



# Illinois One-Call System Reaches Milestones

The Illinois One-Call System received and processed a record 1,069,651 underground utility locate requests from excavators in 2002. In addition, 509 new members joined JULIE, Inc., increasing total membership to 1,478. These totals represent significant increases of approximately 7 percent and 52 percent, respectively.

“In 2002, JULIE representatives implemented a successful public safety campaign to build awareness and educate excavators about the importance of safe-digging practices in Illinois,” said Mark

Frost, executive director of JULIE, Inc. “The record number of underground utility locate requests and significant increase in membership are both strong indications that our ongoing campaign has been effective. As we move forward, we will continue to focus on safety-related issues and expand outreach of our education campaign through a variety of proactive methods.”

“Amendatory language to the Illinois Underground Utility Facilities Damage Prevention Act went into effect last year that creates a true one-call process by daily penalizing all non-participating underground facility operators who were not members of JULIE, Inc. by Jan. 1, 2003,” Frost continued. “Unfortunately, there were utility facility owners and operators that did not comply with the state law before the deadline. We expect membership to continue to grow during the first quarter of the year.”

*Editor’s Note: In January 2003, 99 new members joined JULIE, Inc. bringing total membership to 1,577.*

## JULIE Adds User-Friendly Phone System

A new telephone system designed to meet the primary project objectives and long-term strategies of members will be installed at JULIE’s facility in Joliet, Illinois. The equipment is offered by eOn Communications Corporation, of Atlanta, Georgia and supported by Gregg Communications in Oak Brook, Illinois.

## Disaster Recovery Plan Improved

“Members of the JULIE Board and representatives of member utilities encouraged us to make this project a priority,” Frost said. “The new system will enhance our disaster recovery plan, improve customer service by addressing a limited front-end message sequence for customers calling the toll-free number and allow us to obtain enhanced reports to address a variety of critical areas.”

Technology Marketing Corporation’s Customer Inter@ction Solutions® magazine recently named eOn’s eQueue Multi-Media Contact Center Solution as a Product of the Year Award winner for 2002.

**THE TOP 20 COUNTIES IN ILLINOIS FOR LOCATE REQUESTS FROM EXCAVATORS IN 2002**

- Cook • Will • DuPage
- Lake • Kane • McHenry
- St. Clair • Madison
- Winnebago • Sangamon
- McLean • Champaign
- Peoria • Kendall • Tazewell
- Rock Island • LaSalle
- Kankakee • Macon • DeKalb

*Welcome*

**NEW MEMBERS**

# Board Approves Rate Adjustment

## Members Encouraged to Review Delivery Options; First Increase Goes into Effect in April



In November 2002, a letter from **Executive Director Mark Frost** was sent to all JULIE members announcing that, for the first time in nearly two decades, the JULIE Board of Directors approved a policy resolution at their board meeting relating to increases in the JULIE message rate for Fiscal Years 2003 and 2004. Copies of the letter also accompanied all new member packets.

“The JULIE Board of Directors and staff closely reviewed this issue during the 2002 Annual Board retreat,” Frost said. “The Board determined the rate increases were appropriate and fiscally responsible to pursue the financial goals of our not-for-profit organization over the next five years.”

### The approved policy resolution states:

“FY 2003 MESSAGE RATES FOR ALL CATEGORIES, WILL BE INCREASED BY \$0.10 (TEN CENTS) ON APRIL 1, 2003. FURTHER, FY 2004 MESSAGE RATES, FOR ALL CATEGORIES, WILL BE INCREASED BY AN ADDITIONAL \$0.05 (FIVE CENTS) ON JANUARY 1, 2004.”

In the past several years, JULIE has reduced new members’ costs by removing the new member surcharge and successfully reducing the number of non-conflict messages that are sent to members, which has reduced both the ratio of outbound messages per call and revenue while increasing expenses through longer operator talk time. Before considering a rate increase,

the staff also conducted internal department audits that identified over \$300,000 in cost savings initiatives.

“The JULIE Board of Directors recognized their fiduciary responsibility to adjust message rates to cover operating expenses and necessary capital expenditures; and to provide for an appropriate cash reserve,” said **JULIE Board President Gene Barney**. “This message rate adjustment measure was in response to new policies and state law language, staffing increases to service a growing memberships’ and customers’ service needs, rising employee health care benefits and rates and increasing operational expenses in the areas of technology, legal support, business continuity and business insurance which have all negatively impacted revenue growth.”

### THREE DELIVERY OPTIONS AVAILABLE

Members are encouraged to review their current method for receiving locate requests. There are several delivery options available at different rates (visit [www.julieonecall.com](http://www.julieonecall.com) for more information): 1. printer/modem or e-mail, 2. fax or 3. voice call. Members who receive less than 400 notifications per year are eligible for fax or voice delivery.

JULIE’s Field Liaisons, **David Van Wy** (Northern Illinois, 847-635-7992) and **Raymond Muhs** (Central/Southern Illinois, 618-662-2118) are available to discuss the benefits of each delivery option. If you would like to change your delivery option, please contact the Data Department directly at 815-741-5011.

## ICC Reports Enforcement Statistics

According to the Illinois Commerce Commission (ICC), from July 1, 2002 through January 31, 2003, there were 187 incident reports submitted to the JULIE Enforcement Program staff. Of these incidents, a majority was reported by utilities. During this period, 13 notices of violation

were sent by the ICC—total penalties assessed were \$19,900.

For the latest enforcement program information, including a complete breakdown of the statistics, visit [www.julie1call.com](http://www.julie1call.com) and click on the link to the ICC’s Web site. Questions about the enforcement process can also be directed to the ICC at 217-558-4010.

# Safety Meetings Increase Awareness

## Excavators Encouraged to Adopt White-Lining Practices

Representatives of JULIE, Inc. and its member utilities hosted 21 excavator safety meetings across the state this winter. Over 5,000 professional contractors and representatives from member utilities attended the safety presentations that focused on underground damage prevention awareness.



### DIG SAFE. DIG SMART.

“Our goal was to provide information that would help excavators do their jobs more safely and effectively. These safety meetings were designed to increase excavator awareness of the underground utility dangers that exist and encourage the continued use of Illinois’ utility notification system prior to the start of any project involving digging,” said **Kevin Chmura, public relations manager at JULIE, Inc.**

### BENEFITS OF WHITE-LINING COVERED

JULIE introduced several changes to the safety meetings this year. **Mike Parilac of Planet Underground/Staking University**

was the guest speaker and provided audiences with information about locating issues and presented some of the challenges with accurate depth readings. In addition, since the presentation also stressed the importance and benefits of white-lining, we were fortunate to have **Rust-Oleum Industrial Brands** donate free cans of white paint to all contractors and representatives of member utilities. In addition, attendees had an opportunity to enter a drawing for a new **Radiodetection** device provided by **MidAmerican Technology, Inc.** (Illinois dealer) valued at

\$5,000. As always, we appreciate the ongoing support of our members and statewide organizations, including the **Northern Illinois Pipeline Association and Southern Illinois Pipeline Association**, who provided the \$100 cash prize at each meeting.



▲ Kevin Chmura and Marsha Lynum of JULIE greet Ed Jacobs of A&A Paving Contractors in Streamwood. Marsha was the JULIE Employee of the Year 2002.



◀ (l to r) Dave Van Wy, JULIE; Bob Ziegler, SBC; and Mike Parilac, Planet Underground, discuss safety issues at an excavator meeting in Grayslake.

### MORE INFORMATION

- **Planet Underground/Staking University** ([www.undergroundfocuslive.com](http://www.undergroundfocuslive.com), [www.stakingu.net](http://www.stakingu.net))
- **Rust-Oleum Industrial Brands** ([www.rustoleum.com](http://www.rustoleum.com))
- **MidAmerican Technology, Inc.** ([www.midamericantechology.com](http://www.midamericantechology.com); [www.midamtech.com](http://www.midamtech.com))
- **Radiodetection** ([www.radiodetection.com](http://www.radiodetection.com))

# Assistance Is A Phone Call Away

With a record number of new members joining in the past year, JULIE reminds its members that representatives of the JULIE team are available to assist with employee safety presentations and to answer questions about the state law and policies. In addition, several member companies, including ComEd, Nicor Gas and SBC, have damage prevention contacts available to meet with you and assist with specific questions about locating procedures.



*Damage Prevention team numbers, including NEW Nicor Gas contact phone numbers, are available at [www.julie1call.com](http://www.julie1call.com).*

## Public Relations/Field Liaisons

*Central/Southern Illinois*  
Raymond Muhs  
618-662-2118 (office),  
618-843-2513 (cell)

*Northern Illinois*  
David Van Wy  
847-635-7992 (office),  
815-351-5002 (cell)

**Requests for Safety Materials**  
815-741-5000

**Database Changes**  
815-741-5011



# quick digs



## Members Must Provide Free Locating Services

In November 2002, as the result of an isolated incident, the JULIE Board of Directors approved a separate policy resolution relating to the mandatory requirement of member companies and their subcontractors to provide free locating and marking of underground facilities on utility locate requests.

## Who's Illinois Man?

Illinois Man is a bold new symbol that will help JULIE build brand awareness and remind excavators to call the Illinois One-Call System through a fun and creative advertising campaign this spring. Illinois Man advertisements will appear on local television outlets, utility bill inserts, tollbooth signage, radio advertisements and outdoor billboards. As always, please remember to "Dig Safe. Dig Smart."



## Computer System Provides Uninterrupted Service

Due to member ticket receiving adjustments in preparation for the implementation of OCARS Gemini at JULIE, system activation has been delayed until Spring 2003. As reported in the fall edition of *Breaking New Ground*, OCARS Gemini will provide uninterrupted JULIE service in the event of a disruption to the on-site computer system and is a key component of JULIE's disaster recovery plan, as outlined at strategic planning sessions with the Board of Directors. Previous editions of this publication are available at [www.julie1call.com](http://www.julie1call.com).



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## Coming: A Home Show Near You

# 2003

PLANNING A SPRING PROJECT AROUND THE HOME? AS PART OF JULIE'S ONGOING SAFETY CAMPAIGN TARGETING HOMEOWNERS AND CONTRACTORS, OUR STAFF WILL DISTRIBUTE EDUCATIONAL INFORMATION AT SEVERAL HOME AND GARDEN SHOW BOOTHS THIS YEAR. IF YOU ARE IN THE NEIGHBORHOOD OR JUST INTERESTED IN THE LATEST INFORMATION FROM AREA VENDORS, PLEASE BRING THE FAMILY AND VISIT US AT ONE OF THE FOLLOWING EVENTS IN MARCH:

### MARCH 8-9

1st Annual Will County Home Show, Lewis University, Romeoville  
[www.towershow.com](http://www.towershow.com)

### MARCH 14-16

Spring Home Showcase, Convention Center, Tinley Park  
888-883-7469

### MARCH 21-23

The Home and Garden Show at the Odeum, Villa Park  
[www.kennedyproductions.com](http://www.kennedyproductions.com)

## Summer Event Features New Products, Techniques

Experience first hand the most advance products and techniques in the underground construction industry at *Underground Focus Live!* on July 23 and 24, 2003 in Manteno, Illinois (south of Chicago).



*Underground Focus Live!* is the only event of its kind which will feature interactive equipment demonstrations, digging around live utilities in a controlled work environment. This annual event features products and services used in the installation, maintenance and protection of our underground infrastructure. For additional information and to pre-register for free admission, visit [www.undergroundfocuslive.com](http://www.undergroundfocuslive.com) or call 866-279-7755.

*Interactive  
Equipment Demonstrations*

## What's The Latest JULIE News?

Want to get more involved or hear the latest news about JULIE? The Board of Directors will hold their next meeting on March 19 at the JULIE facility in Joliet. The annual meeting is scheduled for April 16 in Rockford. Members are welcome. Visit [www.julie1call.com](http://www.julie1call.com) (calendar) or call 815-741-5000 for details.

# JULIE Unveils Damage Ticket Feature

For years, JULIE has been taking calls relating to damaged/exposed facilities and passing that information along to its members. Until now, these notices looked very similar to a regular request for locates.

## CHANGES IN THE JULIE LAW

“Driven by recent changes in the JULIE Law that now require excavators to call both JULIE and the facility owner in the event of a damage, and coupled with increasing requests by utility companies for damaged related statistics, JULIE recently introduced the ‘damage ticket,’” said **Greg Fisch, data systems manager at JULIE.**

## ‘DAMAGE’ OR ‘EXPOSED’

In mid-December 2002, damage/exposed tickets started being identified uniquely from a regular request for a locate. A new word was added to the banner line, or top line of the ticket, which lets members differentiate regular locates from a damage or exposed message. When actual facility damages are reported, the banner line contains the word “damage.” If the caller reports an exposed line, the banner contains the word “exposed.” With the exception of these two new words, which will

replace the word “LREQ” on the top line, no other format changes were made.

These informational messages are sent out to all facility owners in the vicinity of the damage. *Note that this type of message is for informational purposes only and serves as a way to increase awareness of potential threats to members’ buried facilities.* It is not a locate request. It does not require a locator be dispatched or that an all-clear response be provided.

**Questions about this damage ticket feature can be e-mailed to Greg Fisch at [fisch@julie1call.com](mailto:fisch@julie1call.com) or via phone at 815-741-5003.**

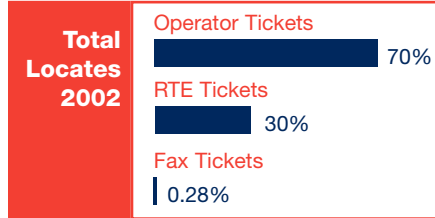
*Contributing: Greg Fisch* 

# WRTE Program Continues Record Growth

As spring approaches, are you looking for a fast and easy way to process a locate request without having to pick up the phone? Web Remote Ticket Entry (WRTE) is the fastest growing segment of total locates for JULIE members and their subcontractors.

“All members and their subcontractors are strongly encouraged to use WRTE, when feasible, during their locate request process through JULIE,” said **Mark Frost, executive director of JULIE, Inc.**

WRTE is a free of charge, unique feature that provides excavators



with a method of entering locate requests directly into the JULIE system via an Internet Web site from the convenience of your own office. Using WRTE also enables you to print a copy of your request for future reference, if desired. Training is required by JULIE Data Department staff at no cost to your company or municipality. For additional information, contact the JULIE Data Department at 815-741-5011.

www.julie1call.com

## JULIE ON-LINE

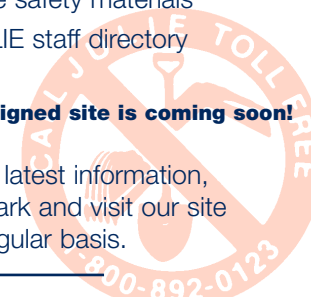
JULIE has an easy to remember Web site address—either [www.julie1call.com](http://www.julie1call.com) or [www.julieonecall.com](http://www.julieonecall.com).

Many new benefits include:

- Full text of new legislation
- JULIE policies
- ICC enforcement process link
- Utility company contacts
- Member service vendors
- Upcoming events
- Frequently asked questions
- Free safety materials
- JULIE staff directory

**A redesigned site is coming soon!**

For the latest information, bookmark and visit our site on a regular basis.



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The  
Inside  
Scoop...



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