

# GEORGIA USER GROUP MEETING

December 10, 2024



# DIRECTORS

Darryll Wilson - Georgia Power  
jdwilson@southernco.com  
404-506-2928

John Stanley - AT&T  
js5773@att.com  
352-213-9204



# PT+ USAGE

## **2023 - YTD**

Created: 53,607

Closed: 29,610

Tickets w/Steps Completed: 64,593

## **2024 - YTD**

Created: 63,239

Closed: 28,155

Tickets w/ Steps Completed: 67,564

Open Tickets: 285,324 / Draft Tickets: 45,522

Tickets w/Steps Completed: 67,564

Ready to Close: 36,929 (all steps completed)



# PA USAGE

## **2023 - YTD**

Created: 28  
Closed: 0

## **2024 - YTD**

Created: 42  
Closed: 0

Open Tickets: 207 / Draft Tickets: 130



# TOP 5 USERS (YTD)

## Top Creators (PT)

- Georgia Power Company
- Walton EMC
- Jackson EMC
- Snapping Shoals EMC
- Carroll EMC

## Top Updaters (PT)

- AT&T Southeast
- Georgia Power Company
- Comcast
- Jackson EMC
- Charter Communications

## Top Owners (PA)

- City of Griffin (28)
- Okefenoke Rural EMC(12)

Active Users: 1,238

Active Member Codes: 673



# 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](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 emails are correct.



# TICKET TYPES (YTD)

Ticket Type	Quantity
Make Ready	22,914
Pole Transfer	18,721
Violation	12,749
Other	3,783
Pole Replacement	3,665
New	550
Pole Location Elimination	317
Pole Abandonment	196
Pole Attachment	42
Change of Ownership	15
Oversize Load	14
Overlash	5
Joint Trench	1
<b>TOTAL</b>	<b>62,972</b>

See Ticket Type Definitions document located under Training – Best Practices



# STEPS

Dispute Reason	Quantity
Other	2,041
Previous Step Not Complete	1,864
Unable to Locate or Bad Address	898
Member Code Incorrect or Not Attached	654
Add New Step	185
Pole Owner Work Not Complete	158
Duplicate Ticket or Step	63
Work Unnecessary	33
Wrong Pole Owner	26
Legacy Dispute – No Reason	23
Step Order Incorrect	3
<b>TOTAL</b>	<b>5,948</b>

Approximately **5,948** 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](http://www.njuns.com) for available training  
Training Calendar, User Guide, Training Videos, Best Practices
- Visit News tab on [www.njuns.com](http://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](mailto: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](mailto:support@njuns.com)

818-485-2765, ext. 1

