

New Ground



Summer/Fall 2002

Computer System Provides Uninterrupted Service

The Board of Directors approved the purchase of OCARS Gemini from Norfield Data Products as a solution to our members' desire to address the issue of continuity of service in an emergency.

"OCARS Gemini is JULIE's solution to some of our disaster preparedness and system redundancy challenges. This system is a key component of our disaster recovery plan, as outlined

"OCARS Gemini... is like having two call centers"

at strategic planning sessions," said **Mark Frost**, executive director of JULIE. "With OCARS Gemini it is like having two call centers. Both systems act independently, yet at the same time-share data between them. If a disaster strikes and one system is no longer functioning, the other system keeps on running. There is no downtime for our core operation, which is servicing the needs of our members and the excavation community."

OCARS Gemini is the latest breakthrough for the one-call industry. The concept calls for two identical systems running at the same time, updating each other via the Internet. The systems will be housed at separate locations. Each system will be live, with locate requests being taken on and delivered from concurrently. Operators with access to the Internet, whether working remotely from home, the call center or another emergency back-up facility can be configured to connect to either system. Excavators using Web ticket entry will be equally split, automatically, between the two online systems. Each system will be configured with a unique set of outbound delivery devices (i.e. modems and fax machines) that will deliver tickets to JULIE members. The system is expected to be operational within 90 days.

This solution provides uninterrupted JULIE service in the event of a disruption at one of the sites. Disruptions could include computer system failure, power failure, telephone system failure, Internet service interruption or

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Board Meeting Updates

Board President **Gene Barney** of Leaf River Telephone Company and **Mark Frost** recently welcomed over 60 members and excavators to JULIE's board meeting and annual golf outing in Plainfield, Illinois.

In addition to discussing several cost savings tactics initiated this year and the new legislation (see "New Law Takes Effect"), Frost reported that Staking University has decided to move its locator training operations to Illinois.

Governmental Affairs Committee

Governmental Affairs Chairperson **Steve Fletcher** of Washington County Water reported that JULIE's lobbyist, **Steve Longhta**, indicated that \$500,000 has been allocated to fund the ICC Enforcement Program.

"We worked very closely with our members, the Illinois Commerce Commission (ICC) and representatives of the Illinois General Assembly to secure this funding," Barney said. "This funding will allow the ICC to ensure that the program will move forward as intended by the amendatory legislation."

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New Law Takes Effect

ICC Requests Member Contact Information; Web Site Provides Assistance

After coordinating a proactive outreach program to inform and educate JULIE members and the excavation community, new amendatory language to the Illinois Underground Utility Facilities Damage Prevention Act took effect on July 1, 2002.

"Everything went very smoothly at JULIE on the effective date of the new law," **Mark Frost** said. "Our education campaign and ongoing communication with members, excavators, the Illinois Commerce Commission and various state associations and organizations were the keys to this success. All of the team members in our departments, including public relations, accounting, data and the call center, have done an excellent job of answering questions and inquiries."

ICC Requests Member Contact Information

Bill Riley, manager of JULIE Enforcement-Energy Division of the ICC, has requested that all facility operators provide him with a name, address (mail and e-mail) and phone number of the contact person that our members would like the ICC staff to use if they receive a reported violation involving their facilities. He would also like to know if members prefer correspondence via e-mail and/or U.S. Postal Service.

If you have not provided this information to the ICC, please contact Mr. Riley at 217/782-5911 or send the information via e-mail to briley@icc.state.il.us.

ICC Enforcement Process Update

Do you have questions about the Illinois Commerce Commission (ICC) Enforcement Process? The ICC's Web site (<http://eweb.icc.state.il.us/julie/>) has information about the following issues:

- Violations (How to file a violation, violation report forms)
- Rules and Regulations
- Advisory Committee
- Information and Reports

General questions can be directed to the ICC at 217-782-5911. More information, including a direct link to the ICC site, is available at JULIE's Web site (www.julie1call.com).

In addition, JULIE recently announced that **Mark Frost** was named to the Advisory Committee, along with **Dennis York**, village of Skokie, **Dale Olthoff**, Olthoff Construction and **Kevin Reinert**, Illinois Power. One seat, a representative of the general public, has not been named at press time.

JULIE Changes Billing Program



Members Required to Participate if Annual Message Volume is 300 or Less

Is your message volume total less than (or projected to be less than) 300 messages per year? The JULIE Board of Directors recently accepted a by-law amendment that states, "New members with projected message volume of up to 300 messages per year and members who received 300 messages or less in the prior year will be *required* to participate in JULIE's Prepayment Program."

"This program is designed to reduce handling fees and related postage costs for our smaller members," said **Karen Tunney**, JULIE's Accounting Manager. "Vouchers with more information have been sent to members that are required to participate in this program."

WHAT IS THE MANDATORY PREPAYMENT PROGRAM?

This convenient and timesaving program allows new JULIE members to prepay their upcoming year's messages. Prepayment is mandatory for current and new JULIE members with annual message volume of 300 or less.

HOW DOES THE PROGRAM WORK?

Prepayment members will receive a voucher indicating the annual

prepayment amount when they become a JULIE member.

JULIE members have three convenient payment options:

- Prepay the entire amount at one time.
- Prepay 50 percent of the prepayment amount semi-annually.
- Prepay 25 percent of the prepayment amount in quarterly payments.

The initial prepayment amount chosen is due within 30 days upon receipt of the voucher.

WHAT HAPPENS AT THE END OF THE YEAR?

If at the end of the year the JULIE member received more messages than the prepayment amount indicated and a deficit year-end balance occurs, then the next year's voucher will increase accordingly.

Any prepayment surplus remaining at the end of the year will be applied toward the upcoming year's messages for that member company.

WHO CAN ANSWER QUESTIONS?

Please direct all questions and inquiries to Accounting Manager **Karen Tunney** at 815-741-5684 or via e-mail at tunney@julie1call.com. All payments to JULIE should be directed to P.O. Box 2800, Bedford Park, Illinois 60499-2800.

Board Approves Policy Modification

Based upon the feedback received from JULIE employees, excavators and member representatives, the JULIE Board recently agreed to modify the policy that requires “utility locate requests, including those from homeowners, to only be accepted from the excavator or a personal representative/employee of the company engaging in the excavation activity.”

PLEASE NOTE THAT THERE IS **ONLY ONE** **MODIFICATION** TO THIS POLICY AND THAT THE REMAINDER OF THE POLICY LANGUAGE IS STILL IN EFFECT.

Computer System

Continued from page 1

natural disaster such as fire, lightning or tornado. In such an event, all operators having access to the Internet, whether they are working from home or another facility, can quickly and easily use the remaining online system to enter locates. All Web ticket users would automatically post their locates to the remaining system.

Web Remote Ticket

Entry (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. For additional information, contact the Data Department at 815/741-5011.



In administrating this policy, it is recognized, in rare cases (at the discretion of JULIE staff), that the homeowner may be a better source of locate information and thus will be allowed to serve as an agent of the excavator. This modification to the policy is effective immediately.

Specifically, the following information is required by the homeowner when serving as an agent of the excavator:

Homeowners will need to provide the name of the contracted company that is doing the actual

digging, along with their phone number. This information will be included in the remarks field of the ticket. Since the homeowner is calling in on behalf of the contractor, the ticket will need to grid by their address information. If it does not, the caller will be required to provide section/quarter section information from their plat of survey.

JULIE will continue to stress the importance of the excavator to make the actual call.

Area of Notification Reports Available Online



JULIE member coordinators can now view and generate copies of their company’s current “Area of Notification Report” via the Internet. This report shows up-to-date quarter-section grid selections along with all city and township places that are enabled for each member code.

Access to these reports can be gained at www.julie1call.com/ocars. On the resulting page, users can select the link to “OCARS Pro Member Access,” after which they will be prompted for their JULIE member code and a password. Once a user is logged in, a link to “Member Notifications” will provide the ability to generate the report.

“Coordinators are encouraged to

retrieve copies of this report as needed,” said **Greg Fisch**, data systems manager at JULIE. “We will be discontinuing the automatic distribution of these reports annually to the entire membership. For members who do not have Internet access, copies of this report can be requested anytime by calling the JULIE Data Department.”

Member coordinators who want to take advantage of this helpful feature should contact the JULIE Data Department at 815-741-5011 to set up the password on the account. Once enabled, users will be able to have access not only to the database reports, but many other useful features such as ticket inquiries, ticket searches and ticket delivery status.

Annual Golf Outing Is A Hit

On a hot summer day in July, over 50 member representatives and their guests participated in the Annual JULIE Golf Outing that was held at The Links at Carillon Golf Course in Plainfield, Illinois.

Along with other golf outing winners, the following individuals shot low scores (gross):

First Prize: **Gary Stewart,**
Trunkline Gas

Second Prize: **Jack Ardaugh,**
Spesia, Ayers & Ardaugh

Third Prize: **Mark Roy,**
Insight Communications



Jeff Taylor of Spesia, Ayers and Ardaugh, takes his first shot from the tee at the JULIE golf outing.



(l-r) Steve Fletcher, Gene Barney and Mark Frost get ready for the first hole at our annual golf outing.



Attending the golf outing were (l-r) Chuck Mueller, *Illinois Power*, John Pruden, *City of Salem*, Kent Kowalske, *Central Illinois Light Co.*, and Norm Gutzvecas, *Village of Schaumburg*.

A note of thanks to all of our participants and to Trunkline Gas, 360 Networks and the Underground Contractors Association for donating golf items.



quick digs



JULIE Reaches Milestones

2002

MEMBERSHIP EXCEEDS 1,200

The first eight months of 2002 have been a busy time at JULIE. JULIE recently announced that over 250 new members have already joined the Illinois One-Call System this year, bringing the total number of members to over 1,200. During the month of July alone, 55 new members joined JULIE.

"New members continue to be added on a daily basis. Each day we are closer to a true "one call" process in the state of Illinois," said **Kevin Chmura**, public relations manager at JULIE. "With only a few months to comply with this new Act, our members are encouraged to remind non-member municipalities and other owners and operators of underground facilities to begin the process of becoming a member of JULIE now."

There are four Illinois counties (Boone, Clark, Massac and Richland) with 100 percent member participants and approximately 50 outstanding non-members. The new state law that went into effect on July 1 requires all non-participating underground facility owners and operators to join JULIE, Inc. by January 1, 2003. All owners and operators that fail to join JULIE by this date are subject to a penalty of \$100 per day for each separate offense.

RECORD CALL VOLUME IN JULY

The 113,809 incoming locate requests represent a 15.2 percent increase from last year's record July volume of 98,762. With this month, JULIE has now taken 4,250 (+0.7 percent YTD) more locate requests than last year. However, message volume is still behind by 39,885 or -1.0 percent. "This is directly attributable to the efficiencies implemented and recent policy/law changes," Chmura said.



Do You Need Help? Have Questions?

JULIE's Field Liaisons and other members of the Public Relations Department have been meeting with our members, potential members and excavators across the state to promote damage prevention awareness and to discuss changes in the law and policies.

Our Field Liaisons are ready to help. If you would like a representative from JULIE to attend an upcoming safety meeting with your team or if you have general or specific questions about the JULIE system, please contact **David Van Wy**, Northern Illinois Field Liaison, at 847/635-7992 (office) or 815/351-5002 (cell) or **Raymond Muhs**, Central/Southern Illinois Field Liaison, at 618/662-2118 (office) or 618/843-2513 (cell). More information is available at www.julie1call.com.

ON JULY 31, THERE WERE 1,968 LOCATES ENTERED REMOTELY. THIS IS THE MOST EVER ON A SINGLE DAY.

Upcoming Dates

Director Qualifications Revised By Board

The Board recently accepted a new by-law amendment. The amendment to Article V revised the qualifications for the Small Utility Director Position with the intent to increase the pool of candidates. The number of Board Directors will remain ten, but small utilities shall be represented by those providing service to fewer than 3,000 customers (an increase from 2,000 customers).

Board Meeting Updates

Continued from page 1

Public Relations and Finance Committees

Public Relations Chairperson **Fred Kreinbrink** of the city of Naperville updated the Board on the success of the Department's proactive outreach programs and savings initiatives implemented this year. During the meeting highlights of the first draft of the five-year capital plan were also presented by Finance Chairperson **Al Toliver** of Verizon and discussed. Specifically, strategies addressed by the capital plan include disaster recovery, continuity of service, record retention and the reduction of non-conflict messages.

Computer Committee

In addition, Computer Chairperson **Kent Kowalske** of Central Illinois Light Company recommended the purchase of the OCARS Gemini System as a backup to JULIE's current computer system (see related article). The Board unanimously approved this recommendation.

At the conclusion of the meeting, Board President Barney asked for motions to accept two by-law amendments.

Mark your calendar. The next Board of Directors Meeting is November 20, 2002. The meeting will be held at the JULIE facility in Joliet, Illinois. This is an excellent opportunity for members to tour the facility. More information will be sent to JULIE Coordinators in the fall.

EXCAVATOR SAFETY MEETINGS

Excavator Safety Meetings, hosted by JULIE and its members, are scheduled for next year on the following dates and locations:

January

- 8-Bradley
- 9-Olney
- 10-Grayslake
- 15-Effingham
- 16-Streamwood
- 17-Quincy
- 22-Rock Falls
- 23-Marion
- 24-Moline
- 29-Mt. Vernon
- 31-Urbana

February

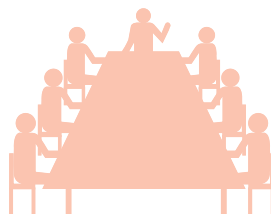
- 6-Decatur
- 11-Alton
- 12-Matteson
- 13-Springfield
- 18-Elmhurst
- 19-Willowbrook
- 21-Morton
- 26-Morris
- 27-Collinsville
- 28-Rockford



More information will be sent to coordinators this fall and posted on the Web site.

DAMAGE PREVENTION CONFERENCE AND EXPO.

The Fifth Annual Damage Prevention Conference and Exposition will be held on December 4-6, 2002, in San Diego, California. This conference provides an interactive forum for facility owners, contractors, utilities and excavators to learn about and discuss current and emerging issues that impact the design, installation, maintenance and protection of buried cables and pipelines. For more information, call 800-827-8009 or www.damageprevention.com.

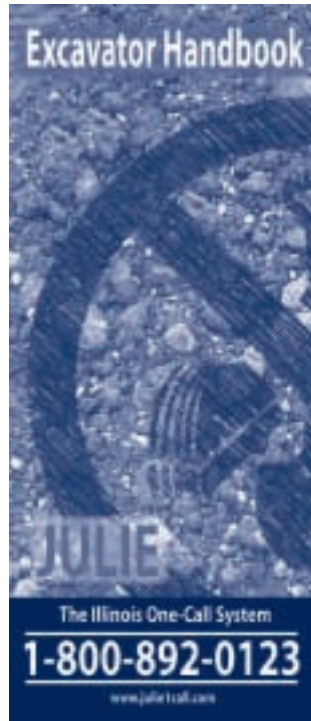


EXCAVATOR HANDBOOKS Now AVAILABLE



The latest edition of the JULIE Excavator Handbook is now available. Please stop by the JULIE facility in Joliet during regular business hours, visit www.julie1call.com or call the Public Relations Department at 815/741-5000 to request copies of the handbook.

In an effort to keep down mailing costs, we are encouraging member coordinators to request enough copies for their company or municipality, instead of individual requests for just one handbook. Upon request, the handbooks will be sent as soon as possible.



www.julie1call.com

ON-LINE WITH JULIE

JULIE now has an easy to remember Web site address—either www.julie1call.com or 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

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



- NEW COMPUTER SYSTEM (PG 1)
- PREPAYMENT PROGRAM (PG 2)
- POLICY MODIFICATION AND ONLINE REPORTS (PG 3)
- QUICK DIGS (PG 4)
- UPCOMING DATES (PG 5)

The Inside Scoop...



JULIE, Inc.
3275 Executive Dr.
Joliet, IL 60431

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