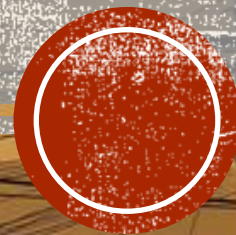


MASSACHUSETTS & RHODE ISLAND USER GROUP MEETING

September 10 , 2024



Board of Directors

Massachusetts

Anh Trang – Eversource Energy
anh.trang@eversource.com
617-541-7738

Keith Caribo – UNITIL
caribo@unitil.com
978-353-3263

Rhode Island

Stephanie Magnan – Verizon
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978-275-1150



PT+ USAGE

Massachusetts

2023 - YTD

Created: 8,743
Closed: 7,197
Tickets w/
Steps Completed: 15,045

2024 - YTD

Created: 8,074
Closed: 8,629
Tickets w/
Steps Completed: 18,373

Total Open Tickets: 22,090
Draft Tickets: 25,379
Tickets w/Steps Completed: 18,373
Ready to Close: 465 (all steps completed)

Rhode Island

2023 - YTD

Created: 1,626
Closed: 925
Tickets w/
Steps Completed: 1,995

2024 - YTD

Created: 1,579
Closed: 1,498
Tickets w/
Steps Completed: 2,581

Total Open Tickets: 3,151
Draft Tickets: 4,351
Tickets w/Steps Completed: 2,581
Ready to Close: 528 (all steps completed)



TOP 5 USERS (YTD)

Massachusetts

Top Creators (PT)

- National Grid
- Eversource
- Verizon
- Fitchburg Gas & Electric
- Littleton Electric Light

Top Updaters (PT)

- Verizon
- National Grid
- Eversource
- Comcast
- Charter Communications

Active Users: 577

Active Member Codes: 509

Rhode Island

Top Creators (PT)

- Rhode Island Energy
- Verizon Rhode Island

Top Updaters (PT)

- Verizon
- Rhode Island Energy (PPL)
- Cox Communications
- Partnership for Rhode Island Streetlights Management
- Fibertech Networks

Active Users: 45

Active Member Codes: 93



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 on profile - Members<Search<My Members.
- Run reports - Member Codes By State and Users Under Member Code
- 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 emails are correct.



TICKET TYPES (YTD)

Massachusetts - Ticket Type	Quantity
Pole Transfer	3,966
Pole Replacement	3,687
New	283
Pole Abandonment	6
Violation	2
Aerial Clearance Review	2
TOTAL	7,946

Rhode Island - Ticket Type	Quantity
Pole Replacement	983
Pole Transfer	567
TOTAL	1,550

See Ticket Type Definitions document located under Training – Best Practices



❖ Why are tickets being disputed?

Massachusetts - Dispute Reason	Quantity
Member Code Incorrect or Not Attached	477
Previous Step Not Complete	347
Other	152
Unable to Locate or Bad Address	146
Pole Owner Work Not Complete	90
Duplicate Ticket or Step	16
Wrong Pole Owner	11
Work Unnecessary	7
Step Order Incorrect	2
Add New Step	2
TOTAL	1,250

Rhode Island - Dispute Reason	Quantity
Member Code Incorrect or Not Attached	64
Unable to Locate or Bad Address	45
Other	43
Work Unnecessary	21
Previous Step Not Complete	19
Pole Owner Work Not Complete	18
Wrong Pole Owner	5
Duplicate Ticket or Step	3
Add New Step	2
TOTAL	220

“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?

