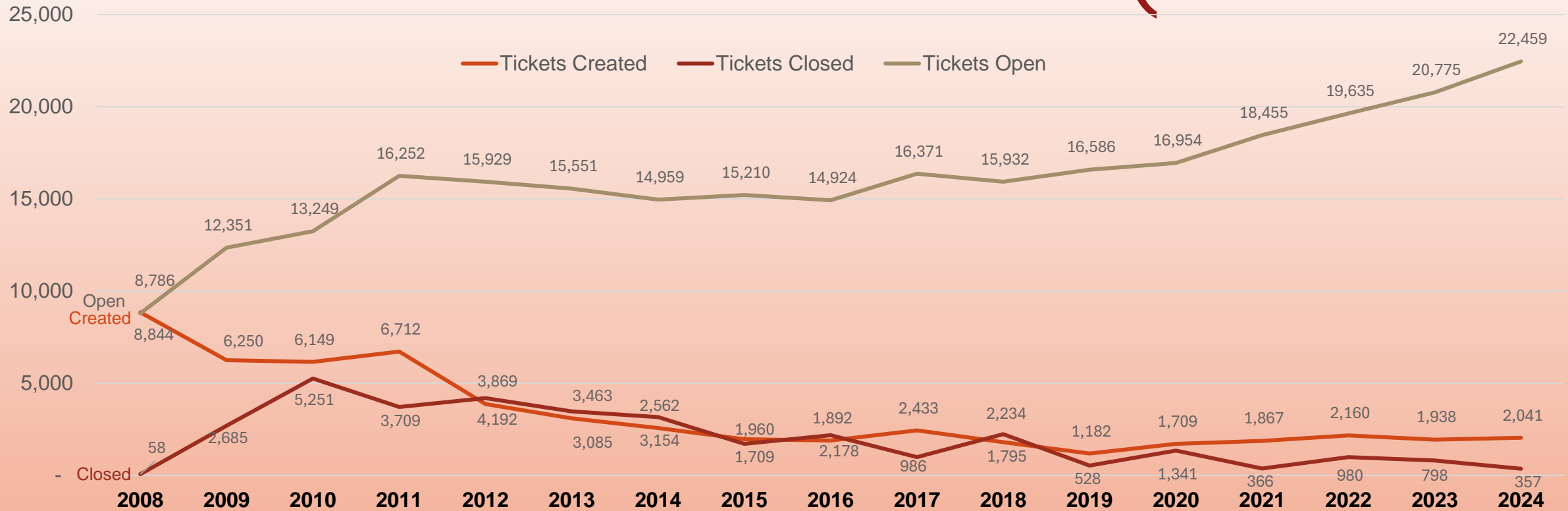


VERMONT USER GROUP MEETING

March 20, 2025



PT+ USAGE (2008 – 2024)

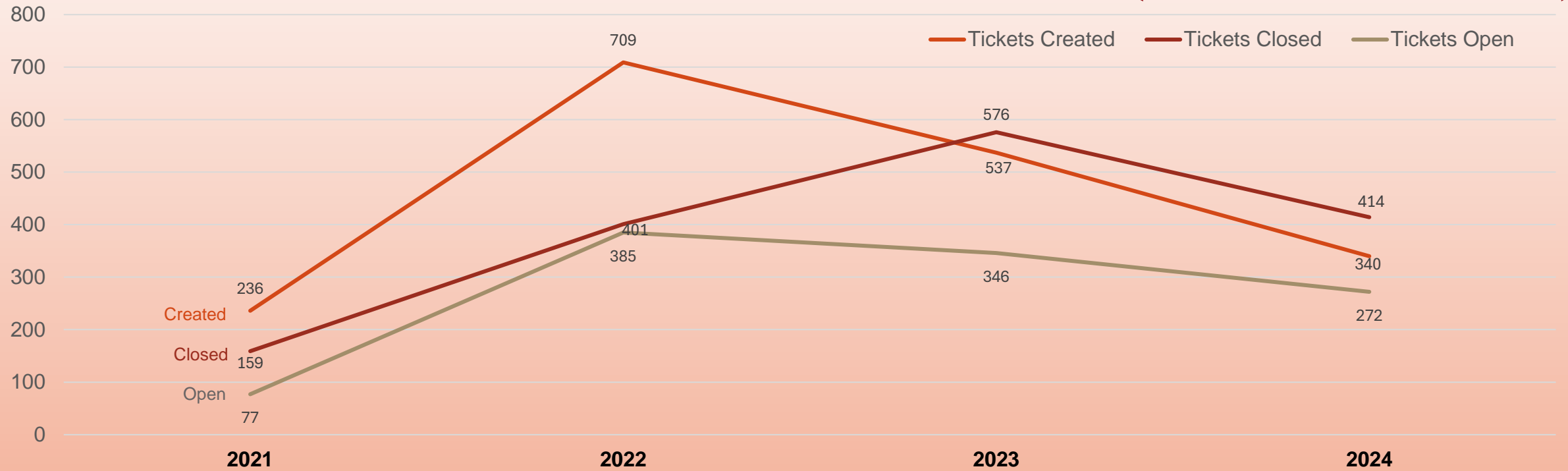


	<u>2024</u>	<u>2025</u>	<u>% Chg</u>
YTD Tickets Created:	530	433	18%
YTD Tickets Closed:	133	219	64%
YTD Tickets w/Steps Completed:	1,156	712	38%

Total Open Tickets: 21,478
 Tickets with Steps Completed: 712
 Ready to Close: 232 (all steps completed)



PA USAGE (2021 – 2024)



	<u>2024</u>	<u>2025</u>	<u>% Chg</u>	
YTD Tickets Created:	100	61	39%	Open Tickets: 229
YTD Tickets Closed:	147	85	42%	Draft Tickets: 104



TOP 5 USERS (12MM)

Top Creators (PT)

- Green Mountain Power
- Vermont Electric Cooperative
- Washington Electric Cooperative
- FairPoint (Consolidated) Communications
- Stowe Electric Department

Top Updaters (PT)

- FairPoint (Consolidated) Communications
- Vermont Electric Cooperative
- Comcast
- Washington Electric Cooperative
- Stowe Electric Department

Top Owners (PA)

- Green Mountain Power (289)
- FairPoint (Consolidated) Communications (5)

Active Users: 85

Active Member Codes: 87



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 report called Member Codes By State.
- 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 email are correct.
- Enable Auto-Close here to utilize feature.



TICKET TYPES (12MM)

Ticket Type	12MM
Pole Transfer	1,165
Pole Replacement	588
Pole Attachment	293
Make Ready	141
New	48
Other	38
Pole Location Elimination	17
Pole Abandonment	6
TOTAL	2,003

See Ticket Type Definitions document located under Training – Best Practices



CURRENT DISPUTES

Dispute Reason	Quantity
Unable to Locate or Bad Address	30
Other	22
Previous Step Not Complete	18
Pole Owner Work Not Complete or Not Attached	13
Member Code Incorrect or Not Attached	12
Duplicate Ticket or Step	4
Wrong Pole Owner	3
TFR	1
TOTAL	103



Approximately **103** 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 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

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



QUESTIONS

Any questions for us?

Contact us at support@njuns.com

818-485-2765, ext. 1

