

# **KENTUCKY USER GROUP MEETING**

December 3, 2024



# DIRECTORS

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# PT+ USAGE

## **2023 - YTD**

Created: 5,358

Closed: 3,770

Tickets w/Steps Completed: 8,092

## **2024 - YTD**

Created: 7,717

Closed: 5,083

Tickets w/ Steps Completed: 9,557

Open Tickets: 37,896 / Draft Tickets: 1,673

Tickets w/Steps Completed: 9,557

Ready to Close: 2,296 (all steps completed)



# PA USAGE

## **2023 - YTD**

Created: 23  
Closed: 3

## **2024 - YTD**

Created: 5  
Closed: 1

Open Tickets: 182 / Draft Tickets: 63



# TOP 5 USERS (YTD)

## Top Creators (PT)

- Kentucky Utilities
- Warren Rural Electric Cooperative
- Blue Grass Energy
- Kenergy
- Tri-County Electric

## Top Updaters (PT)

- AT&T Southeast
- Charter Communications
- Kentucky Utilities
- Windstream Communications
- Kentucky Communications Network Authority

## Top Owners (PA)

- Kentucky Utilities (2)
- Jellico Utilities Authority (2)
- Pennyrile Rural Electric(1) Cooperative Corporation

Active Users: 156

Active Member Codes: 271



# 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 Type	Quantity
Pole Transfer	6,147
Pole Replacement	704
Violation	522
New	98
Make Ready	96
Pole Location Elimination	95
Pole Abandonment	18
Other	15
Pole Attachment	5
Change of Ownership	4
Aerial Clearance Review	1
Overlash	1
<b>TOTAL</b>	<b>7,706</b>

# TICKET TYPES (YTD)

See Ticket Type Definitions document located under Training – Best Practices



# STEPS

Dispute Reason	Quantity
Previous Step Not Complete	734
Unable to Locate or Bad Address	663
Other	299
Add New Step	146
Member Code Incorrect or Not Attached	131
Duplicate Ticket or Step	80
Pole Owner Work Not Complete	51
Wrong Pole Owner	42
Work Unnecessary	15
Step Order Incorrect	1
<b>TOTAL</b>	<b>2,166</b>

Approximately **2,166** 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

