



Annual Meeting Highlights JULIE's Accomplishments

Board President **Gene Barney** of Leaf River Telephone Company welcomed over 100 members and excavators from across the state to JULIE's annual board meeting in Peoria, Illinois. This April meeting provided an excellent opportunity for attendees to learn more about JULIE's accomplishments over the past year and its goals moving toward the future.



Mark A. Frost
Executive Director of JULIE

"The ongoing support and dedication of **Mark Frost**, his staff and member board committees; input from our members; and commitment from all of our employees throughout the organization has made JULIE one of the largest, most efficient and successful one-call systems in the United States," Barney said. "This

year promises to be an important one in our organization's history with the significant changes brought to our industry with the amendments to the Illinois Underground Utility Facilities Damage Prevention Act."

During the meeting, **Mark Frost**, executive director of JULIE, provided an update on the 2002 Business Plan and highlighted several issues in the company's current strategic plan, such as the disaster recovery plan, continuity of service and cost savings initiatives. JULIE staff will provide recommendations at the board retreat in October.

ICC UPDATE

Bill Riley, manager of JULIE Enforcement – Energy Division for the Illinois Commerce Commission (ICC), was the featured speaker at the meeting.

"The goal is damage prevention compliance, not penalty collection," Riley said. "Communications is the first step in preventing damages. JULIE members are encouraged to work closely with excavators and to develop partnerships."

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Three Step Process For Enforcement

Bill Riley of the ICC outlined the following three-step process for enforcement of the JULIE Law:

Step 1 – ICC Staff Review

- Incident report
- Initial Staff review – Request for additional information
- Determine if there was a violation
- Determine amount of penalty
- Notify parties involved of Staff's findings

Step 2 – Advisory Committee

- First stop for all contested penalties
- Meet monthly in Chicago or Springfield
- Staff will present cases to Committee
- Alleged violators have the right to speak
- Committee has 90 days to act on a case
- Staff informs parties of Committee decision

Step 3 – Formal ICC Hearing

- Staff prepares an order to initiate a proceeding
- Parties can provide a responsive pleading
- Discovery
- Hearing held within 60 days
- Final Order within 180 days

Report forms will be available from the ICC Staff prior to the effective date of the new legislation at

<http://eweb.icc.state.il.us/julie/>

New Law Takes Effect *In July*

After three years of negotiations, new amendatory language to the Illinois Underground Utility Facilities Damage Prevention Act goes into effect on July 1, 2002.

“All excavators and facility owners and operators are encouraged to review the full text of the legislation on JULIE’s Web site prior to the effective date,” Mark Frost said. “Everyone should be aware of the significant changes in the law, including language establishing reasonable business practices, the ICC penalty process and the definitions of important terms such as ‘emergency locate request,’ ‘approximate location,’ and ‘tolerance zone.’”

Over the past year, JULIE has been coordinating a proactive outreach program to inform and educate its members, contractors and excavators about several changes in the legislation that are designed to promote an easier, safer digging environment in the state of Illinois. The amendatory language will also create a true one-call process by daily penalizing all non-participating underground facility operators who do not join JULIE by January 1, 2003.

A new edition of the JULIE Excavator Manual will be available this summer.

Excavators Must Call In Own Locate Requests

Are you calling locate requests to JULIE for your own work? Unfortunately, there are many companies and subcontractors that rely on someone else to make the call. **A new JULIE policy, effective July 1, 2002, is designed to address this issue by requiring the excavator to make the actual call to JULIE.**

“This policy reinforces the current language in the Act,” Gene Barney said. “‘Call Before You Dig’ does not mean letting someone else make the call to JULIE. According to state law, the person actually doing the digging is required to call JULIE with the locate request information, not the homeowner or company for whom the work is being done.”

NEW POLICY PREVENTS IMPROPER DIGGING

This policy also reflects a recommended best practice statement identified in the report, “Common Ground: Study of One-Call Systems and Damage Prevention Best Practices.” “There has been a growing practice of unrelated or unidentified excavators digging on someone else’s request,” Barney continued. “This policy will eliminate the

scenario where an excavator is not working on a valid locate request ticket and in an area that is not

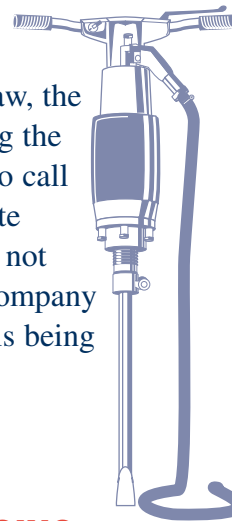
JULIE Policy Resolution #02-01

RELATING TO EXCAVATOR IDENTIFICATION ON UTILITY LOCATE REQUESTS, STATES THE FOLLOWING: **UTILITY LOCATE REQUESTS, INCLUDING THOSE FROM HOMEOWNERS, WILL ONLY BE ACCEPTED FROM THE EXCAVATOR OR A PERSONAL REPRESENTATIVE/EMPLOYEE OF THE COMPANY ENGAGING IN THE EXCAVATION ACTIVITY.**

properly marked—endangering public safety and risking damage to underground utility facilities, property and the environment.”

CALLS NOT ACCEPTED AFTER JUNE 30TH

Locate requests on behalf of an excavator/company will not be accepted by call center operators after June 30, 2002. In addition to calling JULIE’s toll-free telephone number, 800/892-0123, excavators have the option of also using Web Remote Ticket Entry or the Fax-a-Locate Program.





quick digs



JULIE Launches Education Campaign

Digging responsibly is the only way to dig. The alternative could mean disaster. That is the core message of an aggressive education campaign, entitled “Dig Safely Illinois,” recently launched by representatives of JULIE.

CAMPAIGN TARGETS

Professional excavators, homeowners who dig in their yards, public works employees and underground facility owners and operators are the primary targets of

the campaign. Direct mailings to builders and contractors along with utility bill inserts, print advertisements, radio service announcements, billboards and television advertisements aimed at a broad audience are among the proactive tactics being used to communicate and reinforce the campaign’s key safety and education messages.

Members are also encouraged to stress the importance of safe digging practices to professional and non-professional excavators.



FREE SAFETY MATERIALS AVAILABLE

There may be several excellent opportunities for your company or municipality to reach out to excavators. For example, several of our JULIE Coordinators submit safety articles or ongoing reminders to “Call JULIE Before You Dig,” to the editor of their community newsletter or newspaper. Other suggestions include distributing safety and educational materials (i.e. JULIE homeowner brochures, magnets, key chains, bumper stickers, etc.) at community events or department open houses and posting information on community bulletin boards.

PLEASE VISIT WWW.JULIE1CALL.COM
OR CALL THE PUBLIC RELATIONS DEPARTMENT AT 815/741-5000 TO REQUEST THE FREE MATERIALS FOR YOUR NEXT MEETING OR EVENT.

Meeting Highlights

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Riley also provided participants with an update on the enforcement process (see “Three Step Process”), including the status of Part 265 Rulemaking (2nd Notice) and the Advisory Committee (jury of peers).

“Investigators have already been chosen from within several

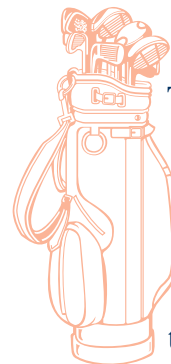
departments at the ICC and the computer database is nearing completion. A Web page is also being developed with complete information about the enforcement process,” Riley continued.

More information, including all updates, is available at JULIE’s Web site (www.julie1call.com).

Swing Into Summer

Mark your calendar. The **2002 Annual Golf Outing and Board of Directors Meeting** are

scheduled for Wednesday, July 17. The event and meeting will be held at *The Links at Carillon Golf Course* in Plainfield, Illinois. More information will be sent to JULIE Coordinators in the next few weeks.



New ICC Enforcement Website



Available Soon

<http://eweb.icc.state.il.us/julie/>

Documents will be available shortly.

JULIE's Record-Breaking Milestone Announced

JULIE recently announced that the town of Normal became **the 1,000th member of the Illinois One-Call System**. Earlier this year, JULIE reached another milestone by receiving and processing its 12 millionth underground utility locate request.

“JULIE and its member companies are very proud of surpassing another significant locate request milestone,” **Mark Frost** said. “One call to JULIE at 800/892-0123 truly makes a difference. Underground damage prevention should be a priority for anyone planning a project that involves digging.”

A RECORD NUMBER

The Illinois One-Call System received and processed a record 999,216 underground utility locate requests from excavators in 2001.

THE TOP 20 COUNTIES IN ILLINOIS FOR INCOMING LOCATE REQUESTS FROM EXCAVATORS IN 2001

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



(l to r) Gene Barney and Mark Frost present a certificate to Steve Gerdes and Mike Hall from the town of Normal

Data Department—Street Information

Maintaining a database containing the names of every street in the state of Illinois continues to be an ongoing challenge for the JULIE Data Department. The success of this effort directly relates to the ability of JULIE to notify the most accurate list of utility members who are involved near a pending excavation.

One of the best ways to reduce unnecessary, non-conflict notifications to JULIE members is to obtain information about new streets as they are platted and approved by municipal and county governments and then having JULIE staff enter the information into our street database prior to any excavation activity. For this

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Safety Meetings Attract Record Crowds

Increasing Awareness

AS PART OF AN ONGOING SERIES OF UNDERGROUND DAMAGE PREVENTION AND SAFETY PRESENTATIONS ACROSS THE STATE, REPRESENTATIVES OF JULIE AND ITS MEMBER COMPANIES HOSTED 24 CONTRACTOR SAFETY MEETINGS ACROSS THE STATE EARLIER THIS YEAR.

“These meetings were designed to explain the new JULIE Law, to increase excavator awareness of the underground utility dangers that exist and to 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. “We received a very positive response from our members and the excavation community.”

“We were very fortunate that many of our members also attended the meetings and set up information



Jennifer Olszewski and Matt Hoekstra of Equilon Pipeline stressed the importance of safe-digging practices around their facilities.

tables,” Chmura continued. “The successful meetings reached 6,000 excavators.”

Meeting dates and locations are currently being reviewed for next year.

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Street Information Plan

Continued from page 4

reason, the JULIE Data Department requests that our members, particularly municipal members, consider implementing an internal policy that would result in copies of maps or plats of all newly approved subdivisions being sent to the call center for processing. Maps can be directed to **Greg Fisch**, JULIE, 3275 Executive Drive, Joliet, Illinois 60431. He can also be reached at 815/741-5003.

Any cooperation that members are able to provide with maps is greatly appreciated by the entire JULIE organization and will have a positive effect on the entire utility damage prevention effort in Illinois.

E-Mail Tickets Allow Quick Delivery



Members currently receiving one-call tickets by printer, fax or voice messages also have the option of receiving tickets by e-mail. With e-mail ticket delivery, members get almost instant delivery of their tickets from JULIE.

HOW DOES IT WORK?

When a ticket number is generated, an automatic e-mail message is sent to the member. This allows

members to print only the tickets that need to be printed. In addition, tickets received by fax or printer can occasionally be hard

to read due to line noise, paper jams or low toner issues.

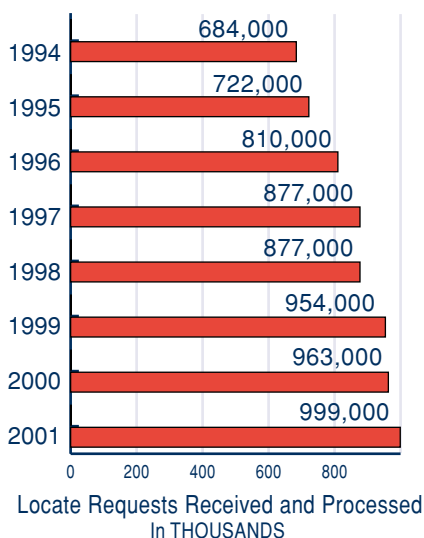
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If you are interested in additional information, please contact the Data Department at (815) 741-5011.

JULIE Call Volume History

1994 – 2001



The WRTE Way To Call JULIE

DO YOU (OR YOUR SUBCONTRACTOR) CALL IN NUMEROUS LOCATE REQUESTS?

ARE YOU FREQUENTLY INTERRUPTED BY OTHER DUTIES WHEN CALLING IN LOCATE REQUESTS?

If the answer to both of these questions is yes and you have Internet access, then JULIE encourages you to consider **Web Remote Ticket Entry (WRTE)**.

“WRTE is the fastest and most convenient way to communicate locate request information to the Illinois One-Call System. This free of charge, unique feature provides a method of entering locate requests directly into the

JULIE system via an Internet Web site,” said **Greg Fisch**, data systems manager at JULIE. “In addition to the obvious time savings, excavators can print their dig ticket information and retain it as proof of their call, as well as gain access to previous locate requests that they called in and were then entered by a call center operator.”

Quick and easy training can be scheduled at your convenience by contacting **Greg** at 815/741-5003 or fisch@julie1call.com.

For additional information, call Greg or a member of the **Data Department** today at 815/741-5011.

FIELD LIAISONS ANSWER THE CALL



JULIE's Field Liaisons work to promote public awareness and education concerning the use of the JULIE system and changes in the new law and policies.

David Van Wy, *Northern Illinois Field Liaison*, and **Raymond Muhs**, *Central/Southern Illinois Field Liaison*, are members of the JULIE Public Relations Department. Along with other members of the public relations team, the field liaisons also conduct safety presentations and represent JULIE at community expositions and municipal events, conventions, trade shows and meetings.

Questions, concerns and/or comments can be directed to **Dave** at 847/635-7992 (office) or 815/351-5002 (cell) or **Ray** at 618/662-2118 (office) 618/843-2513 (cell).



Ray Muhs and Dave Van Wy are available to assist members.

ON-LINE WITH JULIE

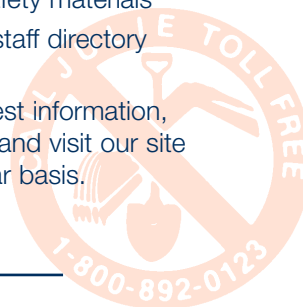
JULIE now has an easy to remember Web site address—either www.julie1call.com or www.julieonecall.com.

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.

www.julie1call.com



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- **NEW LAW AND POLICY — JULY 1 (PG 2)**
- **QUICK DIGS (PG 3)**
- **THE WRITE WAY (PG 5)**

The Inside Scoop...



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

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