# Utilizing NJUNS for CenterPoint Energy

This document is the full instructions that should be used while creating/submitting a Ticket to CenterPoint Energy using NJUNS and does not supersede CenterPoint Energy's current *Pole Attachments Guidelines and Procedures* or the rights and obligations of any Attacher contained in its Pole Attachment Agreement.

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CenterPoint Energy NJUNS Workflow

Automated email notifications will be sent to the registered email addresses for the Ticket's Creator Member Code in NJUNS throughout the NJUNS workflow whenever there are changes to a ticket.
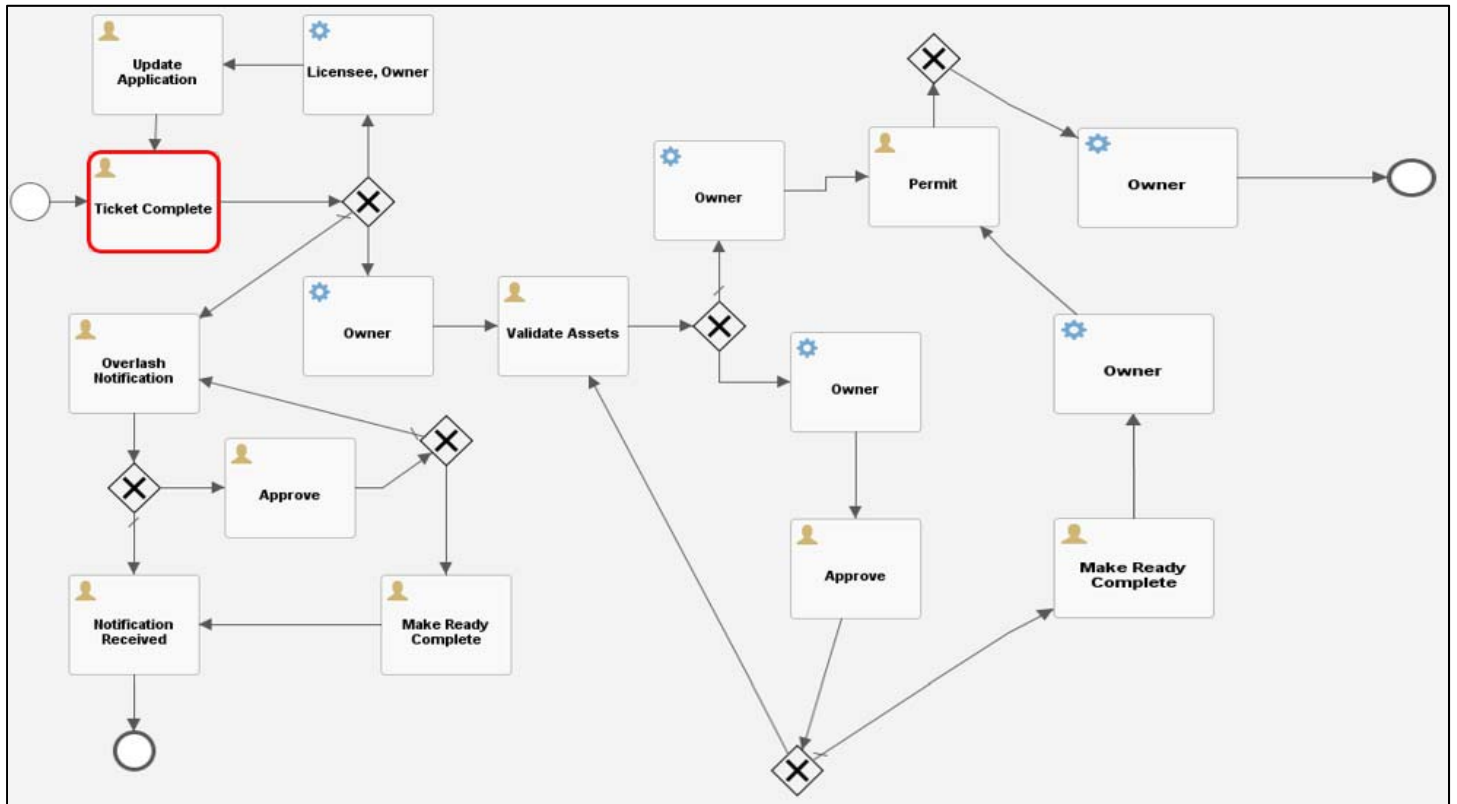
1. Attacher completes and submits ticket.
2. CenterPoint reviews Ticket for completeness. If incomplete, returns to Step 1. If the ticket is deemed complete, the Ticket will follow the appropriate workflow based on if it is an attachment or an overlash.

**Attachment Workflow (Priority 1,2,4,5)**
1. CenterPoint reviews individual poles on application, accepts or denies poles, proposes make ready if necessary.
2. **If make ready required:** Attacher is notified through NJUNS and has 14 days to accept or deny make ready.
    If no make ready required: Jumps to step 4.
3. If accepted, CenterPoint alerts attacher once C*enterPoint specific* make ready is completed.
4. Permit Issued and ticket is closed.

Overlash Workflow (Priority 3)
1. CenterPoint acknowledges receipt of Overlash Notification and reviews proposed route.
2. **If make ready required:** Attacher is notified through NJUNS and has 14 days to accept or deny make ready.
    If no make ready required: Jumps to step 4.
3. If accepted, CenterPoint alerts attacher once C*enterPoint specific* make ready is completed.
4. Ticket is processed and closed.

Creating a NJUNS Ticket for CenterPoint Energy

1. From the homepage, click "New Ticket" or click "Tickets" at the top left then click "Create".

OR
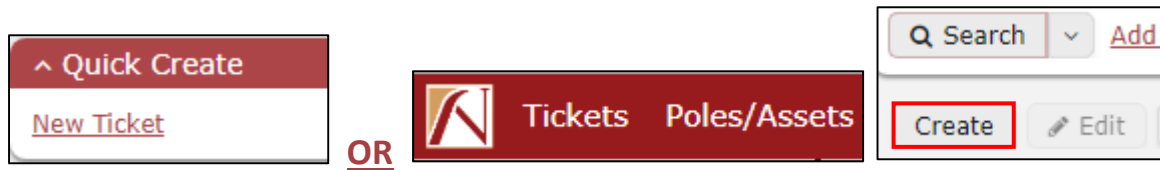
2. Fill out the ticket window appropriately, then click "Create New Ticket". Failure to put appropriate values could result in delays or rejections in the application process.

> **Set Ticket Type:** "Attachment Request (PA)"
> **State:** "Texas"
> **County:** *County of Job Location*
> **Place:** *City of Job Location*
> **Created By:** *Member Code of Attaching Company*
> **Set Pole Owner:** "CNPHOU"
> **Apply Ticket Template:** "PA:CenterPT"

3. Click "Create New Ticket"

4. Set Priority to the appropriate ticket type:

Ticket - New Ticket - Attachment Request (PA) - PA:CenterPt			
Ticket #	Creator CNPATC	NTG Member CNPATC	Priority 3
Status Draft	Owner CNPHOU	Start Date __-__-____	Pole/Asset #

The following priority codes will be used for the dropdown and reiterated with the abbreviation code in the next step:

> 1 = One Touch Make Ready (OTM)
> 2 = Temporary Construction Permit (TCP)
> 3 = Overlash (OVL)
> 4 = Wireless (WRL)
> 5 = Wireless Modification (WRM)

5. Fill out the details panel with the appropriate information.

Work Requested Date: *Proposed Start Date*
   – TCP proposed start date must be greater than 45 days from submission date.
   – Overlash proposed start date must be at least 15 days from submission date.
State: "Texas"
County: *County of Job Location*
Place: *City of Job Location*
Contact Name: *Name of Contact submitting application*
Contact Phone: *Phone Number of Contact submitting application*
Contact Email: Email of contact Submitting Application
Reference ID: Prefix (OTM, TCP, or OVL) – Attaching company Job ID
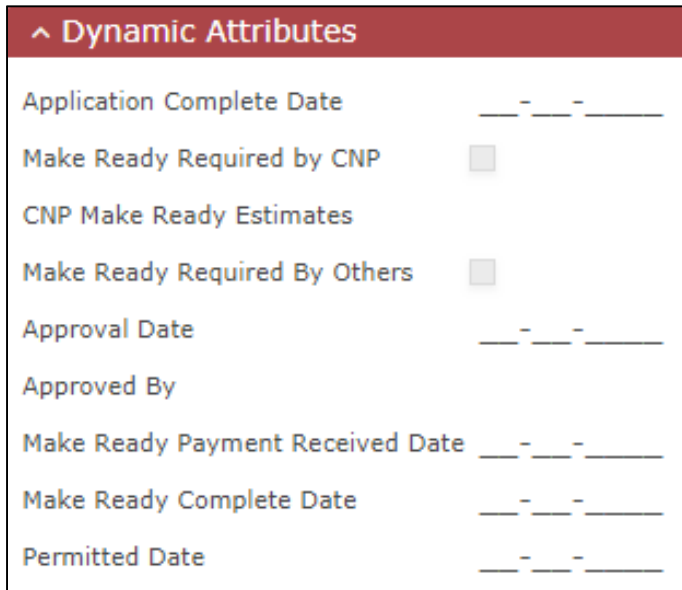   – Must match job type as shown in the priority code box (1 – OTM, 2 – TCP, 3 – OVL)
Misc ID: Construction contact name and phone number
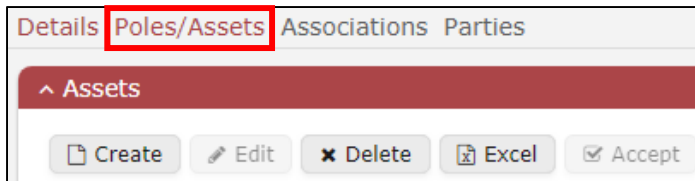**Remarks:** Should be used for any additional remarks regarding application.
(ex: This Overlash job is paired with TCP South Houston TCP 12345 Ticket Number 43281)

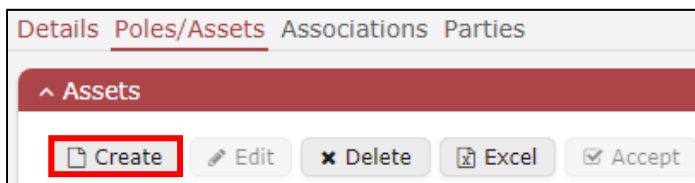| ∧ Details	
Work Requested Date	09-18-2019
State	Texas
County	Harris
Place	Houston
Contact Name	John Doe
Contact Phone	2814249999
Contact Email	JohnDoe@Telecom.com
Reference Id	OVL – South Houston 12345
Misc Id	Bob's Builders 999-123-456
# of Poles/Assets	
Remarks	Full Screen

6. The Dynamic Attributes on the ticket window will be populated throughout the application process. No information is required in this section while creating the ticket.

7. Click "Poles/Assets" to enter information for the proposed poles.

8. Click "Create"

9. Populate the "Pole/Asset" box with the Pole Number on Route Map. If bypassing a pole, setting a pole, or referencing a pole, use Bypass1, Set1, or Ref1, incrementing up for every instance on that application, if needed.

The following information is required in the Header section:

Sequence: *Pole Number on Route Map*
Latitude: *Latitude of Proposed Pole*
Longitude: *Longitude of Proposed Pole*

⌃ Header	
Sequence	1
Latitude	29.610811
Longitude	-95.256662

Note: Use the remarks box at the bottom of the Header section to denote if an existing riser is being used.

Remarks	Using existing riser.

Note: Failure to put appropriate values could result in delays or rejections in the application/notification process.

⌃ Dynamic Attributes	
Span Distance To Next Pole	145
Proposed Down Guy/Anchor	☐
Height of Lowest Electric Conductor	23.5
# of Overlashed Bundles	2
# of Transformers	1
# of Existing Risers	0
Proposing Riser Install	Flush Riser Up
Existing Antenna in Comm Space	☐
Height of Proposed Attachment	21
# of Existing Attachers	2
Existing Attachment Height #1	19
Existing Attachment Height #2	20
Existing Attachment Height #3	
Existing Attachment Height #4	
Existing Attachment Height #5	
Existing Attachment Height #6	

10. In the top left-hand corner of the Pole/Asset window, click "Create" to store the pole information.

Pole/Asset*

💾 Create   ⊘ Cancel

11. Repeat steps 8 – 12 to add all proposed poles to application.

**Note:** Another way to add poles is using the Ticket Map.
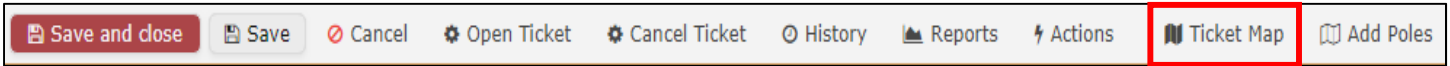
A. In the bottom left-hand corner of the Ticket Map window, click the button for "New Pole."
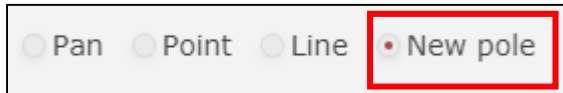
B. Click the proper location on the map. It will then bring up the "Pole/Asset" window with location information and sequence populated.
   Note: Satellite view option is available in the top right-hand corner of the "View Poles" window. This view can be helpful to click on the specific electric poles being applied for.
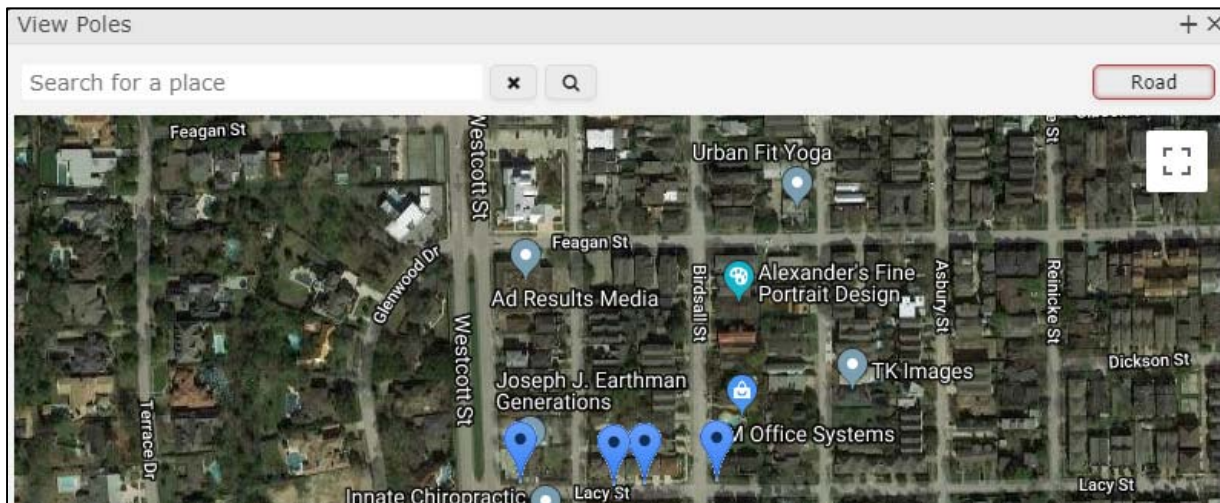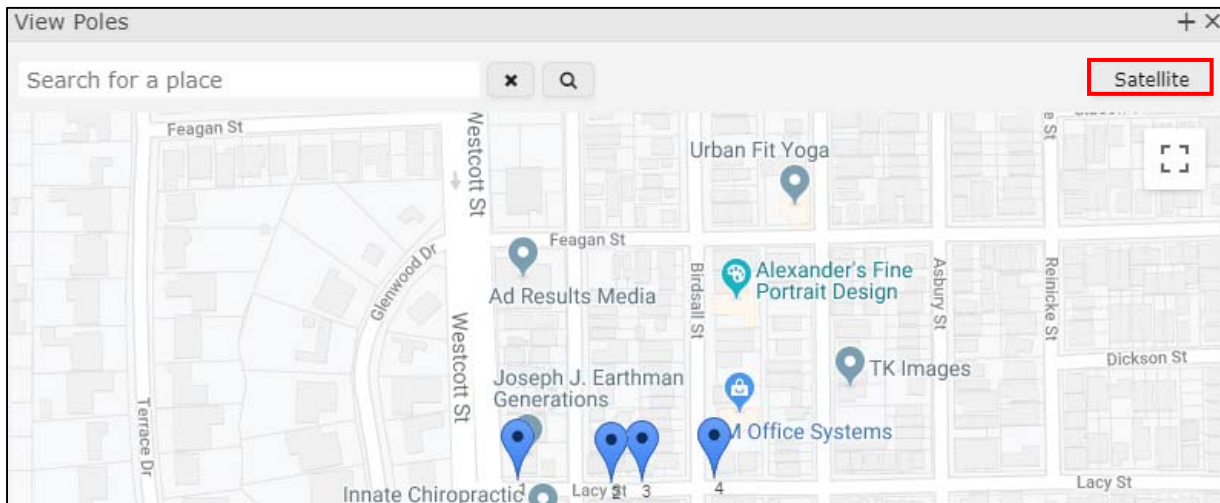
C. Fill out the Dynamic Attributes.
D. Click "Create". It will bring the Ticket Map back up with a marker representing the poles on the application.
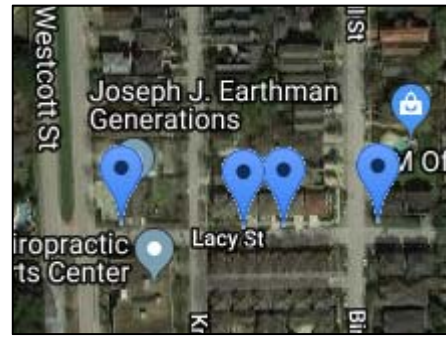
    E.   Repeat for all proposed poles.

    F.   Click "Apply Changes" when done.

Note: To change the sequence of poles, double click on the asset record, change the sequence number, click "Apply Changes." The sequence of the poles **MUST** match the route map.

A clear & legible route map with reference streets, up to date field photos of proposed poles for risers (See Pole Attachment Guidelines for additional information), and a CSV file for pole coordinates are still required. These supporting documents will be uploaded to the "Wall."

12. Locate the area that shows "Wall" (Typically below the "Workflow" box or to the right of the screen.)
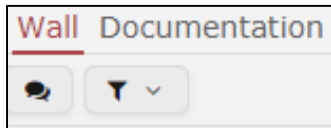
13. Click the "New Entry" button .

14. In the "New Entry" window, comments and attachments specific to the application can be added here.

15. To add a comment: Type out the comment, then click "Post."
      To add an attachment: Click "Upload." Navigate to the location of attachment then double-click the attachment to add it.

Note: Use the "Ctrl" key on the keyboard to select multiple attachments.
Note: The "Wall" will show various status updates of the ticket, comments, and attachments. Communications regarding an application should be directed to the "Wall" of the specific ticket/application in question.
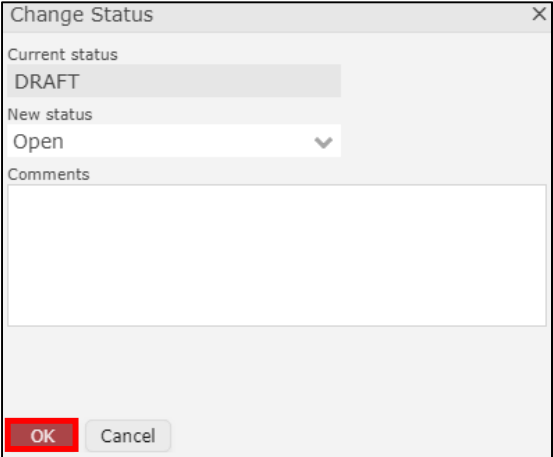
16. Once the application has been filled out and the poles have been added to the application, click the "Save" button and then click "Open Ticket."
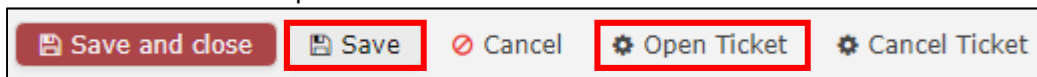
Warning: If a ticket is not opened (as shown in step 17), the application will remain as a draft and will not be received by CenterPoint and therefore the ticket will not be processed until the ticket is opened. This will result in a delay of the application/notification being processed.

17. On the popup window make sure the "New Status" is set to "Open," then click "Ok."

Change Status
Current status
DRAFT
New status
Open
Comments

OK   Cancel

Updating Application

Note: If an application is deemed complete, a notification email from NJUNS will be sent to the registered email(s) and the ticket will go back to the attacher to make the proper corrections. Resubmit by clicking the "Complete" button.
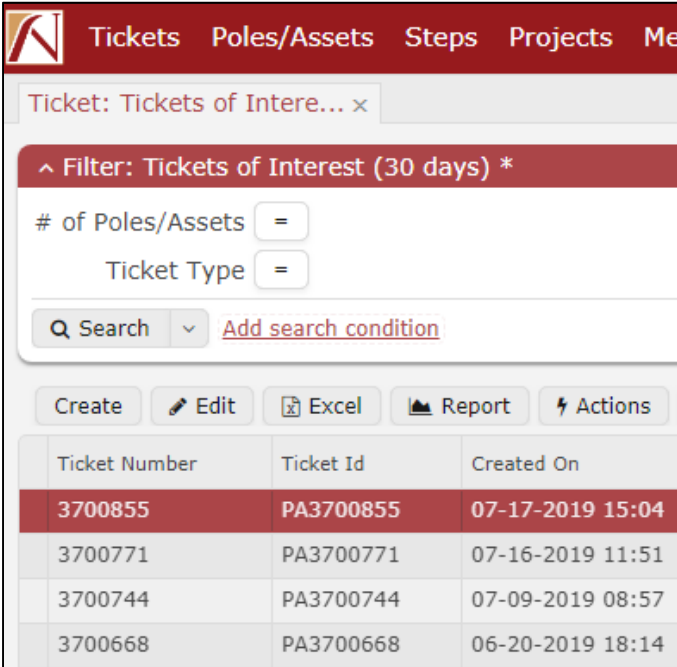

Note: Once the ticket has completed the process, been permitted, and constructed. Please comment the Construction Complete date on the "Wall." (See Step 14)

Recalling/Cancelling a Ticket
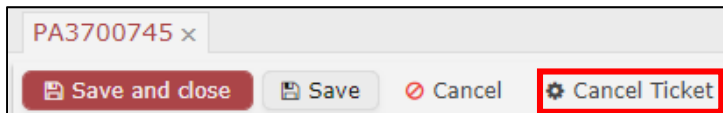
1. Open the "Tickets" window.
2. Locate the appropriate ticket.
3. Double-click the ticket to open it.

4. Click "Cancel Ticket" at the top of the ticket window.

5. Input a comment as to why the ticket is being canceled, click "OK."

The ticket status will now show as "Canceled" and there will be a new entry on the "Wall."
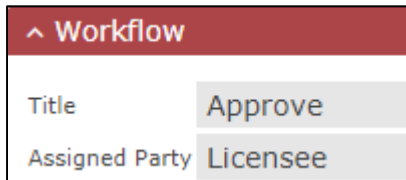
Approving or Denying Make Ready

If make ready is deemed necessary for an additional attachment to be added to a pole, the Attacher will be notified in the "Approve" step of the ticket. The make ready estimate will be posted on the "Wall" section of the ticket as well as in the Dynamic Attributes of the ticket window.
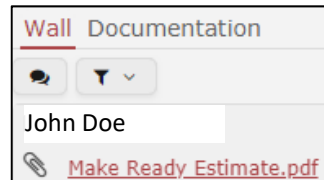
The Attacher will have 14 days to approve or deny make ready. If the 14-day time limit elapses, CenterPoint may cancel the ticket at its own discretion.

1. In the ticket window, at the bottom right-hand corner of the Workflow window, click the "Complete" button to view the options to approve or deny make ready.
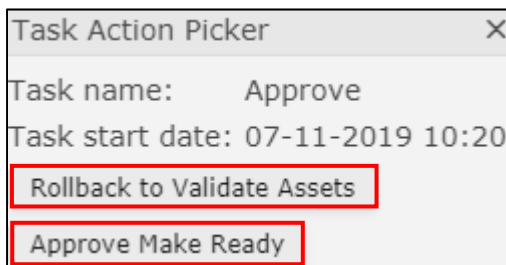
2. A popup window will appear with the options to "Rollback to Validate Assets" and "Approve Make Ready."

If "Rollback to Validate Assets" is selected, a Comment box will appear. The Attacher should enter their comments as to why they disagree with the proposed make ready. At CenterPoint's sole discretion, if CenterPoint agrees with the comments, the ticket process will continue. Otherwise, the ticket will be canceled by CenterPoint and the Attacher will need to resubmit with a redesigned route.

Note: If the Attacher wishes to change the design of the route to avoid make ready, the Attacher can cancel the ticket (see *Recalling a Ticket*) and resubmit with the new design.

Ticket Filters

NJUNS provides various types of searches to find different tickets. Custom filters can even be created and saved. Please see the [training site on the NJUNS website](#) for full information.

Ticket Number Search

1. Click the "Tickets" button at the top of the NJUNS website.
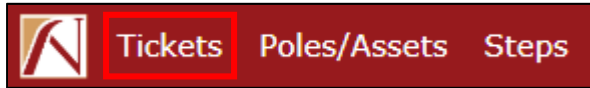
2. Click the down arrow next the "Search" button, to see the list of filters. NJUNS provides various premade searches. Custom searches are also available (see *Add Search Conditions*).
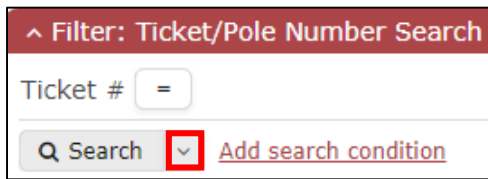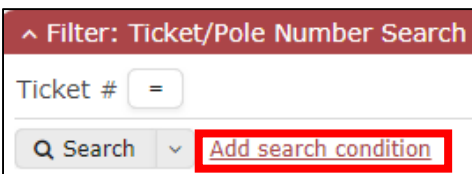

3. Select "Ticket/Pole Number Search" (found toward the bottom of the list).
4. Enter the Ticket number into the "Ticket #" box, then click "Search."
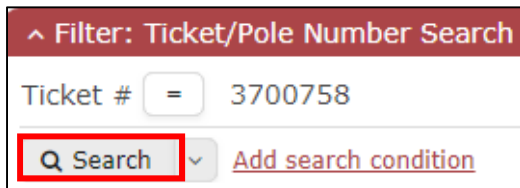
Add Search Conditions

NJUNS provides the ability to add various search conditions.

1. From the "Tickets" window, click "Add search condition."

2. Select the desired conditions. Use the CTRL key on the keyboard to select multiple.
3. Click "Select" to add conditions.