



APRIL 2019

STEPS TO AVOID DELAYS

State law requires the person actually doing the digging to contact JULIE with pertinent information at least two business days (excluding weekends and holidays) before the start of the project. Locate requests received after 4 p.m. are processed as if received at 8 a.m. the next business day.

Checklist for a Locate Request

Be prepared with the following information prior to your request:

- Your name, address, and a phone number at which you can be reached. An email address and a fax number, if available.
- The location where the excavation will take place, including county, city or unincorporated township, section and quarter section numbers if available, address, cross street (within 1/4 mile), subdivision name, etc.
- Start date and time of planned excavation.
- Type and extent of excavation involved.
- Whether the dig area has been outlined with white paint, flags or stakes.

“Prior to joining JULIE, I was a locator for more than 10 years. One of the most frustrating issues is reaching an uninformed site contact or having the wrong contact number, especially in emergencies,” said Brian MacKenzie, [JULIE’s Damage Prevention Manager](#) in Central Illinois. “The site contact should be the person who is most knowledgeable about the job, such as a supervisor, foreman or crew leader. The site contact’s phone number should not be a general office number or unmanned line.”

The site contact number is important for many reasons: 1) the locator may not be able to find the dig area. In the case of an after-hours emergency, everything and everywhere looks much different at night, 2) the locator may have specific instructions for the excavator, including a Watch and Protect notice, and 3) the locator may have difficulties reaching the area due to a locked gate or other unplanned issue.

For your convenience, [download a Locate Request Form](#) outlining all the information you will need to complete your request or enter your requests via one of our convenient, self-service options such as [Remote Ticket Entry](#) or [E-Request](#).



SURVEY FOR PRIVATE LINES

Operators of underground lines only locate the buried lines that they operate and/or maintain. They do not locate private underground lines which are lines installed after the operator

or their contractor have installed the basic service. These lines are considered customer-owned or private lines. [Click here for examples of private lines.](#)

SELF-SERVICE OPTIONS OFFER CONVENIENCE

With agents busy in the call center this spring, now is the time to register and participate in a no cost, webinar training to see how to use our [Remote Ticket Entry \(RTE\) program](#). When recently asked about their experiences using RTE, contractors highlighted the benefits, including no “on hold” time waiting for a call center agent; 24/7 access to the full ticket with map; the helpful “lookup” feature; and ease of use. Everything is on one, convenient screen.

Webinar sessions typically last one hour, after which attendees can start using RTE right away. Participants register for a session, connect to the online webinar at the scheduled date and time, and then sit back as the presenter walks through the simple steps to enter and submit a locate request. [Register for an upcoming no cost RTE Webinar](#) or contact our RTE Support Group at 815-741-5011.

You can now enter your own locate request online using [E-Request](#) if you have a valid email address and a single-address excavation. No training is required. It’s easy and convenient. To enter an online E-Request, [click here](#).



MAKE A DIFFERENCE

One of the topics covered by JULIE’s Damage Prevention Managers at our annual contractor meetings was the importance of [pre-marking a worksite](#). More than 4,000 contractors participated in these meetings across the state.

[Pre-marking](#) can make a difference in the damage prevention process. This key step provides better communication between the locator marking the underground facilities and

the contractor. By pre-marking the area of excavation, the contractor can help clarify the information on the locate request, allow the excavation crew to visually verify the dig area when they arrive at the site and compare that information with their 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 recommended guidelines.](#)

ENTER AN E-REQUEST

UPCOMING EVENTS

Remote Ticket Entry (RTE) Webinars

April 24 and May 8
No cost.

[Register or learn more.](#)

APRIL IS SAFE DIGGING MONTH

With warmer temperatures across the state, it has been a busy kick-off to National Safe Digging Month. We need your help to promote the importance of contacting JULIE before digging in your community. To assist you with your efforts, we recently announced a new [NSDM toolkit](#) with helpful resources.

One of the easiest ways to share our safety message is to be creative and post a “Call JULIE Before You Dig” message with a fun video or photo. We posted a few [social media suggestions](#) for April. Follow and tag us @JULIE1Call on [Facebook](#) and [Twitter](#).

JULIE’s Damage Prevention Managers are available to help. If it has been a while since your crews and other employees have had a safety presentation, toolbox talk or construction site meeting, consider scheduling one prior to an upcoming job to assist with planning and conducting your work. [Schedule a meeting or presentation with a Damage Prevention Manager.](#)

