

# MISSISSIPPI USER GROUP MEETING

February 11, 2025



# DIRECTORS

Aaron Gonzales - AT&T

ag3146@att.com

330-310-6864

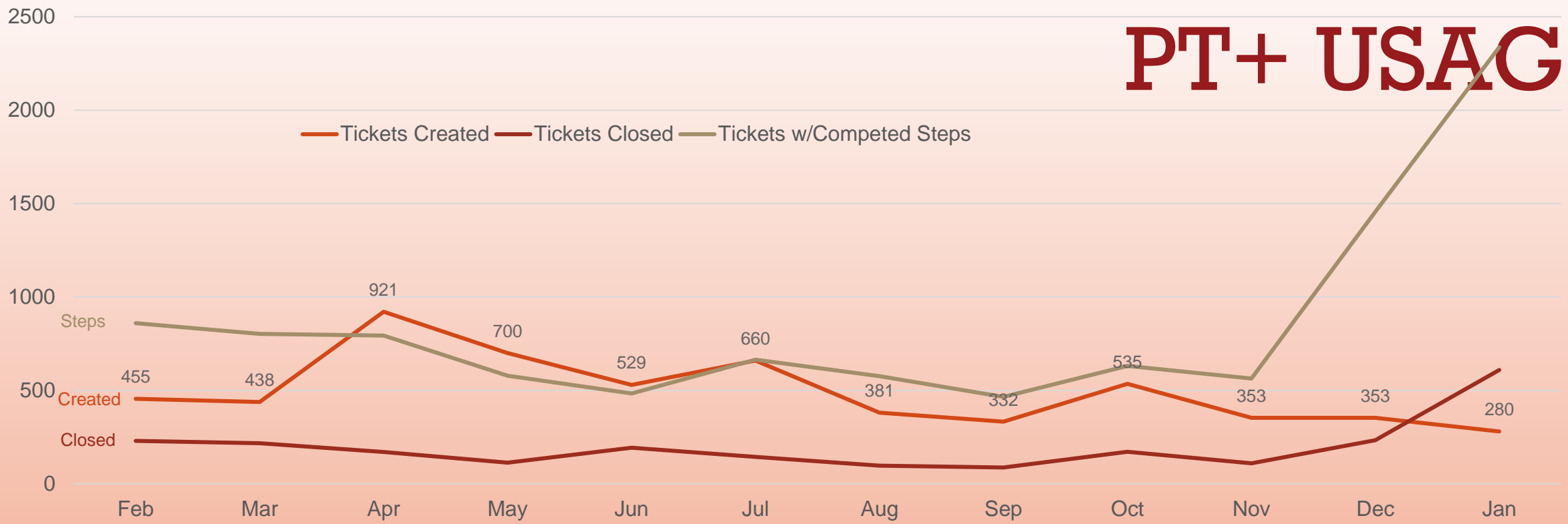
Robert Boyd - Mississippi Power

rcboyd@southernco.com

228-539-7669



# PT+ USAGE

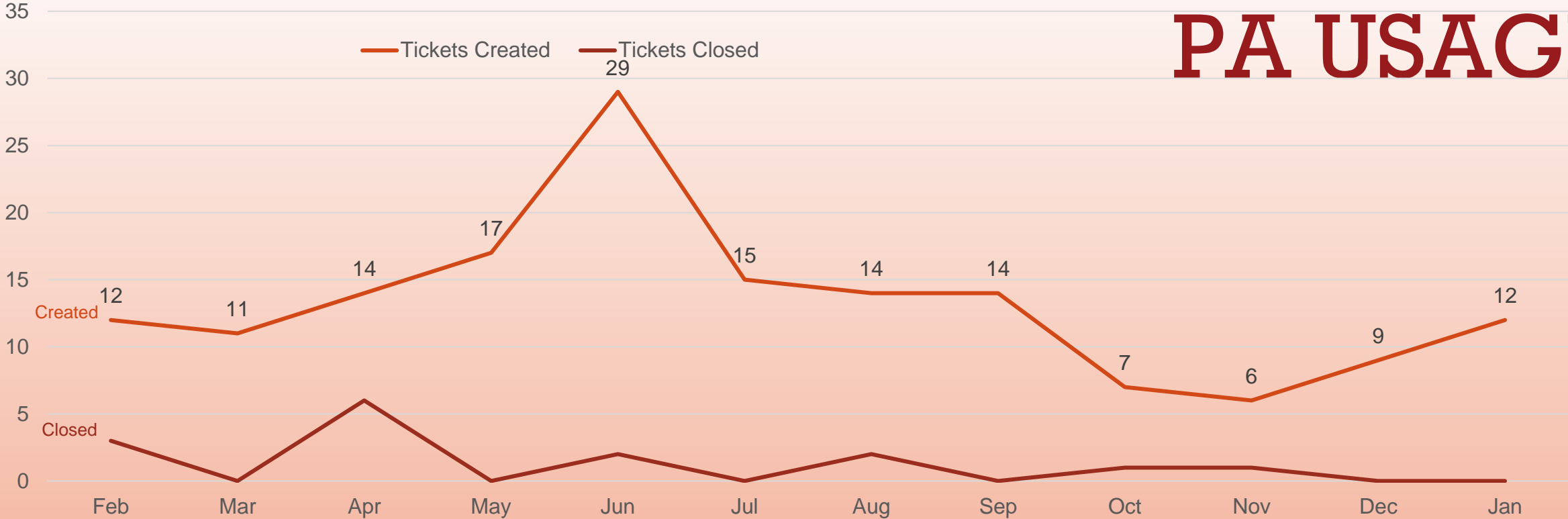


	<u>12MM</u>	<u>2024</u>	<u>2025</u>	<u>% Chg</u>
Tickets Created	5,937	624	280	-55%
Tickets Closed	2,373	184	609	230%
Tickets w/ Steps Completed:	10,209	863	2,337	171%

**Total Open Tickets: 30,000**  
**Draft Tickets: 4,305**  
**Ready to Close: 4,237 (all steps completed)**



# PA USAGE



	<u>12MM</u>	<u>2024</u>	<u>2025</u>	<u>% Chg</u>
Tickets Created	160	11	12	9%
Tickets Closed	13	3	0	-100%

Open Tickets: 345 / Draft Tickets: 58



# TOP 5 USERS (12MM)

## Top Creators (PT)

- Singing River EPA
- AT&T Southeast
- Entergy
- New Albany Light & Gas
- Coast Electric Power Association

## Top Updaters (PT)

- AT&T Southeast
- Entergy
- Singing River EPA
- Mississippi Power Company
- Coast Electric Power Association

## Top Owners (PA)

- Entergy (159)

Active Users: 316

Active Member Codes: 127



# MEMBER CODES

Member

UPC2 \*

^ Header

Name NJUNS, Two

Contact Linda Brumbeloe -- Q x

Company NJUNS Inc. -- x Q \*

Is active

Ticket Email aweaver@njuns.com; mjohnson@njuns.com

Auto Close Ticket

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](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 email are correct.
- Enable Auto-Close here to utilize feature.



# TICKET TYPES

Ticket Type	12MM	YTD
Pole Transfer	3,371	226
Make Ready	1,552	77
Pole Location Elimination	645	9
Violation	111	1
Pole Location Elimination	109	55
New	28	5
Other	13	0
Pole Abandonment	11	4
<b>TOTAL</b>	<b>5,840</b>	<b>431</b>

See Ticket Type Definitions document located under Training – Best Practices



# DISPUTE REASONS

Dispute Reason	Quantity
Other	400
Unable to Locate or Bad Address	294
Previous Step Not Complete	270
Member Code Incorrect or Not Attached	203
Duplicate Ticket or Step	37
Add New Step	37
Pole Owner Work Not Complete	15
Wrong Pole Owner	9
Work Unnecessary	2
Step Order Incorrect	1
Catv transfer	1
Bolton Loop Rd 31.155667 -88.92952	1
<b>TOTAL</b>	<b>1,270</b>



Approximately **1,270** active Dispute Steps

“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**

- Utilizing the PT+ Detail Report
- Review uses for Import Tool



# QUESTIONS

**Any questions for us?**

Contact us at [support@njuns.com](mailto:support@njuns.com)

818-485-2765, ext. 1

