

# **JULIE System**

## **Booklet**



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## **HISTORY**

JULIE was formed by the owners and operators of underground facilities in Illinois as a means of reducing damage to buried utility facilities. JULIE began operations August 1, 1974, in Will County and expanded its coverage to include all of Illinois as of December 1, 1980 (except for the city of Chicago).

**CONTACT DIGGER 312-744-7000**, if digging inside the city limits of Chicago.

In 1976, the JULIE System was accepted by the Illinois Commerce Commission as compliance with the one-call notification section of General Order 185. Today, JULIE has nearly 800 members with a potential growth of more than 1,500 members. JULIE has logged more than eight million calls, and its current calling volume makes it the largest call taking one-call system in the United States.

The ILLINOIS UNDERGROUND UTILITY FACILITIES DAMAGE PREVENTION ACT became law January 1, 1991. In short, the law requires all persons excavating to call JULIE before digging, and all owners of underground public utility facilities to be a member of the JULIE one-call system.

## **WHAT IS JULIE?**

JULIE is a not-for-profit corporation that provides contractors/excavators, homeowners and others who may be disturbing the earth, with a single toll-free number to call for the locating and marking of underground facilities.

JULIE is not a utility. JULIE owns no facilities and does not locate underground facilities. JULIE is a message handling service which receives location requests from persons excavating, and then sends these requests to JULIE members who have facilities in the area of excavation.

THE BASIC DOCUMENTS OF JULIE, INC. ARE the Articles of Incorporation, By-Laws, the Membership Agreement and the Operating Guidelines.

## **ARTICLES OF INCORPORATION**

Under the Articles of Incorporation, the corporation is an educational and trade association to establish facilities to receive and transmit information to and from persons intending to undertake activities that might interfere with the underground facilities of members of the corporation.

The registered agent of JULIE, is the Executive Director.

## **BY-LAWS**

The By-Laws, which were adopted at the initial meeting of the corporation, provide that there shall be one class of members which shall consist of owners or operators of subsurface facilities, whose voting rights are set forth in these By-Laws.

## MEMBERSHIP AGREEMENT

The Membership Agreement provides that the member agrees to be bound by the By-Laws and the Operating Guidelines of the Corporation, as the same shall be in effect from time to time.

## OPERATING GUIDELINES

The Operating Guidelines provide for an Executive Director with additional management and operating personnel to be secured as needed. An overview of the Call Center is also included.

## JULIE, INC. OFFICE AND CALL CENTER

JULIE, Inc., is located at 3275 Executive Drive in Joliet, Illinois 60431.

## **1.0 ADMINISTRATION**

- 1.1 All owners and/or operators of underground public utility facilities within the State of Illinois, except rural electric cooperatives, are required to become members of JULIE, Inc.
- 1.2 Each member will pay fees for services from the JULIE System as set forth in the By-Laws of JULIE, Inc.
- 1.3 The address of the corporate headquarters of JULIE, Inc., and the Call Center is: 3275 Executive Drive, Joliet, IL 60431.
- 1.4 The toll free telephone number of the JULIE Call Center is 800-892-0123.
- 1.5 The Board of Directors shall manage the affairs of the Corporation as set forth in the By-Laws of JULIE, Inc.
- 1.6 The JULIE system, Call Center, and related operations shall be under the direction of the Executive Director.
- 1.7 The Executive Director shall be selected by the Board of Directors to JULIE, Inc. and is responsible to the President.
- 1.8 Management personnel required to operate the JULIE System will be responsible to the Executive Director.
- 1.9 JULIE may employ all necessary administrators, supervisors, data system personnel, operators, clerical and all other personnel to staff the Call Center.

## **2.0 CALL CENTER**

- 2.1 The functions of the JULIE Call Center are twofold:
  - (a) Receive requests to locate underground utility facilities from persons who are going to excavate, blast, engage in demolition or otherwise disturb the surface of the earth, within the geographical area served by the JULIE System.

- (b) Process and distribute requests received (dig notices) to the proper terminal receiving equipment of members.
- 2.2 JULIE Call Center personnel shall be responsible to the Executive Director and adhere to all JULIE System procedures and standards.
- 2.3 JULIE Call Center personnel will be trained in the procedures and standards for operating the JULIE system.
- 2.4 At all times, JULIE Call Center operators will inform the caller of JULIE, Inc. members who will receive dig notices as a result of the caller's location request.
- 2.5 The front end recording will attempt to inform a caller that non-members underground facilities may be present in the area of the caller's request, by advising the caller that: "We also suggest you search the area for non-JULIE members and notify them on your own."
- 2.6 A record of all incoming location requests is retained for a period of six years.
- 2.7 Types of dig notices received, processed, and distributed by the JULIE Call Center are: EMERGENCY, RUSH, SHORT, INSUFFICIENT NOTICE, NORMAL, JOINT MEET AND DESIGN STAGE REQUESTS. They are defined as follows:
  - (a) **EMERGENCY** – An emergency locate request means a locate request for any condition constituting a clear and present danger to life, health, or property, or a utility service outage requiring immediate repair. Locates should be accomplished within 2 hours.
  - (b) **RUSH** – Reflects a job that is emergency in nature on which there is less than 4 working hours prior to the requested dig start time.
  - (c) **SHORT** – Reflects a job that is emergency in nature on which there is more than 4 working hours, yet less than 48 hours (2 working days) prior to the requested dig start time.
  - (d) **INSUFFICIENT NOTICE** – Reflects all jobs that are non-emergency in nature and on which there is less than the 48 hour (2 working day) advance notice as required by state law. The caller is informed that the law requires a 48 hour (two working day) advance notice and “CALLER ADVISED OF THE LEGAL CONSEQUENCES OF DIGGING PRIOR TO THE 48 HOUR NOTICE,” is typed on the location request by the operator. A caller may not dig until the member(s) have marked the location of their buried facilities or have informed the caller that they have no buried facilities present. If the 48 hours (two working days) time period has passed, the caller may dig taking all necessary precautions not to damage an underground facility.
  - (e) **NORMAL** – Reflects a locate request that has a dig start date and time that is at least 48 hours (2 working days) in the future. For this type of notification, member(s) will: mark their facilities, or if clear, 1) may mark clear, or 2) call to say they're clear, or 3) do nothing if the caller waives their right to positive response. The caller must start

their excavation project within 14 calendar days from the date and time the locate request was initiated or they will be required to initiate a new locate request.

- (f) **JOINT MEET REQUEST** - It is meeting to exchange information such as maps, plans, or schedules, and to openly discuss a large or complicated project. **IT IS NOT A LOCATING SESSION.** These activities lead to the development of plans with JULIE member companies for locating their underground facilities prior to excavating.

When requesting a joint meet, please provide **at least one** of the following:

- Street names involved in the project.
- The north, south, east and west boundaries of the project.
- The section number(s) the work will be done in.

**If this information is not given, your locate request will be suspended and WILL NOT be sent to the member companies.**

The Joint meet process is a 96 hour process, as it requires 48 hours (two working days) advance notice for the meet and an additional 48 hours for the JULIE member companies to mark their facilities. **AFTERNOON TIMES FOR MEETS ARE PREFERRED BY MEMBERS.** JULIE member companies have been requested to call if they have no facilities present or if they are unable to attend a joint meet.

(g) **DESIGN STAGE REQUEST** –Callers who use this service will be faxed a list of engineering contacts of JULIE member utility companies involved near the excavation site. It will be the responsibility of the caller to contact each individual utility engineering staff to discuss their upcoming project. Once contacted, the member utilities will respond within 14 days in one of three ways: *1) Actual field locations will be performed within two weeks of the request, 2) Drawings or prints will be provided by the utility indicating the location of their buried facilities, or 3) The caller may be requested to send prints of the proposed job site to the member company. Utility locations will be marked and prints/drawings returned.* Member companies may charge a fee for this added service.

- 2.8 **RURAL LOCATION REQUESTS** - When calling in a rural locate, please provide as much information as possible. For example: on what side of the road will you be digging, name of the road, name of the nearest crossroad to the address, and the name of the owner/renter at the location where you will be digging. Give the direction of this address to the nearest town including the name of the road(s) and distance(s). Additional information helps: rural fire department number, pedestal number, transformer number, mileage marker or any other landmark that may help in identifying the location.
- 2.9 **SECTION/QUARTER SECTION POLICY** – In December 2001, the JULIE Board of Directors unanimously approved a new policy mandating that **all JULIE member companies and their subcontractors provide section and quarter-section numbers when calling in a locate request.** This action was taken in response to the ongoing desire of the JULIE membership to find ways to reduce the number of unnecessary notifications they receive.

### **Policy Resolution #01-01**

All JULIE Members and their subcontractors, when they are performing excavation work on behalf of JULIE members, shall provide appropriate section and quarter section information during their locate request process through JULIE. Requests from these groups that do not include this required information ***shall not be processed.***

#### **Mapping Sources:**

##### ***Plat Books***

Rockford Map Publishers – 800/321-1627

[www.rockfordmap.com](http://www.rockfordmap.com)

Cloud Cartographics – 800/731-8005

[www.ccimaps.com](http://www.ccimaps.com)

Great Midwestern Publishing – 800/347-3120

[www.platmaps.com](http://www.platmaps.com)

Athentic, Inc. – 219/362-8508

##### ***Detailed Maps***

**Rand McNally Chicago 6-County Streetfinder** – Covers Cook, DuPage, Kane, Lake, McHenry and Will Counties

**Illinois Department of Transportation (IDOT)** – IDOT carries maps showing the sections for most cities in Illinois. Please call 217/782-0834 for information on cost and availability.

- 2.10 The JULIE Call Center accepts location requests and operates 24 hours a day, 7 days a week.
- 2.11 JULIE Call Center operators will not divulge information to callers concerning any member. Any inquiry will be referred to the JULIE Management Staff or directly to the member.
- 2.12 No commitments for field locations of underground facilities will be made by JULIE Call Center personnel.
- 2.13 JULIE Call Center operators only accept requests for the location of underground facilities within the geographical area served by the JULIE System.
- 2.14 The JULIE Call Center business telephone number is (815) 741-5002.

### **3.0 EXECUTIVE DIRECTOR**

- 3.1 The JULIE Executive Director shall be directly responsible to the President of JULIE, Inc.
- 3.2 It is the duty of the Executive Director to supervise the operation of the JULIE System as directed by the President of JULIE, Inc.
- 3.3 The Executive Director's responsibilities shall include but not be limited to the following:
  - (a) Establish operating policies and procedures.
  - (b) Establish the level of training required.
  - (c) Promote the JULIE System by working with JULIE, Inc. members, excavators, contractor associations, unions, and other interested persons or groups.
  - (d) Coordinate a public relations effort to promote the JULIE System.
  - (e) Supervise the accounting system of JULIE, Inc.
  - (f) Perform other duties as assigned.
- 3.4 The Executive Director shall prepare a yearly report for presentation at the JULIE, Inc. annual meeting to be held in April of each calendar year.

### **4.0 MEMBER'S RESPONSIBILITIES**

- 4.1 Prior to receiving any dig notices from the JULIE System, each member will submit to the Computer Operations Manager, in writing:
  - (a) **For city distribution** - a list of counties, cities, tier and range, section numbers, and quarter section information within which the member wishes to receive dig notices from the JULIE Call Center.
  - (b) **For rural distribution** - a list of counties, townships, tier and range, section numbers, and quarter section information within which the member wishes to receive dig notices from the JULIE Call Center.
  - (c) Designate, by geographic area, the specific receiving terminal to which each dig notice is to be distributed from the JULIE Call Center.
  - (d) Notify the Data System Manager of any changes or corrections to said list(s).
- 4.2 All members shall instruct the necessary personnel in the operation of the JULIE System. JULIE is willing to assist in this training, and with presentations to local contractors and other users of the JULIE System at a member's request.
- 4.3 Members are to use the JULIE System as any excavator or contractor, and except in the event of an emergency, instruct their personnel to give 48 hours (two working days) advance notice.
- 4.4 Upon receipt of the good morning message, each JULIE member shall determine if they received the number of messages indicated. If not, it is their responsibility to request the

missing messages. The call center chief operator should be contacted for this purpose (815) 741-5002.

4.5 JULIE members shall furnish the Computer Operations Manager the name and telephone number of a responsible person (coordinator) in their organization who can discuss and cooperate in the solution of problems that may arise between that member and the JULIE system. This designated person will be authorized to instruct JULIE regarding modifications to his company's database.

4.6 It is the responsibility of each JULIE, Inc. member to adequately respond to a request for the location of its underground facilities, or other appropriate request.  
Adequate responses are:

(a) All requests giving 48 hours (two working days) advance notice will be responded to in one of the following manners:

- (i) Staked or marked
- (ii) Posting or marking in the excavation area
- (iii) Respond by telephone, fax, or face to face communication

(b) Any requests giving less than 48 hours (two working day) advance notice will be:

- (i) Staked or marked if time permits
- (ii) Handled in a manner in keeping with the administrative practices of the JULIE member involved.

4.7 Each member is responsible for ensuring that its receiving device(s) or method(s) is operational and provide 24 hours a day 7 days a week coverage via primary and alternate terminal locations.

4.8 The following colors are to be used for the staking and/or marking of the location of an underground facility:

<b>Utility and Type of Product</b>	<b>Identification Color</b>
Gas, oil or petroleum	High Visibility Yellow
Electric	Fire Protection Red
Communication, telephone, TV	Alert Orange
Potable water	Precaution Blue
Sewer	Safety Green
Proposed area of Excavation	Safety White
Temporary Survey Markings	Safety Pink
Reclaimed Water	Purple

Hand exposing is recommended within 18 inches either side of a marked facility.

The excavator is expected to honor all time/marketing requirements and dig in a reasonable and prudent manner, taking all reasonable and required precautions to avoid damaging underground facilities.

4.9 JULIE, Inc. members will cooperate in promoting the JULIE System.