

# **NEW HAMPSHIRE USER GROUP MEETING**

April 22, 2025



# FUN FACTS

Member  
since  
2011

PT+ Only

Lifetime PT Tickets – 78,266

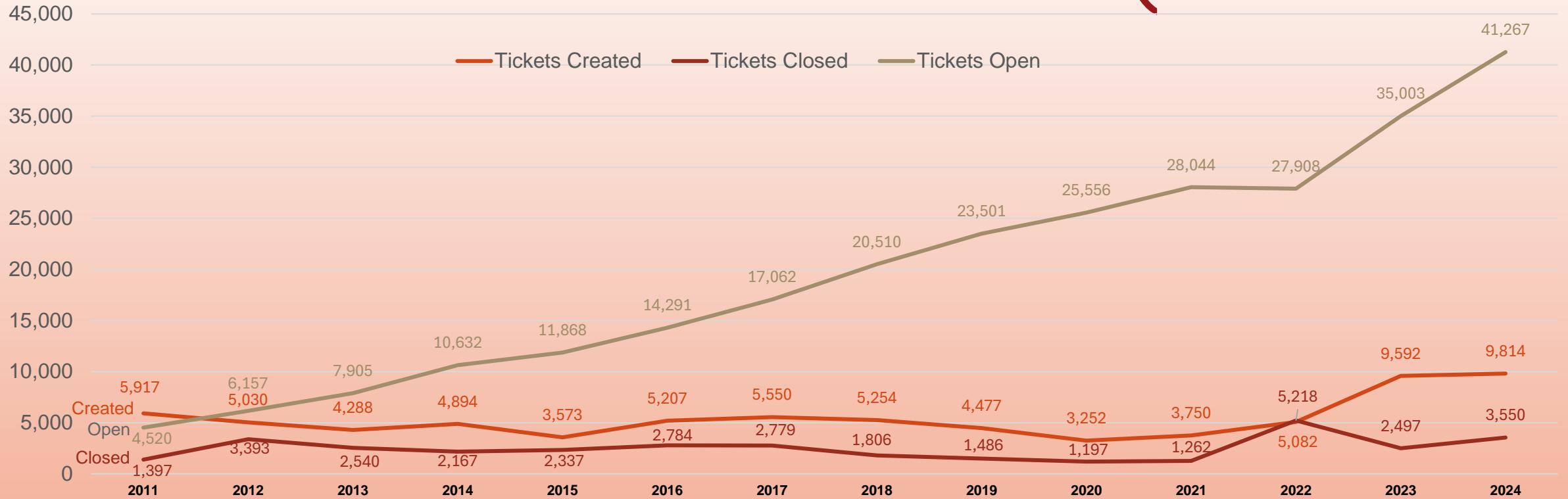
Sponsors: Consolidated Communications, PSNH(Eversource), Liberty Utilities, New Hampshire Electric Co-op and Unitil

New Hampshire was originally named North Virginia.. The state's motto is "live free or die". Despite its small size, New Hampshire has 238 cities and 65 state parks and is home to the largest meatball.

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# PT+ USAGE (2011 – 2024)



	<u>2024</u>	<u>2025</u>	<u>% Chg</u>
YTD Tickets Created:	2,063	3,639	+76%
YTD Tickets Closed:	2,419	851	-64%
YTD Tickets w/Steps Completed:	11,812	8,555	-38%

Total Open Tickets: 43,059  
 Tickets with Steps Completed: 8,555  
 Ready to Close: 250 (all steps completed)



# TOP 5 USERS (12MM)

## Top Creators (PT)

- Eversource
- Unitil
- New Hampshire Electric Co-op
- Wolfeboro Municipal Electric Co.
- Consolidated Communications

## Top Updaters (PT)

- Comcast
- New Hampshire Electric Co-op
- Consolidated Communications
- Eversource
- MetroCast/Atlantic Broadband

Active Users: 166

Active Member Codes: 114



# MEMBER CODES

Member

UPC2

Header

Name: NJUNS, Two

Contact: Linda Brumeloe

Company: NJUNS Inc.

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 (12MM)

<b>Ticket Type</b>	<b>12MM</b>
<b>Pole Transfer</b>	<b>6,842</b>
<b>Pole Replacement</b>	<b>2,527</b>
<b>Make Ready</b>	<b>749</b>
<b>New</b>	<b>446</b>
<b>Pole Location Elimination</b>	<b>106</b>
<b>Other</b>	<b>1</b>
<b>Violation</b>	<b>1</b>
<b>Pole Abandonment</b>	<b>1</b>
<b>TOTAL</b>	<b>10,673</b>

See Ticket Type Definitions document located under Training – Best Practices



# CURRENT DISPUTES

Dispute Reason	Quantity
Previous Step Not Complete	201
Member Code Incorrect or Not Attached	121
Unable to Locate or Bad Address	108
Other	69
Pole Owner Work Not Complete	23
Duplicate Ticket or Step	11
Wrong Pole Owner	15
Work Unnecessary	5
Step Order Incorrect	1
Add New Step	1
<b>TOTAL</b>	<b>555</b>


Approximately **555** 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

