



Locate Requests

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LOCATE REQUESTS

TICKET PROCESSING

When a municipality, utility, company, school or hospital becomes a JULIE member, they indicate the location of their buried utility lines in one of two ways:

- Either by (1) county, (2) city(s) or (3) township(s) and (4) tier and range, section/quarter-section information from plat maps or
- Using GIS data/Polygon data.

This geographical information is entered into the JULIE system and becomes a company's database which determines their notification area.

When an excavator contacts JULIE that they will be digging, the JULIE Call Center Agent or the Newtin Remote Ticket Entry (RTE) user completes a series of questions regarding the location of the excavation. This information is then automatically processed by the JULIE system and issues a Locate Request (Dig Number) to the excavator. If the JULIE system determines that the proposed excavation site falls within your company's database area, you will be notified of the upcoming dig project.

A JULIE member can elect to receive the messages (transmissions) from JULIE in several different ways:

Printer
E-Mail
Fax Machine*
Manual Transmission*

*JULIE members who receive over 300 messages annually are not eligible for fax or manual transmissions (except in emergency situations).

TRANSMISSION RATES

Transmission types differ in cost to the JULIE member, with printer and E-mail being the most cost-effective, then fax, and finally manually. The JULIE Board of Directors determines the transmission rates for the organization.

For current rates, please go to www.illinois1call.com.

LOCATE REQUESTS

OUT-OF-AREA MESSAGES

Occasionally, JULIE members receive transmissions that may be outside of the area they specified as their database. This can occur if the caller indicates to the JULIE Call Center Agent or via Newtin Remote Ticket Entry (RTE) incorrect information regarding the location of the excavation site. For example, stating the site is in the incorporated city/village limits when it is actually in the unincorporated township area.

Excavators should not rely only on the information given to them by the customer. They should visit the dig site prior to contacting JULIE and white-line the excavation area when practical. These measures greatly reduce the likelihood of members receiving messages that are not in their area.

MAPPING RESOURCES

Rand McNally Chicago 7-County StreetFinder

This publication covers Cook, DuPage, Kane, Kendall, Lake, McHenry and Will Counties and contains detailed street, township and tier-range section numbers.

The StreetFinder is available at most major book stores, and other stores such as Sam's Club, Target, and WalMart.

Rand McNally also carries detailed city maps with section and quarter-section number information for a few Illinois cities outside of the 7-County StreetFinder area. For information and availability, visit www.randmcnally.com.

Illinois Department of Transportation (IDOT)

IDOT carries maps showing the sections for most cities in Illinois. These detailed maps should be used in conjunction with a plat book since the IDOT maps do not show tier and range numbers.

Please check IDOT's web site www.dot.state.il.us for availability and costs.

ADDITIONAL MAPPING RESOURCES

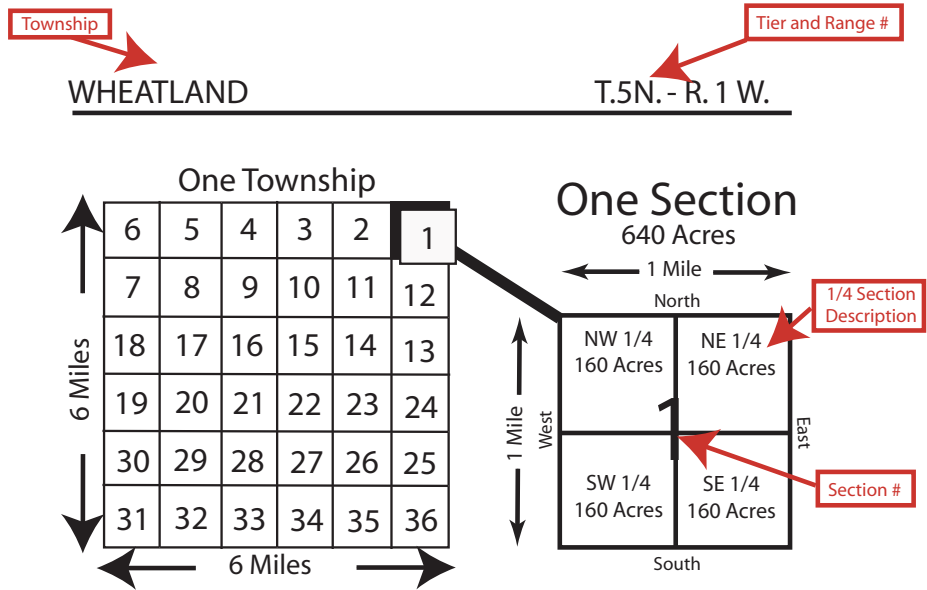
Rockford Map Publishers	800-321-1627	www.rockfordmap.com
Farm & Home Publishers	800-685-7432	www.FarmandHomePublishers.com
Cloud Cartographics	800-731-8005	www.ccimaps.com
Great Midwestern Publishing	800-347-3120	www.platmaps.com
Topozone	978-251-4242	www.topozone.com

LOCATE REQUESTS

UNDERSTANDING PLAT MAPS

Plat maps are an excellent source to obtain the section/quarter-section information needed to process your locate requests.

The illustration below is a simplified example of how to read a plat map. However, each map usually contains additional detailed instructions guiding you through this process.



If you need assistance reading plat maps to complete your locate requests or member database, please contact the JULIE Damage Prevention Manger in your area. These JULIE representatives can come to your facility to assist with your mapping needs.

YOUR DIG NUMBER

The Dig Number that you receive at the completion of your Locate Request process identifies specific information. The illustration below demonstrates its meaning.

JULIE system reference number

A or X 181 2875
Julian calendar date Daily request sequence number

It is important that you retain this number as proof of your contact with JULIE. If it becomes necessary for you to call back into JULIE for a second request, a refresh or for remarks at your excavation site, you will need to provide this number to the JULIE Call Center Agent.

LOCATE REQUESTS

TICKET LIFE

JULIE locate requests are valid for 28 calendar days including the day of the call. For example, a locate request called in on the first day of the month would need to be extended on or before 11:59 PM on the 28th day of the same month.



EXTENDING YOUR REQUEST

An excavator can extend their locate request ticket between day 20 and day 28 by calling 811 or 800-892-0123. Extended tickets will receive a new 28 day ticket life beginning on the extension date. Be aware that only new/normal locate request tickets and joint meet requests can be extended.

Emergency, damage, design stage and short notice locate requests cannot be extended.

No changes affecting the jobsite address, extent of work or work type will be allowed on an extended locate request ticket. A new locate request will be issued to the excavator if any of these changes are required.

Extend locate request tickets will be considered a request for utility marks and require a 48 hour (two working day) advance notice prior to being valid.

To help avoid delays and/or interruptions on your job, an extension needs to be requested in a timely manner that allows for the 48 hour (two working days). Extension requested within the last two working days of a dig number's 28 day ticket life might require the excavation project to stop until the extension request becomes valid.

An excavator's request for locates will maintain the same dig number on all subsequent requests for locates for a period of up to 5 months from the initial call. Projects that require a longer period to complete will be issued a new dig number during the next call.

A new member lookup will be done during each extend operation in the event a new facility owner is now in or near the jobsite. The list of members to be notified will be read to the excavator on all extend operations.

REFRESH VS. AN EXTEND REQUEST

If outside factors such as weather, construction activity or vandalism at the dig site have caused the markings to become undistinguishable, a refresh (a request for remarks) is necessary. ***A refresh request does not mean that the ticket has been extended.*** The excavator must specifically request an extension if the project is scheduled to go beyond the 28 days ticket life.

14 DAY RULE

Excavation **MUST** begin within 14 calendar days of the initial locate request. Any subsequent calls (extend, remark, etc.) on that dig number do not have a 14 day restriction. At no point in the extend process is the 14 day rule relevant.