



## WORKING TOGETHER FOR A SUCCESSFUL EXCAVATION SEASON

In 2020, JULIE processed an all-time high of 1.6 million locate requests. Sixty-five percent of those requests were generated using one of the [online tools](#). We anticipate 2021 to be a busy year as well. With the high volume, the demand for timely marks can be a restraint.

As RTE users, you can assist in spreading out the requests to reduce the high demand. When planning a project, be sure to add JULIE to the checklist. Include how you are going to proceed with submitting the locate requests to meet your company's needs and not overload the system with minimum notice locate requests. Before you submit your locates, consider these options:

- Will this segment of work begin within 14 days?
- Can we provide additional time to have the job site marked? (choose a date from the drop-down box or type C for a calendar view, then enter the time to extend the begin date).
- Are my marking instructions clear and precise? Be specific by providing which side of the road, the path width necessary for your project, include a specific radius of the pole, stump, or fire hydrant, just to name a few. This will help to streamline the process.
- Have we [pre-marked the job site](#) before generating our dig number?

Once the dig start or work date and time on your ticket has passed, walk the full job site as requested on your ticket to ensure all areas are marked or an all-clear response has been received. If you find it necessary to phone in a repeat request for no show or incomplete marking, evaluate how soon you will be working in this area, and if possible, allow more than two hours for locators to respond to your request. When contacting the call center be prepared to inform the operator which company has incomplete marks or has not responded. If the markings are incomplete, inform the operator where within the scope of work described on your request the incomplete marks are.

If you will be working on a [large project](#), request a Joint Meet by contacting one of our call center agents 24/7. This process will allow you to meet and work directly with the locators to discuss the upcoming project and exchange contact information. Your discussion should include a game plan of how to proceed with the locate requests to achieve a timely response. When you are ready to begin the excavation portion, use RTE to create and maintain your dig tickets.

Effective communication, working together and managing the demand on the system are key elements to a safe and successful excavation season.

### UPCOMING WEBINARS

Remote Ticket Entry (RTE) Training/Re-training  
 ♦March 17 - 1:30p  
 ♦March 25 - 9a  
 ♦March 30 - 1:30p  
[Register or learn more.](#)

### TOOLBOX TALKS COVER 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 30-45 minutes. These webinars are approved for training course and professional development hours. [Click here to learn more about topics and speakers for upcoming webinars, view previous webinars and to register.](#)

### HERE TO HELP

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 information about the Illinois Commerce Commission's enforcement process.](#)

**REV - Remark/Extend/View**  
 Utility Selections for Remark Request

Excavators can request that utility markings be refreshed when they are no longer clearly visible. Requests for refresh markings can be made to selected companies or to all companies. Utility locations have 48 hours, excluding weekends and holidays, to refresh the marks. A request to refresh markings does not extend or reset the 28 day ticket life.

Please check the box in front of each company whose markings need to be refreshed.

CBLEGA - CHARTER COMMUNICATIONS  
 MASCOA - MASCOUTAH, CITY OF  
 SLMDA - SLM WATER COMM  
 XDLDA - WINDSTREAM KOLMAGED USA  
 MSLADA - MID-AMERICA ST LOUIS AIRPORT  
 CLVVDA - CLEARWAVE COMMUNICATIONS  
 ATTD5A - ATTDISTRIBUTION  
 FRNT1A - FRONTIER COMMUNICATIONS  
 EGLGDA - EVERSTREAM GLC HOLDING CO LLC  
 AKCS2A - AMEREN ILLINOIS

Enter any special instructions associated with this request

## FRESHEN THE MARKS WITH REV

You may find it necessary to request a refresh when marks are no longer visible or have become unclear. Using REV will allow you to achieve this without creating a new dig number. The only requirements to use REV are the dig number, the phone number listed on the ticket and your name. Select which companies you need to refresh your job site, add specific notes (such as where the markings need to be refreshed) in the box provided if necessary and submit your request for 48 hours. It's easy and free to use. Try it next time you need to refresh your request by [clicking here](#). Be sure to bookmark or save it as a favorite. For smartphone users, create a shortcut on your home

screen for easy access in the field.

REV will also provide you with all the details of your locate request including the members notified. This can be useful when walking your job site to confirm all members have responded to your request.

## APRIL IS SAFE DIGGING MONTH

We need your assistance to promote the importance of safe digging to your residents, customers and coworkers. Please 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 website and via social media. Please tag us @JULIE1Call. [Free safety materials are also available on our website.](#)



JULIE, Inc. - 3275 Executive Drive - Joliet, IL 60431

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