

Between the Lines

Contractor Newsletter



FALL/WINTER 2008

SAFETY FIRST

During a five week period in January and February 2009, excavator safety meetings highlighting a variety of important issues and topics will be held in 16 cities across Illinois. Registration is now open on our Web site, www.illinois1call.com.

"There have been several venue changes for a variety of reasons, so everyone is encouraged to review the meeting locations closely and register early," said Barb Huff, public relations manager at JULIE, Inc. "As a bonus, anyone that registers via our Web site and then attends the designated safety meeting will be eligible for a random prize drawing in February."

Prior to each meeting, contractors will have an opportunity to gather information and meet one-on-one with member company representatives at various display booths. Representatives from OSHA and the State of Illinois Onsite Safety and Health Consultation Program are also invited to discuss safety issues.

Another option is available

As a reminder, JULIE, Inc. must pay for no-show meals for all attendees that register for the meetings and then are unable to attend for any reason. These costs impact our budget as a not-for-profit organization. If you register and then have a scheduling conflict, please call Diana Totte, public relations assistant, at 815-741-5673 at least three days prior to the meeting date.

"If you or someone at your company is unable or unsure if they can attend one of the sessions, there is another option. JULIE's Damage Prevention Managers can bring the same presentation directly to member representatives and contractors across the state at no cost. This is a popular alternative for companies with travel restrictions, that schedule safety days or want to reach more internal personnel with specific issues," Huff added.

For contact information for JULIE's Damage Prevention Managers, please visit our Web site or see the related article in this newsletter.

GO GREEN

To help the environment and reduce paper waste, JULIE, Inc. will begin distributing our contractor newsletter by e-mail only.

Log on to:
www.illinois1call.com
Enter your e-mail address to continue to receive the latest JULIE news and information about upcoming events.



Quick Digs

JULIE Lauded for Statewide Safety Program

Representatives of JULIE, Inc. announced that the not-for-profit organization was the recipient of the Silver Trumpet award from the Publicity Club of Chicago for distinguished achievement in public relations and the Silver Communicator Award of Distinction from the International Academy of Visual Arts.

The JULIE, Inc. Public Relations Department created a successful, multi-dimensional safety program to educate and inform professional excavators and homeowners about the importance of calling JULIE before any type of digging projects. During the past year, JULIE, Inc. launched an awareness campaign to accompany the roll-out of 811 as the national call-before-you-dig number.

A leading marketing firm conducted a statewide survey to gauge the effectiveness of the outreach program. The results indicated that a majority of adults who have done a household project requiring digging in the last two to three years are aware of the free service (91 percent) in Illinois. This is significantly higher than the nation as a whole, with only 73 percent of U.S. residents aware of these services.

The Publicity Club of Chicago awards program is the only one in the Midwest honoring distinguished individual achievement of public relations and other communications professionals. The Communicator Awards is the leading international awards program honoring creative excellence.

Mueller Named Board President

At the annual Board meeting in April, Chuck Mueller of Ameren was elected the Board President of JULIE, Inc. Tom Stutzman of ComEd served as president for the past three years.

Board Recognizes Lincoln Legacy

The natural gas worker who helped found JULIE, Inc., died recently, but left a legacy of saved lives and prevented injuries. Officials said JULIE saved 27 lives its first year and many more since its inception in 1974.

William "Bill" Lincoln served on the JULIE Board for more than 30 years, many of which he served as president. In an article published

in *The Herald News*, JULIE Executive Director Mark Frost said, "Bill was a wealth of information for us. He knew where we came from and what our potentials were. He was also an extremely passionate person because he cared so much about our mission."

To honor Lincoln's commitment to damage prevention, the JULIE Board announced that the conference room at the Joliet facility would be named the "William 'Bill' Lincoln Conference Room." Frost recently unveiled a plaque outside the room honoring Lincoln.

Muhs Retires After 10 Years of Service

Ray Muhs, JULIE Damage Prevention Manager for Southern Illinois, retired this past summer. Ray was a valuable member of our team for more than ten years and will be missed.



Friends and coworkers had a chance to share stories with Ray Muhs during a special event held in his honor in Joliet. Ray was the first damage prevention manager for JULIE in Illinois.

Free Materials Available for Events



Know what's below.
Call before you dig.

JULIE's free safety materials have been distributed across the state at various events and venues, including Joliet JackHammers and Windy City Thunderbolts games, the Chicago Botanic Garden, Route 66 Raceway races and at Radio Disney events.

Popular consumer and education materials include our homeowner's guide, color-code magnet and children's activity booklet. Excavator handbooks, posters and bumper stickers are also available for the workplace at no cost. Quantities are limited.

It is easy to request these free materials for safety meetings with employees, community events and training sessions. Information about 811 and E-Request is now included. For a complete list of available materials, visit www.illinois1call.com or call 815-741-5000.

Damage Prevention Managers Provide Answers & Education

JULIE's Damage Prevention Managers - **Dave Van Wy, Dale Kuhn and Roger Watwood** – are available to assist contractors and member representatives.

For more information, or if you have any questions about JULIE and its initiatives, call the appropriate Damage Prevention Manager listed below:



Northern Region

David Van Wy
Office: 847-963-0387
Cell: 815-351-5002
E-mail: vanwy@illinois1call.com

Central Region

Dale Kuhn
Office: 217-698-0813
Cell: 217-725-0904
E-mail: kuhn@illinois1call.com

Southern Region

Roger Watwood
Office: 217-826-5643
Cell: 217-299-5977
E-mail: watwood@illinois1call.com

Watwood Joins PR Team

After a statewide search, Roger Watwood was recently named Southern Illinois Damage Prevention Manager. As the former assistant public works director for the city of Marshall, he has extensive experience working in the utility and construction industries, damage prevention and GIS/GPS utility mapping. He works out of his home office in Clark County.

“Working directly with excavators, engineers and facility owners over many years has allowed me the opportunity to experience first hand the importance of damage prevention,” Watwood said. “I am looking forward to meeting with

stakeholders throughout the region. I encourage anyone interested in learning more about the JULIE process or training opportunities to call me.”

JULIE's Damage Prevention Managers perform functions to implement outreach campaigns and coordinate and promote the use and growth of JULIE, Inc. between member utilities and excavators in Illinois. They also promote public awareness and education regarding the use of the Illinois One-Call System.



Most common reasons to contact a Damage Prevention Manager:

- Conduct on-site education and safety training
- Answer questions regarding the state law, JULIE policies and the one-call system
- Promote the use of JULIE to reduce damages to underground facilities
- Represent JULIE at conferences, conventions, community events and trade shows
- Represent JULIE at safety or utility committee meetings
- Assist with member and excavator issues and activities; Facilitate communication among stakeholders

Emergency Requests Receive Priority

The JULIE Board of Directors approved a new policy that allows customers with an emergency locate request to move to the front of the queue during those busy periods when there are calls in queue. The front end message queue routing scheme was modified to address requests by excavators.

“The goal of this new policy is to help those with an emergency,” said Vicki Denewellis, JULIE Call Center Manager. “We have internal procedures in place to address any

potential issues. If the situation is not an emergency (i.e. no show or incomplete markings for normal locate requests, etc.), the call center agent will transfer the caller back into the queue.”

State law defines an emergency locate request as any condition constituting an imminent danger to life, health, or property or a utility service outage and which requires immediate repair or action. For more information, including a copy of the state law, visit our Web site.

UCA Announces Award Winners

The Underground Contractors Association (UCA) of Illinois recently held the Third Annual Safety Awards at the Assurance Agency facility located in Schaumburg, Illinois.

Before the awards ceremony, Deputy Sugar Grove Fire Chief Dave Adler gave an informative PowerPoint presentation using videos and photos of trench safety topics providing everyone with a firefighter's perspective (along with an underground construction background) on trench safety and rescues.

"UCA members are always striving to run a safe business and all those who have submitted safety award applications should be applauded for their safety records and commitment to their employees," said Dave Benjamin, executive director of UCA.

David Soderman of Safety Alliance and his task force of Dave Van Wy from JULIE, Inc., Lou Addante from Travelers Insurance, and Bob Wasick from Crissie Insurance, selected the following award winners:

Category 1 (0-50,000 hours)

Winner: Mersino Dewatering Midwest, Inc.

Honorable Mention: Prinmar Corporation

Category 2 (50,000-75,000 hours)

Winner: Glenbrook Excavating & Concrete, Inc.

Honorable Mention: Stark & Son Trenching, Inc.

Category 3 (75,000-150,000 hours)

Winner: Neslund & Associates, Inc.

Honorable Mention: Dawn Companies, Inc.

Category 4 (150,000+ hours)

Winner: John Burns Construction Co.

Honorable Mention: Nash Brothers Construction Co., Inc.



UCA Safety Award Winners included (l to r) Dean Faille of John Burns Construction, Barry Seago of Assurance Agency, Margaret Vignocchi of Prinmar Corporation, Patty Stark of Stark and Son Trenching, Mike Stark of Stark and Son Trenching, Terry Barnett of Glenbrook Excavating and Concrete, John Scapin of Neslund and Associates and David Soderman of Safety Alliance.

SM&P & CLS: Under New Management

The state of Illinois is once again at the forefront of the utility and construction industry, witnessing a dramatic change in the contract locating business over the course of the summer. SM&P Utility Resources, Inc. (SM&P) and Central Locating Service, Ltd. (CLS) were acquired this past spring by United States Infrastructure Corporation (USIC), creating the nation's largest utility locating contractor. The combined companies conduct operations in 21 states with more than 3,500 employees. USIC will complete 30 million locates for more than 400 utility operators and municipalities throughout the country this year. The Illinois region is

one of only two areas where SM&P and CLS overlap one another.

The USIC acquisitions posed unique challenges for both SM&P and CLS in Illinois. Each locate contractor, having their own utility customers, combined forces for a single response in all shared territories. The integration process of the two companies commenced in May and concluded in late July. The extraordinary efforts to bring them together have resulted in a single response for all areas where an excavator may have looked for notification from SM&P and CLS separately in the past. Both companies, now operating under the SM&P brand, have a

combined force of greater than 400 locators working daily in the JULIE service territory.

Challenges will continue as USIC works toward a unified presentation of the workforce through ongoing communication and replacement of brand name identifiers; meanwhile, let it be known, SM&P and CLS are now operating as one in Illinois.

You may submit any questions regarding USIC or the recent integration efforts to info@usicinc.com. You may also contact them at 13085 Hamilton Crossing Boulevard, Suite 200, Carmel, IN 46032 or on the web at www.usicinc.com.

Call or Click Before You Dig

New advances in technology continue to make the locate request process more efficient and cost effective for everyone. More than 35 percent of all locate requests are now entered directly by professional excavators and homeowners. In addition, call center agents now have access to mapping tools to assist with locate requests across the state. With so many ways to reach JULIE, there is no reason to take a chance.

5 Ways to Reach JULIE, Inc.

1. **Simply call 811**
2. **800-892-0123**
3. **Newtin RTE**
4. **E-Request**
5. **Fax-a-locate**

Training Available for Remote Ticket Entry

JULIE, Inc. continues to offer training on our new Newtin Remote Ticket Entry (RTE) program to excavators. This free program allows trained users to submit their own locate requests and receive their valid locate request (dig) numbers over the Internet.

New users interested in using the program require a 90-minute training session. In addition to on-site training

sessions, webinar sessions are a convenient and popular way to complete the training without having to leave the office. For more information or to schedule a free session during regular business hours, contact the JULIE Computer Operations Department at 815-741-5011 or call a JULIE Damage Prevention Manager directly.

E-Request is Easy, Electronic and For Everyone



You can buy gifts, pay bills and plan your next vacation on the Internet. Now, JULIE has made it even easier for excavators and homeowners to enter their own locate requests the same way.

The Illinois One-Call System recently unveiled a web-based program, E-Request, for all excavators with Internet access who want to enter their own utility locate requests. No training is required to submit an E-Request.

E-Request guides a professional excavator or homeowner as they enter and submit the details of their single-site, 48-hour advance notice requests. The submitted requests are temporarily held in a special 'suspend' queue and then processed throughout the day by JULIE call center agents. Once the request is processed, the 48-hour dig start date and time is calculated, a locate request or dig number is assigned and the completed ticket, as well as a list of JULIE member utility companies who will be notified, is sent via e-mail to the address provided by the excavator who entered the ticket.

"Locate requests can be submitted for single-address digging projects that allow for the legal 48-hour advance notice from the time the ticket is completed by a JULIE call center agent," said Greg Fisch, JULIE Computer Operations Director. "Emergency, joint meet and design stage requests can not to be processed and will be returned to the excavator without a valid dig number, if submitted."

This is a popular option for contractors - more than 10,000 E-Requests have been entered this year. The E-Request entry form, as well as additional information, is available on the JULIE Web site at www.illinois1call.com. A maximum of four locates per day is allowed per user.



**3275 Executive Drive
Joliet, IL 60431**

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Between the Lines

Between the Lines is published by the JULIE Public Relations Department. The contents in this publication are for informational purposes only.

Comments and story ideas should be directed to Kevin Chmura, editor, at 815-741-5000 or chmura@illinois1call.com.

To receive this publication via e-mail, please visit www.illinois1call.com.
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Not Just Another Makeover

The JULIE Web site, www.illinois1call.com, has an exciting new look. The site, designed in-house by Public Relations Manager Barb Huff, continues to serve as an excellent resource for members and excavators seeking more information about the one-call system and safe digging practices. In addition to the improved design of the site, new navigation tools have been added based on user feedback. Of course, just like our call center agents at JULIE, the Web site is available 24/7.

Please submit any questions, comments or suggestions to Barb Huff at huff@illinois1call.com or 815-741-5936.

CALL BEFORE YOU DIG
Call Before You Dig

HOME | ABOUT | HOW TO DIG | REQUEST | RESPONSE | SAFETY | BILLING | HOW TO | LAW | SALES/RENT | SUPPORT | FREE MEDIA | ACCOUNTS

E-REQUEST
Enter your own utility locate request online prior to your next digging project using E-Request.
[LEARN MORE](#) [ENTER A REQUEST](#)

OCTOBER 2008

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Oct 4 - Home Showcases - Tracy Park Convention Center
Oct 8 - Rt. 66 Highway Joliet - Cameron Derby
Oct 8 - Five Desert Open Houses - Grand Lamesa Lane, Zurich

GO GREEN Sign up how to receive our newsletters via e-mail
[Contractor Member](#)

811 Know what's below. Call before you dig.

JULIE, Inc. - 3275 Executive Dr. - Joliet, IL 60431
Administrative Offices: 815-741-5000 - Fax: 815-741-5936
1 SITE MAP | DISCLAIMER | CONTACT

JULIE's Web site gets a new look!

Featured highlights include:

- Types of Locate Requests
- Utility Response Procedures – Contact List
- Safe Digging Tips
- E-Request Entry Form
- Latest Version of the State Law
- ICC Enforcement Program Information
- Calendar of Events
- Resources/Support – Education
- Staff Directory
- Free Education Materials – Order Form