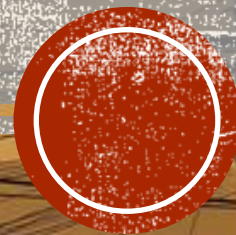


SOUTH CAROLINA USER GROUP MEETING

August 27, 2024



Board of Directors

Brittany Dellinger- Duke Energy
brittany.dellinger@duke-energy.com
704-382-4541

John Stanley – AT&T
js5773@att.com
352-371-9675



PT+ USAGE

2023 - YTD

Created: 4,825

Closed: 4,891

Tickets w/Steps Completed: 7,487

2024 - YTD

Created: 11,927

Closed: 6,322

Tickets w/ Steps Completed: 9,347

Total Open Tickets: 23,534

Draft Tickets: 1,193

Tickets w/ Steps Completed: 9,347

Ready to Close: 2,114 (all steps completed)



TOP 5 USERS (YTD)

Top Creators (PT)

- Duke Energy
- Davey Resource Group
- Duke Energy Progress
- Little River Electric Corporation
- Dominion Energy (SCANA)

Top Updaters (PT)

- Duke Energy
- AT&T Southeast
- Duke Energy Progress
- Time Warner Cable/Charter Communications
- Comporium

Active Users: 206

Active Member Codes: 116



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	11,409
Violation	259
New	219
Pole Location Elimination	14
Make Ready	11
Other	2
Pole Replacement	1
TOTAL	11,915

See Ticket Type Definitions document located under Training – Best Practices



STEPS

Approximately **1,462** 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”)

Dispute Reason	Quantity
Other	486
Unable to Locate or Bad Address	346
Previous Step Not Complete	291
Member Code Incorrect or Not Attached	131
Add New Step	83
Duplicate Ticket or Step	56
Wrong Pole Owner	44
Pole Owner Work Not Complete	25
TOTAL	1,462



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
- 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?

