



ADEQUATE DIG SITE DIRECTIONS A MUST

While RTE does not require an address to create a dig number, it is necessary to provide directions to the dig site location. Entering a street or cross street in the appropriate fields, applying a polygon to the work area on the map and noting in the extent field (such as locate between tennis courts and parking lot where marked) does not indicate where the excavation site is located. We often hear, "it's obvious where you need to go." However, if a line is damaged because of insufficient directions, you may be responsible for the repairs.

In the above example, you are required to inform the locators where to find the tennis courts and parking lot by providing directions from the intersection listed in the street and cross street fields. An acceptable description would be "the work will take place at the above intersection on both sides of Essex Road marking between the tennis courts on the northeast corner and the parking lot on the northwest corner within the areas marked in white". Adding these details will ensure you are providing all the information necessary for a valid locate request. There are tools built into the RTE program to assist you, such as the aerial image or the distance-measuring tool. You can access these tools in our RTE Video Library. The compass rose located in the upper right-hand corner of the map can also assist when providing directions to the job site or excavation area. Take your time and review the information carefully before submitting your requests. If you need assistance, reach out to Paula Browning via email or 815-207-5647.

UPCOMING WEBINARS

Remote Ticket Entry (RTE) Training/Re-training
♦September 15 - 1:30p
♦September 29 - 9a
[Register or learn more.](#)

HERE TO HELP

Our Damage Prevention Managers can answer your questions and mediate discussions to help you and your crew avoid potential injuries and costly delays. They can also present at safety meetings and trainings with COVID-19 precautions in place. Reach out to a Damage Prevention Manager. If you are having locating issues, click here for a list of several member contacts that can assist you.



EXTENDING A LOCATE REQUEST

This is the time of year when projects begin to take longer than expected making it necessary to request extensions to keep the marks fresh and in compliance with the state law. Before you begin to process an extension, you should confirm these three points:

1. Has the excavation begun within the specific extent described on the individual ticket by the dig by date listed on the request?

Some projects require more than one dig number to cover all of the excavation areas, and excavation must begin on each ticket within 14 days of the request. Prior to entering tickets, consider

when the excavation will begin as the dig by date of 14 days is not adjustable

2. Verify the expiration date has not passed.

If the expiration date has passed, the ticket is no longer valid and will require you to create a new dig number and wait for the start date and time to expire prior to excavating again. You can utilize your existing ticket to create and new dig number.

3. Confirm your date range for an extension is within the 20 to 28-day window of the date the ticket was submitted.

If the dig number falls within the appropriate date range for an extension, the top taskbar will provide you the option to select the extend button.

If all the above criteria are met, click on the extend button. A pop up box informs you that you are about to submit the dig number for an additional 28 days, and asks if you would like the marks refreshed. Make your selection. RTE will insert a note into the remarks field informing the locators of your extension and your response to the refresh question. If you are working on a large project or lengthy linear job, you can specify where you need the marks refreshed if it is not necessary to remark the entire original extent. You will notice the begin date is calculated for two business days and the expiration date reflects 28 days from the day you are processing the extension. Click "Get Mbrs" and submit. Learn more about ticket life.

For questions, please contact the RTE Support Team at 815-741-5011 or visit the RTE page on our website for additional information.

NO COST EDUCATION MATERIALS AVAILABLE

You can make a difference in safety. We encourage you to become a safety ambassador by supporting our "safe digging message". A convenient way to encourage customers and community members to notify JULIE is to distribute our inserts and other materials. Click here for a list of materials available at no cost.

For the latest news, follow us @JULIE1Call on Facebook, Instagram and Twitter. You can also bookmark our new, easy-to-remember website address at www.JULIEbeforeyoudig.com.



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