



## **Member's Role As An Excavator**

- *Responsibilities*
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- *White-lining Your Project*
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## MEMBER'S ROLE AS AN EXCAVATOR

### RESPONSIBILITIES

JULIE members and their subcontractors must use the JULIE system as any excavator or contractor, and except in the event of an emergency, instruct their personnel to give the appropriate advance notice as required in the Illinois State Statute prior to any impending work.

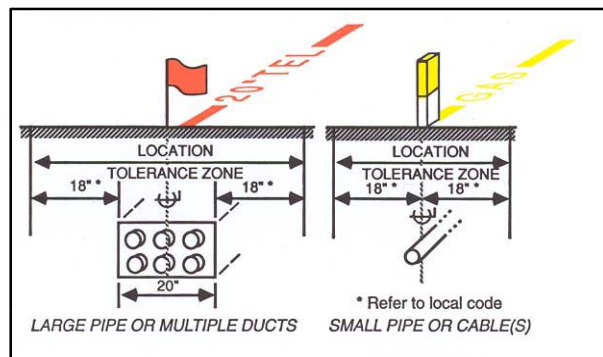
### RESPECT THE MARKS

As an excavator, the JULIE member is expected to respect all time/marketing requirements and dig in a reasonable and prudent manner, taking all required precautions to avoid damaging underground facilities.

Excavation should be carefully performed only after confirming that all utilities have marked the location of their facilities. Hand digging is required within the Tolerance Zone.

### TOLERANCE ZONE

The tolerance zone is the approximate location of an underground utility facility defined by a strip of land at least 3 feet wide, but not wider than the underground utility facility plus 1 ½ feet on either side of such facility based upon the markings made by the owner or operator of the facility.



## MEMBER'S ROLE AS AN EXCAVATOR

### WAYS TO REACH JULIE

#### ***SIMPLY CALL 811***

Now it's even easier to reach JULIE simply by dialing 811. The Federal Communications Commission (FCC) designated the three-digit number in 2005.

#### ***TOLL FREE NUMBER***

Excavators can also reach JULIE Call Center Agents by calling 800-892-0123. Agents are available 24 hours a day/7 days a week/365 days a year to process your locate request by using either 811 or the toll-free number.

Excavators are realizing significant time savings when calling JULIE due to our interactive phone system.

- Callers are prompted to press "1" if they have a new locate,
- Callers are then prompted to enter their 10 digit telephone number (area code + prefix + last four numbers).

This information is used to retrieve contractor information collected from previous calls and available to the JULIE agent prior to greeting the caller.

#### ***NEWTIN REMOTE TICKET ENTRY (RTE)***

- *Do you call in numerous locate requests?*
- *Are you frequently interrupted by other duties when calling in your requests?*

If you answered yes to either of these questions, JULIE encourages all members to discover the benefits of Remote Ticket Entry (RTE).

| BENEFITS OF REMOTE TICKET ENTRY (RTE)         |
|---|
| ♦Fast, free and convenient.                   |
| ♦Print dig ticket information for job folder. |
| ♦Provides list of members contacted.          |
| ♦Retain dig ticket as proof of call.          |
| ♦Maps and drop-down screens.                  |
| ♦Access to previous locate requests.          |
| ♦Quick and easy training.                     |

This program allows trained users to submit their own locate requests and receive their valid locate requests numbers over the Internet. Using the exact same data entry form and mapping tools as the JULIE Call Center Agents, RTE users receive immediate confirmation of their locate request, a list of involved member utility companies, a printable version of the locate request for their records and access to previously called-in or entered requests.

For additional information, or to schedule training, call the Data Department at 815-741-5011.

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### WAYS TO REACH JULIE

#### ***E-REQUEST***

For JULIE members who want the convenience of entering their own locate requests, but have a smaller ticket volume, E-Request is for you. This user-friendly program guides the professional excavator or homeowner through the process of entering a single-site excavation locate request. Once submitted, JULIE staff process the request and calculate the 48-hour dig start date and time. A dig number is assigned and the completed request, as well as a list of JULIE member utility companies who will be notified, are returned via E-mail to the address provided during the E-Request process.

The screenshot shows the JULIE website's 'e-request' section. At the top, there's a navigation menu with links: ABOUT JULIE, INC., BEFORE YOU DIG, PROCESSING REQUEST, UTILITY RESPONSE, DIGGING SAFETY, HOLD MEMBERSHIP, LAW ENFORCEMENT, CALENDAR EVENTS, SUPPORT EDUCATION, FREE MATERIALS, MEDIA ROOM, and RESOURCES. The main content area features a large image of a worker in a yellow shirt and cap standing next to a hole in the ground. Text overlaid on the image reads: 'IF ONLY YOU COULD SEE WHAT OUR UTILITY MEMBERS SEE...'. To the right of the image is the 'e-request' logo and a form to 'Enter your own utility locate request online prior to your next digging project.' Below the form is a calendar for 'OCTOBER 2008' with a table showing dates from Sunday to Saturday. A '2009 SAFETY MEETING REGISTRATION' button is also visible. At the bottom, there's a 'GO GREEN' logo and a sign-up for newsletters via email, with options for 'Contractor' and 'Member'. A footer contains the '811 Know what's below. Call before you dig.' logo and contact information for JULIE, Inc. in Joliet, IL, including phone and fax numbers, and links for BOARD AGENTS, SITE INFO, DISCLAIMERS, and CONTACT US.

You can access E-Request, as well as additional information on this program, at [www.illinois1call.com](http://www.illinois1call.com).

#### ***FAX-A-LOCATE***

The Fax-A-Locate Program is an alternative for multiple locate request customers. This program offers the option to submit locate requests via a facsimile machine.

Locate requests submitted through the Fax-A-Locate Program require a 72-hour advance notice, not 48 hours. Excavators fax their locate request into the JULIE Call Center. JULIE agents process the request and fax the excavator's Dig Number back to them. In order to avoid delays, it is important that submitted locate request be clear and easily understood.

Excavators interested in using the Fax-A-Locate Program must first complete a Registration Form and return it to JULIE, Inc. either by fax or mail as instructed in the Registration Packet. JULIE staff will review your request and notify you upon approval.

To request an application form for the Fax-A-Locate Program, please contact the JULIE Call Center Chief Operators at 815-741-5002.

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### **WHITE-LINING YOUR PROJECT**

Section 4 of the Illinois Underground Utility Facility Damage Prevention Act requires all excavators to white-line the dig site when practical (*use black paint when snow is present*). JULIE and its member companies strongly urge white-lining prior to processing any locate requests.

#### **What is white-lining?**

This is the process of going to the proposed excavation site and marking the area where you will be digging with white paint and/or flags prior to contacting JULIE.

#### **What are the benefits of white-lining?**

There are many benefits to white-lining your project. While initially you might feel it is an added cost utilizing personnel for this purpose, you will actually be saving time and money in the long run.

Initial benefits include:

- *Locating crews will know exactly where to mark, avoiding confusion and possible project delays.*
- *If more excavators white-lined their projects, utility locators would spend less time locating at each site and could locate more sites per day.*
- *Excavation crews can identify the work area at the site quicker.*
- *Fewer joint meets may be required.*
- *Excavation damage will be reduced due to more accurate utility markings.*

#### **What is the best way to white-line at the dig site?**

Here are some white-lining guidelines to help expedite your project.

- *Always white-line the site using paint and/or flags prior to notifying JULIE. (Use black paint when snow is present.)*
- *Paint with dashes, lines or arrows to indicate excavation area.*
- *Mark the center line.*
- *Indicate on the locate request to mark at least 10 feet past your white-lined area.*

For additional information on white-lining, please contact a Damage Prevention Manager in your area.

### **VENDORS FOR MARKING PRODUCTS**

For an up-to-date listing of vendors who carry a variety of marking products, please go to [www.illinois1call.com](http://www.illinois1call.com).