


# OREGON USER GROUP MEETING

August 13, 2024



# Board of Directors

James Lowry - Portland General Electric  
James.Lowry@pgn.com  
503-672-5438

Tami Katzmarek - PacifiCorp  
tami.katzmarek@pacificorp.com  
503-813-5504



# PT+ USAGE

## **2023 - YTD**

Created: 8,979

Closed: 6,079

Tickets w/Steps Completed: 18,797

## **2024 - YTD**

Created: 11,505

Closed: 6,541

Tickets w/ Steps Completed: 20,471

Total Open Tickets: 63,813

Tickets w/ Steps Completed: 20,471

Ready to Close: 3,568 (all steps completed)



# PA (Pole Attachment) USAGE

## ***2023 - YTD***

Created: 3,621  
Closed: 1,155

## ***2024 - YTD***

Created: 4,208  
Closed: 1,609

Total Open Tickets: 36,186



# TOP 5 USERS (YTD)

## Top Creators (PT)

Portland General Electric  
PacifiCorp  
Comcast  
Crown Castle International  
Central Lincoln PUD

## Top Updaters (PT)

Portland General Electric  
Lumen / Century Link  
Comcast  
Zipty Fiber Northwest  
PacifiCorp

## Top Owners (PA)

PacifiCorp  
Lumen / Century Link  
Eugene Water and Electric Board  
Portland General Electric  
Central Lincoln PUD

Active Users: 612

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](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 Replacement	4,247
Pole Attachment	4,208
Make Ready	2,319
Pole Transfer	1,816
Violation	1,004
New	943
Pole Location Elimination	330
Common Crew	296
Other	186
Pole Abandonment	138
Change of Ownership	51
Overlash	11
<b>TOTAL</b>	<b>15,549</b>

See Ticket Type Definitions document located under Training – Best Practices



# STEPS

Dispute Reason	Quantity
Other	494
Pole Owner Work Not Complete	119
Previous Step Not Complete	91
Member Code Incorrect or Not Attached	84
Work Unnecessary	69
Duplicate Ticket or Step	31
Unable to Locate or Bad Address	27
Add New Step	15
Wrong Pole Owner	12
Legacy Dispute – No Reason	1
<b>TOTAL</b>	<b>943</b>

Approximately **943** 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 at [support@njuns.com](mailto:support@njuns.com) if there are updates
- Close tickets that are Ready to Close with PT+ Close Search (all steps completed)
- Visit our website for training opportunities
- Follow us on social media
- Subscribe to our quarterly 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?

