

Between the Lines



JUNE 2020

Enter An Online Request



WALK THIS WAY

A great damage prevention tool is walking the extent of your jobsite before excavation. In doing this, you not only are verifying what work is to be done, but you are also looking for clear evidence of incomplete or no markings of underground utilities. This is also an opportunity to take note of any private lines on the jobsite.

Examples of private lines may include:

- Natural gas or underground piping to a garage or an out building
- Propane lines
- Lines to gas grills and pool heaters
- Private water systems
- Septic systems
- Drain lines from downspouts
- Underground sprinkler systems
- Electric lines installed after the meter
- Invisible pet fences
- Data communications lines

When walking the jobsite, checking for locate marks to and from meters, pedestals and cabinets is crucial. This will help save costly repairs and downtime. This is another way to ensure your safety and the safety of others.

"If you see clear evidence of an unmarked or incompletely marked facility, the Act requires a call back into JULIE. Please be specific on which utility failed to mark completely," said Brian MacKenzie, a JULIE Damage Prevention Manager. "A no show or incomplete for all companies is not acceptable. Facility owners have two hours to respond to 'No-Show' or 'Incomplete' requests."

By pre-marking your jobsite prior to notifying JULIE, you are not only helping curb over marking, but you are helping to ensure the exact area of work will be marked. [Enter your online request now.](#)

BE SAFE THIS SUMMER

When planning your next project, there are a few steps that you can take to help ensure locates are on time so you can dig safely, including:

- 1) Always Pre-Mark your proposed excavation route or site. By pre-marking the area of excavation, you can help clarify the information on the locate request, allow your crew to visually verify the dig area when they arrive at the site and compare that information with the locate request. Pre-marking also reduces the potential over-marking of lines which can be viewed as graffiti upon completion of the project. [Click here for more recommended guidelines.](#)
- 2) When making the call to JULIE or [entering your locate request online](#), provide a clear and concise verbal description of the extent of the proposed excavation. Only ask for the area needed for the proposed excavation to be marked; avoid asking for the entire property or ROW to ROW unless the proposed excavation is taking place within those entire areas.
- 3) Request the actual dig start date and time that you plan to start the excavation. Do not take the easy way out and default to the minimum 2 working days advance notice if not needed.
- 4) Never use mechanized equipment near buried utilities or pipelines prior to potholing within the tolerance zone— carefully hand dig within 18 inches either side of the marked approximate location of the buried underground facilities. [Learn more about the tolerance zone.](#)
- 5) If your proposed excavation project requires multiple locate requests, stagger the dig start dates and times or stagger the dates the tickets are called in or submitted online. Submitting multiple tickets all with the minimum 48 hour advance notice places a undue burden on the utility locate staff.

Our Damage Prevention Managers can answer your questions, assist with the planning of projects and mediate discussions to help you avoid potential injuries and costly delays. As a reminder, JULIE personnel do not locate or mark any underground utility lines. [Click here for frequently asked questions.](#)

For an explanation of the color-code flags and markings and information about the one-call process, [visit our website](#) and follow us on Facebook and Twitter @JULIE1call.

UTILITY REQUIRED RESPONSE TO YOUR REQUEST

Member facility owners are required to respond to all "Normal Notice" locate requests by marking their underground infrastructure at the proposed excavation site or by providing communication stating they do not need to mark based on the extent provided during the request process. The "All Clear" communication can be made face-to-face, via phone or phone message, fax, email or marking the site clear or OK in the appropriate color.



All facility owners are required to respond prior to the dig start date and time on the locate request. If you have clear evidence that a facility owner was not responsive to the locate request, the Act requires a second call to JULIE to report a "No Show" or "Incomplete" for that particular facility owner. There is a wait time of 2 hours or until all facility owners have responded to mark or clear their facilities, whichever is shorter. If a facility owner still has not responded after the 2-hour period, it is recommended that you make an additional call to JULIE and report that the company is still non-responsive. If necessary, violations of the Act can be reported to the ICC One Call Enforcement Division.



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