

MICHIGAN USER GROUP MEETING

April 15, 2025



FUN FACTS

Member
since
2004

PT – 2004
PA - 2006

Lifetime PT Tickets – 457,853
Lifetime PA Tickets – 16,329

Sponsors: Michigan is sponsored by the state organization MIJUNS

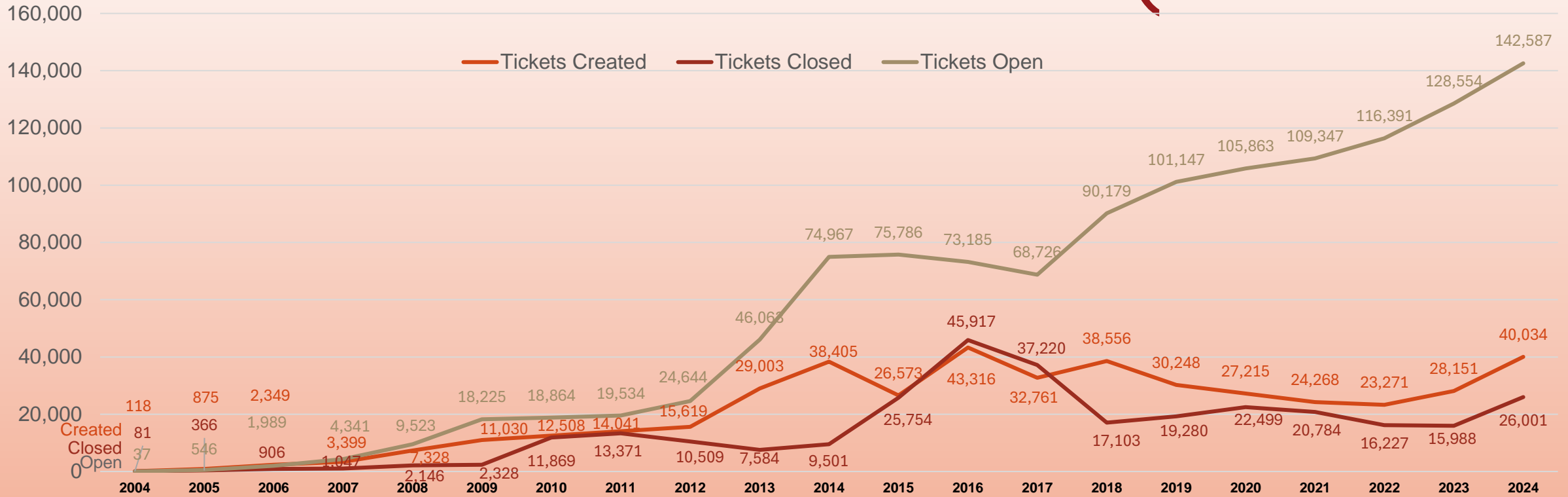
Michigan is known as the Mitten State because of its shape.. It is also home to the world's only floating post office, the largest weathervane and 129 lighthouses, more than any other state, and has a state reptile, the painted turtle.

Holly Webb- Consumers Energy
holly.webb@cmsenergy.com
517-788-1690

Daniel Crabtree - DTE Energy
daniel.crabtree@dteenergy.com
313- 235-5646



PT+ USAGE (2004 – 2024)



	<u>2024</u>	<u>2025</u>	<u>% Chg</u>
YTD Tickets Created:	12,278	14,705	+20%
YTD Tickets Closed:	6,250	9,154	+47%
YTD Tickets w/Steps Completed:	10,667	12,436	+17%

Total Open Tickets: 153,569
 Tickets with Steps Completed: 12,436
 Ready to Close: 1,669 (all steps completed)



TOP 5 USERS (12MM)

Top Creators (PT)

- DTE Energy
- Consumers Energy
- Lansing Board of Water and Light
- City of Holland Board of Public Works
- Upper Peninsula Power Company

Top Updaters (PT)

- AT&T Midwest
- DTE Energy
- Comcast
- Consumers Energy
- Wide Open West

Active Users: 891

Active Member Codes: 656



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	18,635
Violation	12,097
New	11,954
Make Ready	339
Pole Replacement	185
Pole Location Elimination	110
Other	4
Change Of Ownership	3
Pole Abandonment	3
Pole Attachment	2
TOTAL	43,332

See Ticket Type Definitions document located under Training – Best Practices



CURRENT DISPUTES

Dispute Reason	Quantity
Add New Step	3,958
Other	2,461
Unable to Locate or Bad Address	990
Member Code Incorrect or Not Attached	852
Previous Step Not Complete	600
Duplicate Ticket or Step	353
Pole Owner Work Not Complete	197
Work Unnecessary	177
Step Order Incorrect	73
Wrong Pole Owner	47
Legacy Dispute – No Reason	2
TOTAL	9,710



Approximately **9,710** 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

