

National Joint Utility Notification System

NJUNS PRIORITY CODE STANDARD FOR NORTH CAROLINA AND SOUTH CAROLINA

PRIORITY CODE	PRIORITY DESCRIPTION	TYPE OF WORK
1	IMMEDIATE	IMMEDIATE RESPONSE / SAME DAY <i>Notes: Safety & Emergency Fast Track - requires an initial phone call to the responsible parties, in addition to the creation of a ticket</i>
2	HIGH	2 WEEKS TO ALLOW FOR LOCATES, WORK & TICKET COMPLETION SENSITIVE CUSTOMER (Schools/Mobile Units, Classrooms / Governmental Agencies / Planned outages) <i>Notes: Non-Imminent safety/ clearance violations Underground Projects - If needed inside the 2 week timeframe, a phone call should be made.</i>
3	NORMAL	3-10 WEEKS / NEW BUSINESS OVERHEAD PROJECTS / SYSTEM UPGRADES / IMPROVEMENTS / TRANSFERS ROAD WIDENING RELOCATIONS <i>Notes: System upgrades/improvements, transfers, road widenings, routine work with no immediate customer needs</i>
4	LOW	FUTURE CIVIC IMPROVEMENT PROJECTS (Date unknown) <i>Notes: Future system improvement (date unknown)</i>
5	MISCELLANEOUS	FOR RECORD ONLY <i>Notes: Miscellaneous</i>