

NORTH CAROLINA USER GROUP MEETING

November 14 , 2024



DIRECTORS

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PT+ USAGE

2023 - YTD

Created: 26,383

Closed: 18,411

Tickets w/Steps Completed: 27,290

2024 - YTD

Created: 49,721

Closed: 23,345

Tickets w/ Steps Completed: 39,549

Open Tickets: 89,442 / Draft Tickets: 3,039

Tickets w/Steps Completed: 39,549

Ready to Close: 2,154 (all steps completed)



PA USAGE

2023 - YTD

Created: 324
Closed: 6

2024 - YTD

Created: 766
Closed: 15

Open Tickets: 2,023 / Draft Tickets: 124



TOP 5 USERS (YTD)

Top Creators (PT)

- Duke Energy
- Duke Energy Progress
- AT&T Southeast
- Haywood EMC
- Rutherford EMC

Top Updaters (PT)

- Duke Energy
- Duke Energy Progress
- AT&T Southeast
- Charter Communications
- Brightspeed

Top Owners (PA)

- Dominion Energy
- Union Power Cooperative
- Duke Energy Process
- City of Wilson
- Duke energy

Active Users: 640

Active Member Codes: 353



MEMBER CODES

Member	
UPC2	
^ Header	
Name	NJUNS, Two
Contact	Linda Brumeloe
Company	NJUNS Inc.
Is active	<input checked="" type="checkbox"/>
Ticket Email	aweaver@njuns.com; mjohnson@njuns.com
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 reports - Member Codes By State/Users under Member Codes.
- 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)

Ticket Type	Quantity
Pole Transfer	46,833
New	1,061
Make Ready	567
Pole Replacement	322
Violation	287
Other	248
Pole Location Elimination	225
Overlash	39
Pole Abandonment	26
Change of Ownership	1
TOTAL	49,609

See Ticket Type Definitions document located under Training – Best Practices



STEPS

Dispute Reason	Quantity
Other	920
Unable to Locate or Bad Address	332
Member Code Incorrect or Not Attached	271
Previous Step Not Complete	252
Add New Step	122
Duplicate Ticket or Step	98
Pole Owner Work Not Complete	39
Legacy Dispute – No Reason	17
Wrong Pole Owner	11
Work Unnecessary	9
TOTAL	2,071

Approximately **2,071** 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”)



INFO & ACTION ITEMS

- Visit Training tab on www.njuns.com for available training
Training Calendar, User Guide, Training Videos, Best Practices
- Visit News tab on www.njuns.com for updates
- Subscribe to our Newsletter on our website Home tab
- Check for system Alerts on the NJUNS dashboard
- Review Member Codes, Contacts and Ticket Email Recipients for updates
- Close Tickets that are Ready to Close (have all steps completed)
- Follow us on social media  LinkedIn
NJUNS, Inc.  X(formerly Twitter)
@NJUNSINC
- Prepare for future user authentication
- Send requests for assistance to support@njuns.com



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?

Contact us at support@njuns.com

818-485-2765, ext. 1

