



Quarter 1 - 2021

WE ARE HERE TO HELP

We know how challenging it can be to maintain normal operations for many companies, and we are striving to help members and excavators continue to work together to accomplish the shared goal of damage prevention. We are open 24/7/365 and able to accept [online requests](#) and calls to 8-1-1.

Our Member Services Department representatives are available Monday through Friday to assist you with questions or issues related to topics including database setup, ticket delivery, reports and more. In addition, as part of our commitment to improving communication with JULIE's Member Coordinators, a representative from this team will be contacting you with information about new JULIE programs, helpful resources on our [website](#) and how to review and update your company's area of notification. Our Member Services Department can be reached at 815-741-5011 or via [email](#).

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. [Click here for information about the Illinois Commerce Commission's enforcement process.](#)

UPCOMING EVENTS

Remote Ticket Entry (RTE) Training/Retraining Webinars (No Cost)

- ◆ March 3 - 9a
- ◆ March 17 - 1:30p
- ◆ March 25 - 9a
- ◆ March 30 - 1:30p

[Learn more or register.](#)

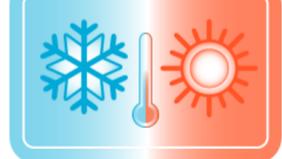
Virtual Toolbox Talks

- ◆ March 31 - 8:30a

Topic: Communication as a

Damage Prevention Tool

[Learn more or register.](#)



AVOID POTENTIAL DELAYS

With the snow and arctic temperatures across the state over the past few weeks, we are anticipating a busy spring for projects currently on hold. JULIE sent a survey to our members with questions about expected workloads. If you have not already completed the survey, [click here](#).

To avoid potential call center delays due to likely high volume, especially during peak periods, we strongly encourage our members and their subcontractors to consider one of our no cost, online options to enter your own locate requests at any time, day or night. Click on each option to learn about the benefits:

- [E-Request](#) (single site addresses only, no training required)
- [Remote Ticket Entry or RTE](#) (training required)
- [Remark-Extend-View or REV](#) (no training required)

If you have staff or subcontractors who are interested in entering locate requests with the same maps and tools accessible to JULIE's Call Center Agents, [register for a no cost RTE Webinar](#). In addition, Paula Browning, our Remote Program Quality Auditor, can answer questions about RTE and work with you to schedule a convenient training for your company. She can be reached at 815-207-5647 or via [email](#). After a one-hour webinar training, attendees can start using RTE immediately.

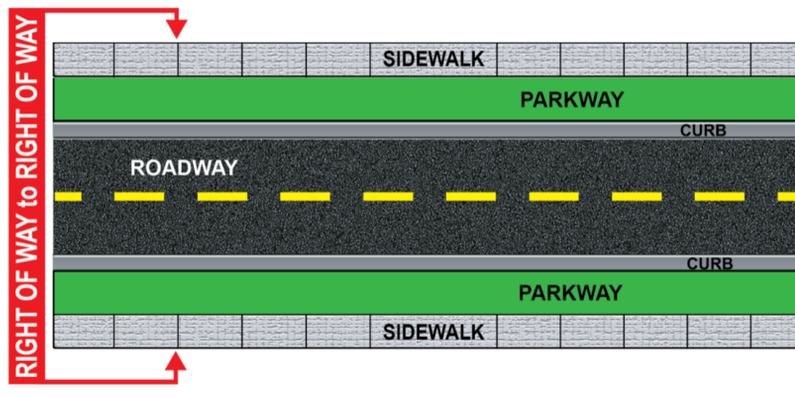
NEW TOOLBOX TALKS COVER A VARIETY OF TOPICS

Virtual Toolbox Talks continue through April. The no cost, monthly webinars feature best practices and lessons learned from local, state and national experts. Hosted by Damage Prevention Manager Dave Van Wy, each webinar lasts approximately 30 minutes. [Click here to learn more about topics and speakers for upcoming webinars, view previous webinars and register.](#)

BENEFITS OF PRE-CONSTRUCTION DESIGN

Most facility owners have standards of construction or build for simple repairs and replacements or the installation of a new service to a structure. A [pre-construction design](#) is when the work is to take place beyond a single site through a public right-of-way or more.

"From the perspective of JULIE and our safe digging message, we are not even talking about your internal design for size, type, the nomenclature of material and standards," said Dave Van Wy, JULIE's Northern Illinois Damage Prevention Manager. "What the design process means to JULIE is a review of existing infrastructure within the area of the desired installation."



Unfortunately, some facility owners leave it to their excavation contractor to design on the fly, asking for right-of-way to right-of-way for the installation of some structure that is inches wide.

"We hear this often when we ask the caller why they need the entire right of way marked," continued Van Wy. "The caller explains that they do not know where they intend to work until they see where the existing underground plant is. This adds time and cost to the locate side of the process and can burden even the installation facility owner's locating staff adding to the overall cost of the project and requiring marks where no excavation will occur."

Some simple math can show the impact of this kind of request. A typical two-lane residential street can have a 66-foot-wide right-of-way. If the job is to go three blocks or roughly 1,000 feet, that's 66,000 square feet of the earth to be marked. If the route had been properly designed ahead of time to facilitate the least amount of conflict with existing infrastructure, a path could be delineated with pre-marking or verbally with a path width of 5 feet for this example. Now the area to be marked is 5,000 square feet. That's a 92% reduction in the area requested to be marked. Because of the proper design, some facility owners may not need to mark at all which also reduces the opportunity for damage to existing infrastructure. Imagine the impact if the right-of-way is four or more lanes wide and the job is miles long.

[Learn more information about the Design Stage Request](#) or [contact a JULIE Damage Prevention Manager for assistance.](#)

WATCH AND REPORT MODEL

The largest contributor to underground utility facility damages across Illinois continues to be excavators who fail to process a utility locate request. To assist members in addressing and reducing this type of underground utility facility damage, JULIE staff has created a model program template called "Watch and Report". [Learn more about this program here.](#)

The "Watch and Report" model is meant to provide guidance to JULIE members that are interested in increasing the identification and deterrence of unlawful professional excavation activities. An unlawful excavation happens when excavation takes place with no call to JULIE before beginning the excavation project, which may cause unnecessary bodily harm to a person(s) and/or damage to underground facilities. Our [Damage Prevention Managers](#) can help answer questions or [click here for information about the Illinois Commerce Commission's enforcement process.](#)

APRIL IS SAFE DIGGING MONTH

We need your assistance to [promote the importance of safe digging to your residents, customers and coworkers](#). One of the most effective ways to inform and educate homeowners and professional excavators about JULIE is to [include our informational inserts with your monthly billing statements](#) or distribute them through your permit/building department and special events. The inserts come in packages of 500, are available at no charge and printed on paper that will not increase your postage. The deadline to order inserts for distribution in the spring is March 31. [Click here to place an order](#) or contact Public Relations Manager Barb Owen at 815-741-5936 or via [email](#).

Dig Safe, Protect Yourself and Your Family.
At JULIE, we urge you to always contact us before any digging project, large or small. Even if you're digging in the same location, call a 811 or 800-492-0123 or digger can cause damage or potential injury. It's happened to other homeowners, don't let it happen to you. Avoid damaged utility lines and disruption of service to you or your neighbors. Be safe, always notify JULIE first.

Simply go online [24/7 to Illinois1call.com](#) or call **811 or 800-492-0123** at least two business days in advance.

Visit our website for "Dig Safe for Homeowners."

It's Smart. It's Free. It's the Law.

Can you dig it? Contact JULIE first, prevent accidents

JULIE, Inc. is offering tips to help Trolley Park residents stay safe this summer. Become a partner in damage prevention and follow these four important steps when planning any type of project that involves digging, regardless of the project size or depth.

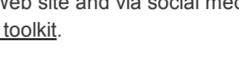
- Call or click before you dig. Homeowners can reach JULIE anytime by 1) calling 811 or 800-492-0123 or 2) going online at [www.illinois1call.com](#) and entering their own locate requests via E-Request. JULIE recommends that you mark the project area with white paint or flags, if possible.
- Wait the required amount of time: It is important to notify JULIE at least two working days before digging. For example, if you are planning a weekend project, the request must be submitted to JULIE by 4:00 p.m. on Wednesday. Also, make sure that your property is accessible.
- Respect the marks: Each utility locator uses a different color paint or flag to mark their buried lines. JULIE neither owns nor marks any underground lines.
- Dig with care: The homeowner still must exercise caution when digging—always hand dig within 18 inches of marked lines. The utilities are only required to mark the lines that they own, not privately installed or owned lines or facilities.

Common types of homeowner projects
With a growing trend of do-it-yourselfers focusing on outdoor beautification and home improvement projects, projects that require contacting JULIE include planting trees, bushes or shrubs; putting up a fence or tent; installing a swing set, a mail box post or water feature such as a pool, pond or fountain; building a deck; or preparing a new garden or landscape area.

Illinois state law requires all homeowners and contractors to notify JULIE at 811 or [www.illinois1call.com](#) before digging. The impact of striking a utility line can take a staggering toll, in terms of environmental or property damage, costly delays, liability, personal injury and even loss of life.

For a free copy of JULIE's Homeowner's Guide, an explanation of the color-code markings and information about safe digging practices, visit [www.illinois1call.com](#).

Check out our new, easy to remember URL, [www.JULIEbeforeyoudig.com](#) and consider sharing the "Call JULIE Before You Dig" message during Safe Digging Month in April. This is an excellent opportunity to post "We Support JULIE. Call 811.", "Call JULIE Before You Dig." and "April is Safe Digging Month." messages on your Web site and via social media. Please tag us @JULIE1Call. [Click here to view our Safe Digging Month toolkit.](#)



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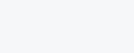
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