



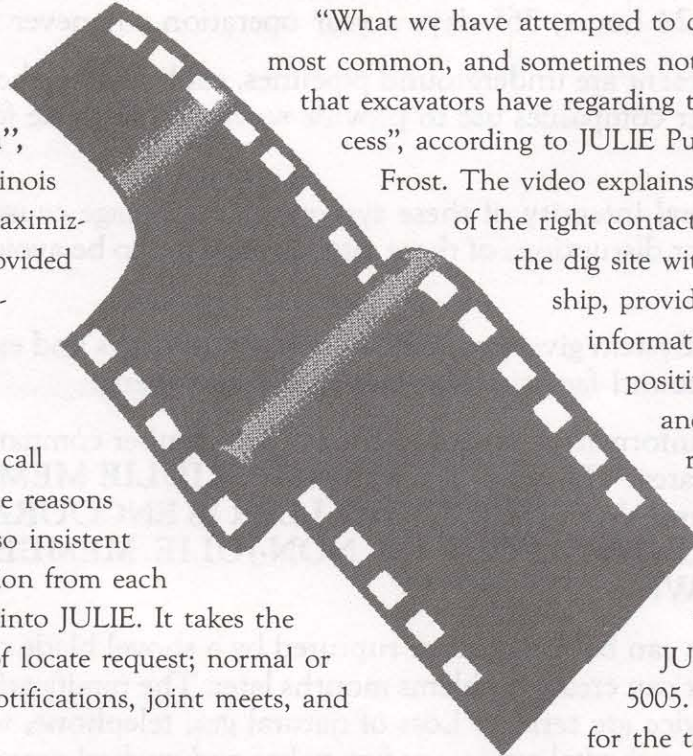
JULIE NOTES

Vol. 9 - Spring 1997

JULIE Produces Excavator Video on "Call Process"

A new video called "Why So Many Questions? - Making the One-Call Process Work for You", has been created for use by Illinois excavators to assist them in maximizing the notification service provided by JULIE and the locating services provided by member utilities.

The video addresses a variety of issues regarding the call taking process and explains the reasons why the JULIE operators are so insistent on obtaining certain information from each and every customer that calls into JULIE. It takes the excavator through each type of locate request; normal or routine requests, emergency notifications, joint meets, and design stage requests.



"What we have attempted to do is systematically answer the most common, and sometimes not so common, questions that excavators have regarding the request and locate process", according to JULIE Public Relations Manager Mark Frost. The video explains such ideas as the importance of the right contact phone numbers, identifying the dig site within the proper city or township, providing complete street or road information, waiving your right to positive response, and the similarities and key differences between regular requests, joint meets, and design stage requests.

Excavators can reserve a copy of this videotape by contacting the JULIE P. R. Dept. at (815) 741-5005. Approximate running time for the tape is 15 minutes.

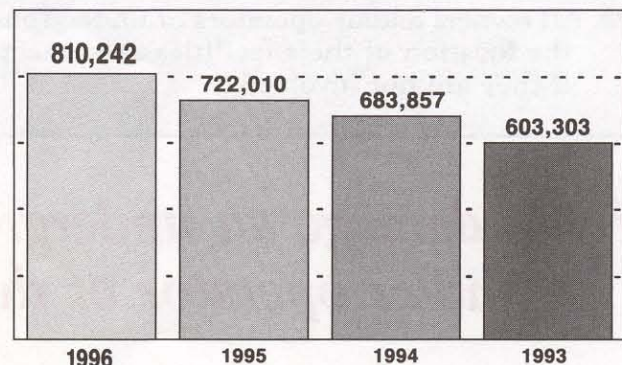
Illinois Remains at Top of One-Call Industry

JULIE, Inc. broke their own industry records by processing 810,242 locate requests from Illinois excavators in 1996.

The call volume represents a 12.2% increase in excavation notification in Illinois through JULIE from 1995's benchmark of 722,010 calls. An average of 5.75 messages per call, or over 4,650,000 messages for the year, were sent to the appropriate utility companies across the state who are members of the Illinois One-Call System. JULIE membership currently stands at 765, including 26 new members who joined in 1996.

In 1996, JULIE set eleven single month call volume records, including a nine month span from April to December where individual monthly volume records were set.

Call Volume Comparisons
1996-1993



WARNING: Call Before You Dig!

TOLL FREE 1-800-892-0123

TWO WORKING DAYS BEFORE YOU DIG (Excluding Saturday, Sunday & Holidays)

OPERATES 24 HOURS/365 DAYS A YEAR

JULIE covers the entire state of Illinois (except for the city of Chicago, which is covered by DIGGER 312-744-7000).

The busiest day is Monday and the busiest times are 8:00 - 11:00 a.m. JULIE encourages you to take advantage of our 24 hours, 365 days a year operation whenever possible.

Unseen but always present are underground pipelines, cables, and other facilities that energy, communications and other companies use to provide services that make for a better standard of living.

Protecting the structural integrity of these systems from damage caused by digging or earth moving is necessary if major disruptions of these vital services are to be avoided. That's why JULIE was formed.

The Illinois One-Call System gives property owners, contractors and excavators a way of contacting owners of underground facilities who are JULIE members.

This locating request information is sent to the JULIE member companies who have facilities in the requested locating area. The caller is told **WHICH JULIE MEMBER COMPANIES WILL BE NOTIFIED** and also **THAT THE CALLER IS ENCOURAGED TO SEARCH THE AREA FOR THE FACILITIES OF NON-JULIE MEMBERS AND NOTIFY THEM ON THEIR OWN.**

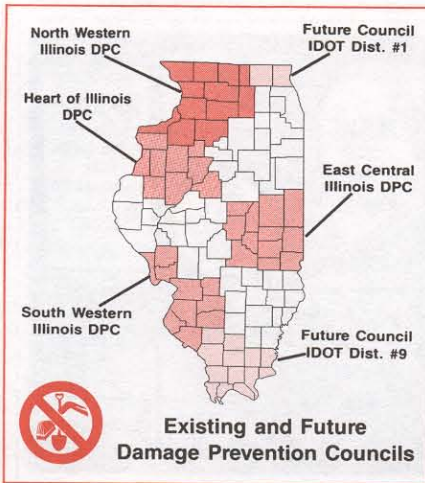
Underground facilities can be damaged or ruptured by a shovel blade or other digging equipment; a small bend or dent can create problems months later. The ramifications of damaged equipment and interrupted service are serious. Loss of natural gas, telephone, water or electricity can leave communities without such vital services as fire, police and medical protection. When damaged, these vital services can endanger property and public safety—they can also be expensive and time consuming to repair.

Did you know...

It is now state law to "Call Before You Dig." The Illinois Underground Utility Facilities Damage Prevention Act went into effect January 1, 1991. The law has two main provisions:

- ◆ All persons digging are required to call JULIE prior to excavation.
- ◆ All owners and/or operators of underground facilities are required to join JULIE and mark the location of their facilities or contact you (either via telecommunication or on-site) if they are not involved.

If you damage an underground facility, call the owner and/or operator of that facility immediately.



Damage Prevention Council Update

In 1995, JULIE initiated damage prevention councils in Illinois. The purpose of the councils is to bring together local excavation representatives on a regular basis to discuss problems, success stories, policy changes, and any upcoming area projects.

To date, four councils have been established in Illinois. These councils are the North Western Illinois Damage Prevention Council (NWIDPC), the Heart of Illinois Damage Prevention Council (HOIDPC), the East Central Illinois Damage Prevention Council (ECIDPC), and the South Western Illinois Damage Prevention Council (SWIDPC). The boundaries of each council coincide with one of the nine Illinois Department of Transportation (IDOT) district boundaries. JULIE continues to actively pursue the formation of new damage prevention councils in other IDOT districts.

The existing councils have been diligently working to organize themselves within the construction industry. Each council is individually governed by leadership elected from within its membership. Other members can serve on various committees, such as membership, by-laws, or local issues to name a few.

Each council has adopted individual projects to work on during 1997. The ECIDPC, in association with the HOIDPC, will be hosting an Excavation and Location Field Demonstration Expo at the Octave Chanute Air Force Base Museum in Rantoul, Illinois on April 29, 1997. This one day expo will feature exhibitors, vendors, and presentations covering such subjects as vacuum excavating, fiber optics, pipeline safety, GPS systems, mapping programs, and trenchless technology.

On May 21, 1997, the NWIDPC will hold its second Excavation and Location Seminar at the Leaf River Telephone Company in Leaf River, Illinois. In addition to various exhibitors, vendors, and presentations, a two hour flagger certification program will be offered by IDOT.

Plans are in the works for the formation of two new councils in 1997. Due to the numerous contractors and utilities within the Chicagoland area, a portion of IDOT District #1, specifically Lake and McHenry counties, has been targeted for a new council. IDOT District #9, serving the southern most portion of Illinois, will be the site of the second new council.

For more information on any of the current damage prevention councils, council meetings, or either the Rantoul or Leaf River expos, please contact the JULIE Public Relations Department at (815) 741-5936.

Calling In Those "Second Requests"

On occasion, unforeseen issues arise at the digsite and it may become necessary for an excavator to call back into JULIE for a "2nd request" locate.

In order to effectively communicate to the JULIE operator and utility companies the reason for your 2nd request, the excavator should choose from one of the following appropriate terms:

"Refresh" - Weather, construction activity, or vandalism at the digsite has caused one or more utility company's markings to become indistinguishable.

"Incomplete Markings" - One or more utility companies failed to mark the entire area asked for on the original request.

"No Show" - One or more utility companies failed to locate within the two working day advance notice period (or two hours in the case of emergencies).

Holidays Recognized by JULIE Membership

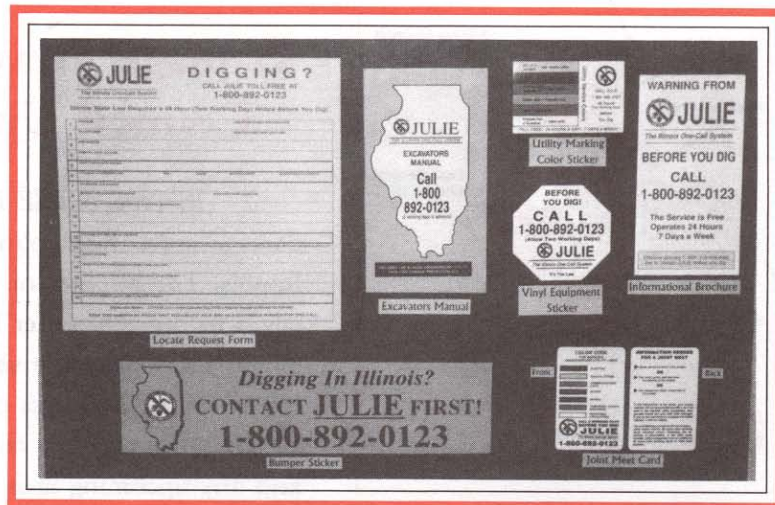
The following is a list of JULIE system holidays that are recognized by the majority of the membership of JULIE:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day

While JULIE is open on these days, member companies usually have only skeleton crews on call to handle emergencies only. Therefore, these days are **NOT** included to determine the two working day advance notice.

The following **FREE MATERIALS** are available from JULIE. Please indicate the quantity on the line before each item.

- ___ Locate Request Forms (100 per pad)
- ___ Excavators Manual
- ___ Informational Brochure
- ___ Bumper Sticker
- ___ Vinyl Equipment Sticker
- ___ Utility Marking Color Sticker
- ___ Joint Meet Card
- ___ Direct Ticket Entry Program Information



Please **print** your mailing information **legibly** in the enclosed space below. This label will be used to ship your free materials.

Company Name: _____

***UPS Shipping Address:** _____

Attn Of: _____

*Please note that we ship free material requests by U.P.S. and they do not deliver to a Post Office Box.

All completed order forms should be mailed to JULIE, Inc.; 3275 Executive Drive., Joliet, IL 60431 or they can be faxed to (815) 741-5958. JULIE personnel are always available to answer any questions you might have regarding its operation. You can call the Public Relations Office at (815) 741-5005 and we will be happy to help you.