

PENNSYLVANIA USER GROUP MEETING

August 20, 2024



Board of Directors

John Brennan - Verizon
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973-509-5908

Vince Edwards – Duquesne Light Company
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PT+ USAGE

2023 - YTD

Created: 11,560

Closed: 7,840

Tickets w/Steps Completed: 18,265

2024 - YTD

Created: 9,613

Closed: 8,255

Tickets w/ Steps Completed: 19,612

Total Open Tickets: 82,280

Tickets w/ Steps Completed: 19,612

Ready to Close: 4,643 (all steps completed)



TOP 5 USERS (YTD)

Top Creators (PT)

- PECO Energy
- Verizon
- Duquesne Light Company
- Wellsboro Electric Company
- PPL Electric Utilities

Top Updaters (PT)

- PECO Energy
- Verizon
- Comcast
- PPL Electric Utilities
- Duquesne Light Company

Active Users: 655

Active Member Codes: 203



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 Replacement	5,782
Pole Transfer	3,088
New	365
Violation	125
Pole Location Elimination	79
Pole Abandonment	36
Make Ready	31
Other	11
Change of Ownership	3
Overlash	1
TOTAL	9,521

See Ticket Type Definitions document located under Training – Best Practices



STEPS

Dispute Reason	Quantity
Other	740
Unable to Locate or Bad Address	471
Member Code Incorrect or Not Attached	357
Pole Owner Work Not Complete	309
Previous Step Not Complete	236
Add New Step	223
Wrong Pole Owner	130
Duplicate Ticket or Step	27
Work Unnecessary	15
Step Order Incorrect	6
TOTAL	2,514

Approximately **2,514** 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 at 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?

