



# *Member Coordinator Handbook*

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

*Date revised: July 2018*

## **JULIE Continues Successful Efforts to Promote Safe Digging**

On behalf of JULIE, Inc., I would like to personally thank you, our members, for your ongoing commitment to the mission of our not-for-profit organization and safe digging practices in the State of Illinois.

Since its founding in 1974, JULIE's mission has been to provide Illinois excavators and underground utility owners with a continuously improving one-call message handling and delivery service for the safety and protection of underground facilities and the individuals who work or live near such facilities. With more than 1,930 members and an annual call volume of 1.5 million, JULIE has established itself as one of the premier one-call centers in the nation.

JULIE offers three easy options for placing a locate request; Simply call 811 or enter your own requests using Newtin Remote Ticket Entry (RTE) or E-Request. With your continued support, we are confident that we can continue to make significant strides toward decreasing the number of underground utility facility damages and related incidents across the state.

I encourage you to explore the many benefits of being a member of JULIE, Inc. and pause to appreciate your individual ongoing commitment to safety.



Mark A. Frost  
Executive Director



Mark A. Frost, *Executive Director*

3275 Executive Drive • Joliet, Illinois 60431

## **Benefits of Membership**

**JULIE, Inc. members enjoy numerous benefits and services designed to assist our members with achieving their safety and education goals.**



### **MAPPING SYSTEM**

Implemented in 2007, the Newtin System with Mapping has significantly reduced the number of non-conflict messages sent to members by providing more accurate locates.

### **REMOTE TICKET ENTRY (RTE)**

This program allows trained users to submit their own locate requests and receive their valid locate request numbers over the Internet. Using the exact same data entry form and mapping tools as the JULIE agents, RTE users receive immediate confirmation of their locate request, a list of involved member utility companies, a printable version of the locate request for their records and access to previously called-in or entered requests.

### **MEMBER ACCESS**

Members can easily perform a "ticket search" and view member grids, member polygons, ticket delivery parameters and a full member list with company codes.

### **ADVOCACY**

JULIE, Inc. contracts with a lobbyist to monitor pending legislation and ordinances that affect the industry as well as represents JULIE in Springfield on language we sponsor during session.

### **PUBLIC RELATIONS AND MARKETING CAMPAIGNS**

Our award-winning Public Relations Department develops and implements a comprehensive, statewide public relations and marketing campaign. The media mix includes creative television and radio commercials, press releases and news articles, interviews, online ads and public service announcements.

### **EDUCATION**

Damage Prevention Managers are available to meet one-on-one with member coordinators or to conduct safety presentations. These managers can also attend community events, open houses and distribute JULIE materials.

### **WEBSITE**

JULIE, Inc. has a very "user friendly" Web site. It is a great tool for our members, providing the latest industry newsletters, calendar of events, contact information and much more. Bookmark [www.illinois1call.com](http://www.illinois1call.com) and visit the site on a regular basis.

## **MISSION STATEMENT**

The mission of JULIE, Inc. is to provide Illinois excavators and underground utility facility owners with a continuously improving one-call message processing and damage prevention education service for safety and protection of underground facilities and the community.

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## **VISION STATEMENT**

JULIE, Inc. will be the recognized performance leader in damage prevention, safety awareness and reliable one-call processing services.

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## **MEMBER COORDINATOR HANDBOOK**

### **Section 1**

# **Facility & Staff Information**

- *Facility and Mailing Information*
- *Staff Directory*
- *Damage Prevention Managers  
Territory Map*

## FACILITY INFORMATION



**JULIE, Inc.** (Joint Utility Locating Information for Excavators), is a not-for-profit corporation that provides professional excavators and homeowners with a free service to contact the owners/operators of underground utility facilities for the locating and marking of those underground utility facilities. JULIE services the entire state of Illinois, except the city limits of Chicago. If digging inside the Chicago city limits, please contact DIGGER at 312/744-7000.

Our state-of-the-art call center facility is located at 3275 Executive Drive in Joliet, Illinois, approximately 30 miles southwest of the city of Chicago.

JULIE, also known as the Illinois One-Call System, was formed in 1974 by the owners and operators of underground utility facilities as a means of reducing damage to those facilities. JULIE serves as a message handling service for these utilities, taking information about planned excavations and distributing this information to its utility membership. ***JULIE staff does not locate any facilities.*** It is the responsibility of each JULIE member to mark the location of their own underground facilities at the excavation site.

## MAILING INFORMATION

### MAILING ADDRESS

JULIE, Inc.  
3275 Executive Drive  
Joliet, IL 60431

### BILLING REMITTANCE ADDRESS

JULIE, Inc.  
P. O. Box 2800  
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# STAFF DIRECTORY

## ADMINISTRATION

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## ACCOUNTING

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### ACCOUNTING

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Billing and Prepayment Questions

## CALL CENTER

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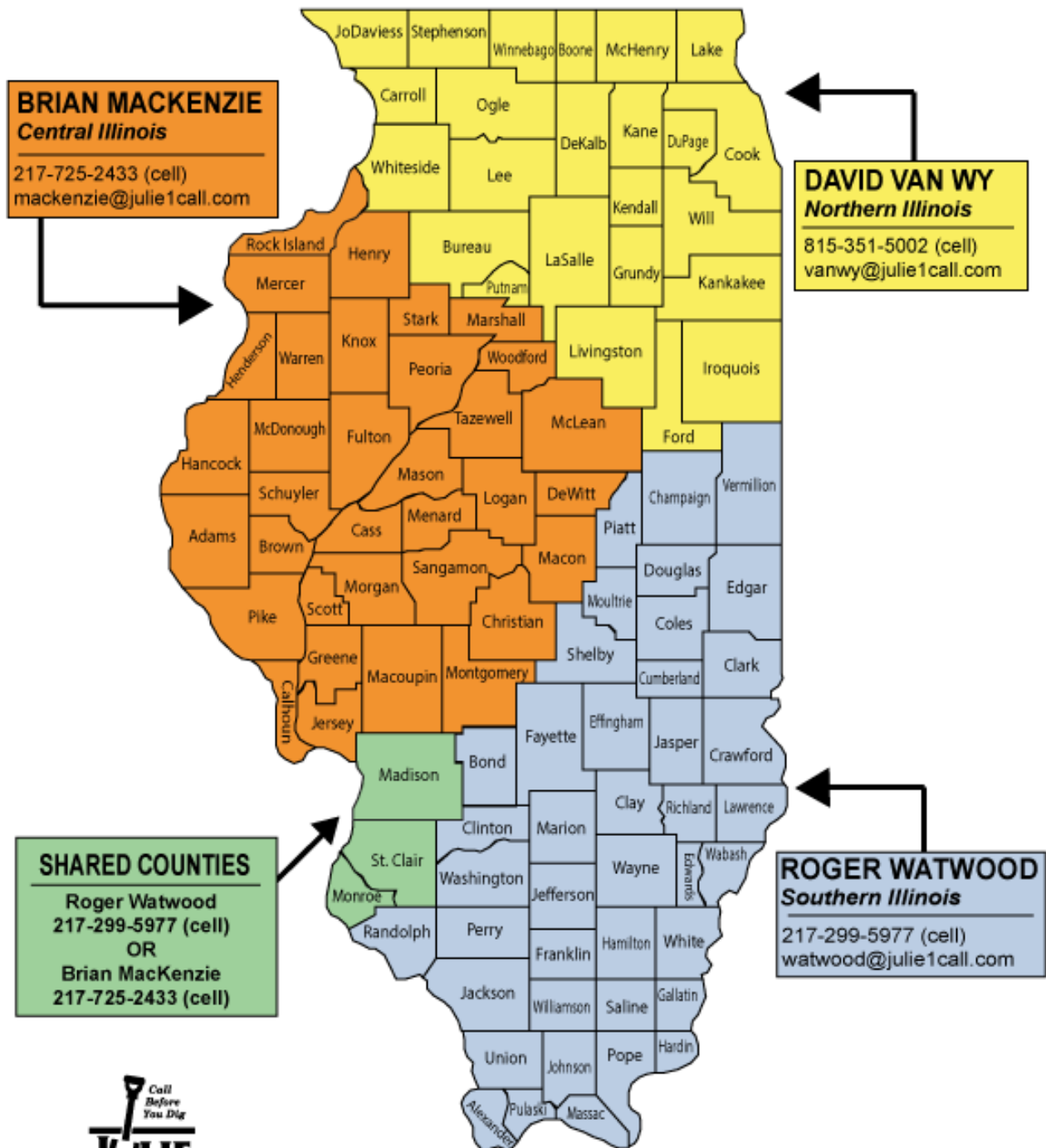
### PUBLIC RELATIONS DEPARTMENT

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# JULIE Damage Prevention Managers Territory Map

The map below shows the territory and contact information for the northern, central and southern Illinois Damage Prevention Managers.



**BRIAN MACKENZIE**  
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 217-725-2433 (cell)  
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**DAVID VAN WY**  
*Northern Illinois*  
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 vanwy@julie1call.com

**SHARED COUNTIES**  
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 OR  
 Brian MacKenzie  
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**ROGER WATWOOD**  
*Southern Illinois*  
 217-299-5977 (cell)  
 watwood@julie1call.com





# **The JULIE Coordinator**

- *Primary Roles*

## THE JULIE COORDINATOR

### PRIMARY ROLE

Each JULIE member company designates **one** person to be the coordinator. This person serves as the main contact between their organization and JULIE, Inc. The majority of correspondence sent to the coordinator by JULIE is via an email provider. We convey this information in many ways including newsletters (*Member Update and Between the Lines*), board minutes, law changes/updates, memos, invitations and occasionally surveys. In order to receive this information, **coordinators cannot opt out of any emails received from JULIE, Inc. via e2ma.net**. Please be sure; (1) your email address is current, (2) e2ma.net is not blocked and (3) you open all emails from JULIE, Inc.

The coordinator's primary responsibilities include:

- *Receive, review and then distribute all JULIE information to their alternate coordinators and other impacted or affected personnel within their company.*
- *To notify JULIE of changes to the contact information for the coordinator, alternate coordinators, damage notification, engineering and/or supplemental ticket notification.*
- *Periodically review grid and/or polygon area of notification databases to ensure that all underground facilities are encompassed and protected, providing direction to JULIE when new areas need to be added.*
- *Receive, review, sign and return the Annual Summary Report, indicating any changes in hours of operation, ticket delivery destinations and contact information as well as the completed Minor Holiday Selection Form for the upcoming year.*
- *Forward all financial correspondence received from JULIE to the appropriate accounting or financial department.*
- *Assist in the resolution of any issues, discrepancies or problems related to their company and the JULIE organization.*
- *Be an advocate for JULIE and look for opportunities for their member company to share JULIE's "Call Before You Dig" message and other utility damage prevention initiatives.*

The coordinator or any designated alternate coordinators are the only people authorized to request changes to the JULIE databases for their member company.

All coordinator contact changes, including new contacts, should be sent to: JULIE, Inc.; 3275 Executive Drive; Joliet, IL 60431; Attn: Computer Operations Department. Or by email to [data@julie1call.com](mailto:data@julie1call.com)



## **Member Responsibilities**

- *Receiving Devices*
- *Marking Your Facilities*
- *Positive Response*
- *Waiving the Right to Positive Response*
- *Member Holidays*

## MEMBER RESPONSIBILITIES

### RECEIVING DEVICES

Every JULIE member is responsible for ensuring that their primary and alternate ticket receiving device is operational 24 hours a day/7 days a week. Members have the option of receiving their locate requests via printer, E-mail or manual transmission.

JULIE members are required to review their Start of Day Report daily to determine if they received the number of message indicated. If not, it is their responsibility to request the missing message(s) by contacting the Call Center Chief Agents at 815/741-5002 or the Computer Operations Department at 815/741-5011.

### MARKING YOUR FACILITIES

Each member company is responsible to mark their own underground facilities in accordance with the Illinois State Statute. The following APWA colors are to be used for the staking and/or marking of the location of an underground facility:

UTILITY/TYPE OF PRODUCT	IDENTIFICATION COLOR	
Gas, oil, steam or petroleum	Yellow	
Electric	Red	
Communication, telephone, TV	Orange	
Potable water	Blue	
Sewer and drain lines	Green	
Reclaimed water	Purple	
Temporary survey	Pink	
Proposed excavation	White	Black on snow

In 2002, a JULIE Board Policy was created relating to the mandatory requirement of member companies and their subcontractors to provide free locating and marking of underground facilities on Utility Locate Requests. Policy #02-05 reads as follows:

*All JULIE members and their subcontractors, when they are performing locating and marking of the approximate location of their underground facilities for excavation work, shall provide this service at no cost to the excavator. Members may continue to charge a fee for any services involved with the Design State Request only.*

## MEMBER RESPONSIBILITIES

### POSITIVE RESPONSE

If a JULIE member has no underground facilities in the immediate area of the excavation, they are required by law to communicate this to the excavator within the two (2) working day period by law (excluding Saturdays, Sundays and holidays). Notification can be provided using one of the following methods:

- Face-to-face communications;
- Phone or phone message;
- Facsimile; and
- Posting or marking in the excavation area using the APWA approved color for your utility with “OK”, “NO” or “CLEAR” (and may include the company’s initials).

### WAIVING THE RIGHT TO POSITIVE RESPONSE

In some instances, the excavator may “waive the right” to positive response. If the excavator has chosen to do this, it will be indicated on the locate request.

In this situation, member companies **DO NOT** have to positively respond that the area is clear. However, be aware that excavators may only waive their right to positive response on normal notice locate requests. *All members must respond to emergency locate requests.*

### MEMBER HOLIDAYS

There are seven major holidays recognized by all JULIE members. While JULIE Call Center Agents are available to receive and process calls on these holidays, member companies usually have crews on-call to handle emergencies only. Therefore, these days are not included to determine the 48 hour (two working days) advance notice required by law.

<b>New Year’s Day</b>
<b>Memorial Day</b>
<b>Fourth of July</b>
<b>Labor Day</b>
<b>Thanksgiving</b>
<b>Day after Thanksgiving</b>
<b>Christmas</b>

If a holiday is on a Saturday, the previous Friday is observed. If the holiday is on a Sunday, the following Monday is observed.



## **Locate Requests**

- *Ticket Processing*
- *Transmission Rates*
- *Out-of-Area Messages*
- *Understanding Plat Maps*
- *Your Dig Number*
- *Ticket Life*
- *Ticket Summary*

## LOCATE REQUESTS

### TICKET PROCESSING

When a municipality, utility, company, school or hospital becomes a JULIE member, they indicate the location of their buried utility lines in one of two ways either by:

- (1) county, (2) city(s) or (3) township(s) and (4) tier and range, section/quarter-section information from plat maps OR
- GIS data/Polygon data.

This geographical information is entered into the JULIE system and becomes a company's database which determines their notification area.

When an excavator contacts JULIE that they will be digging, the JULIE Call Center Agent or the Newtin Remote Ticket Entry (RTE) user, completes a series of questions regarding the location of the excavation. This information is then automatically processed by the JULIE system and a Locate Request (Dig Number) is issued to the excavator. If the JULIE system determines that the proposed excavation site falls within your company's database area, you will be notified of the upcoming dig project.

A JULIE member can elect to receive the messages (transmissions) from JULIE in several different ways:

<b>Printer</b>
<b>E-Mail</b>
<b>Manual Transmission*</b>

JULIE members who receive over 300 messages annually are not eligible for fax or manual transmissions (except in emergency situations).

### TRANSMISSION RATES

Transmission types differ in cost to the JULIE member, with printer and E-mail being the most cost-effective, then fax, and finally manually. The JULIE Board of Directors determines the transmission rates (referred to as assessment multipliers) for the organization.

For current rates, please go to [www.illinois1call.com](http://www.illinois1call.com).



## LOCATE REQUESTS

### OUT-OF-AREA MESSAGES

Occasionally, JULIE members receive transmissions that may be outside of the area they specified as their database. This can occur if the caller indicates to the JULIE Call Center Agent or via Newtin Remote Ticket Entry (RTE) incorrect information regarding the location of the excavation site. For example, stating the site is in the incorporated city/village limits when it is actually in the unincorporated township area.

Excavators should not rely only on the information given to them by the customer. They should visit the dig site prior to contacting JULIE and white-line the excavation area when practical. These measures greatly reduce the likelihood of members receiving messages that are not in their area.

### MAPPING RESOURCES

*Internet-Based MapResources* such as Google, Mapquest, Bing.

#### *Rand McNally Chicago 7-County StreetFinder*

This publication covers Cook, DuPage, Kane, Kendall, Lake, McHenry and Will Counties and contains detailed street, township and tier-range section numbers.

The StreetFinder is available at most major book stores, and other stores such as Sam's Club, Target, and WalMart.

Rand McNally also carries detailed city maps with section and quarter-section number information for a few Illinois cities outside of the 7-County StreetFinder area. For information and availability, visit [www.randmcnally.com](http://www.randmcnally.com).

#### *Illinois Department of Transportation (IDOT)*

IDOT carries maps showing the sections for most cities in Illinois. These detailed maps should be used in conjunction with a plat book since the IDOT maps do not show tier and range numbers.

Please check IDOT's web site [www.dot.state.il.us](http://www.dot.state.il.us) for availability and costs.

### ADDITIONAL MAPPING RESOURCES

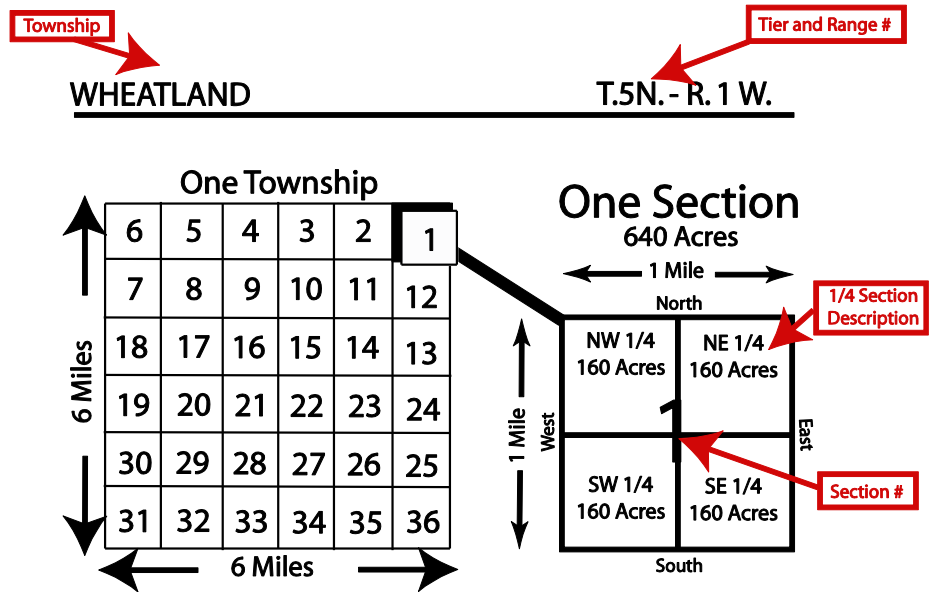
Rockford Map Publishers	800-321-1627	<a href="http://www.rockfordmap.com">www.rockfordmap.com</a>
Farm & Home Publishers	800-685-7432	<a href="http://www.FarmandHomePublishers.com">www.FarmandHomePublishers.com</a>
Cloud Cartographics	800-731-8005	<a href="http://www.mapcenter.com">www.mapcenter.com</a>
Great Midwestern Publishing	800-347-3120	<a href="http://www.platmaps.com">www.platmaps.com</a>
Topozone	978-251-4242	<a href="http://www.topozone.com">www.topozone.com</a>

## LOCATE REQUESTS

### UNDERSTANDING PLAT MAPS

Plat maps are an excellent source to obtain the section/quarter-section information needed to process your locate requests.

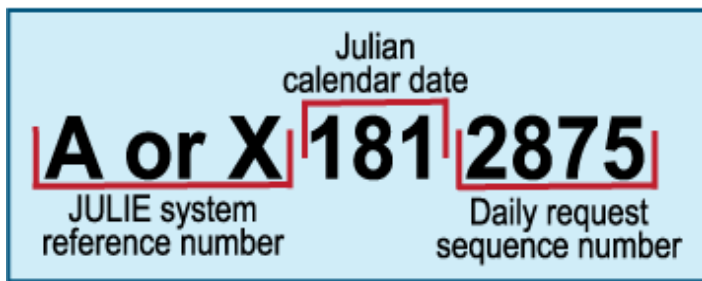
The illustration below is a simplified example of how to read a plat map. However, each map usually contains additional detailed instructions guiding you through this process.



If you need assistance reading plat maps to complete your locate requests or member database, please contact the JULIE Damage Prevention Manger in your area. These JULIE representatives can come to your facility to assist with your mapping needs.

### YOUR DIG NUMBER

The dig number that you receive at the completion of your Locate Request process identifies specific information. The illustration below demonstrates its meaning.



It is important that you retain your dig number as proof of your contact with JULIE. You would also need to reference this number for issues such as: (1) a no show, (2) second request to locate, (3) incomplete markings, (4) to refresh markings, or to (5) extend your ticket.

## LOCATE REQUESTS

### TICKET LIFE

JULIE locate requests are valid for 28 calendar days including the day of the call. For example, a locate request called in on the first day of the month would last until 11:59 PM on the 28th day of the same month.

MONTH						
SUN	MON	TUE	WED	THUR	FRI	SAT
<b>1</b> DAY OF CALL	2	3	<b>4</b> DIG-START DATE	5	6	7
8	9	10	11	12	13	<b>14</b> DIG-BY DATE
15	16	17	18	19	<b>20</b>	<b>21</b>
<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b> EXPIRATION DATE
<i>An excavator can extend his ticket between day 20 and day 28.</i>						
29	30					

Excavation **MUST** begin within 14 calendar days of the initial locate request. However, the 14-day restriction does not apply to any subsequent calls (extend, remark, etc.) on the same dig number.

### REQUESTING AN EXTENSION

An excavator can extend their locate request ticket between day 20 and day 28 by calling 811 or 800-892-0123. Extended tickets will receive a new 28 day ticket life beginning on the extension date. Be aware that only new/normal locate request tickets and joint meet requests can be extended. ***Emergency, damage, design stage and short notice locate requests cannot be extended.***

- No changes to the jobsite address, extent of work or work type will be allowed on an extended locate request ticket. A new locate request must be issued if any of these changes are required.
- Extended locate request tickets are considered a request for utility marks and require two working days advance notice prior to being valid. Extensions requested within the last two working days of a currently valid locate request might delay the continuation of your

excavation project until the extension request becomes valid.

- Locate request extensions maintain the same dig number as the initial locate request for a period of up to 5 months from the initial call. Projects that require a longer period to complete will be issued a new dig number at the end of the five-month period.
- A new member lookup will be done during each request for an extension to see if there is a new utility line owner near the jobsite.

### **REFRESH VS. EXTEND**

If weather, construction activity or vandalism erode the markings, a refresh (a request for remarks) is necessary.

*A refresh request does not extend the ticket life.* The excavator must specifically request an extension if the project is scheduled to go beyond the 28 days ticket life.

## **TICKET SUMMARY**

It is now possible to view and print a summary of your Locate Request that includes information about the jobsite address, nearest cross-street, dig start date and time and ticket expiration date using Ticket Summary. The summary also includes a list of the member utility companies that were notified. A map of the dig site can also viewed as shown below. To access Ticket Summary, go to [www.illinois1call.com](http://www.illinois1call.com).

Ticket  Revision (optional, latest revision if not specified)

Show Map Images

Ticket : A001951740 Revision: 00A  
County : WILL  
Place : FRANKFORT CIT  
Address : 8649 HIGH STONE WAY  
Cross street: PINE RIDGE DR  
Extent : ENTIRE PROPERTY

Digstart : 07/16/14 11:30:00  
Expires : 08/10/14 23:59:00

Members on ticket

Code	Name
ATTDSA	ATT/DISTRIBUTION
CECOGA	COMED
COMCOA	COMCAST
FNKFOA	FRANKFORT, VILLAGE OF
NICROA	NICOR GAS
SMP3A	USIC LOCATING SERVICES-ROCKFORD

Work area view for ticket A001951740-00A



## **Computer Operations**

- *Database Updates*
- *Notification Report*
- *Yearly Correspondence*

## COMPUTER OPERATIONS

### DATABASE UPDATES

As the JULIE member coordinator or alternate coordinator, you are responsible to provide JULIE with the geographical areas (place and grid or polygon data) specifying where your company's underground facilities are located. *It is the coordinator/alternate coordinator's responsibility to keep this database information updated.*

The JULIE coordinator and the alternate coordinator are the only authorized people from your company to make changes to your database. All additions or deletions need to be made in writing and sent via mail or fax. Database changes may also be sent via E-Mail providing that the coordinator/alternate coordinator's name appears in the E-Mail. Database updates can be sent to any of the following:

MAILING ADDRESS	FAX PHONE NUMBER	E-MAIL INFORMATION
JULIE, Inc. 3275 Executive Drive Joliet, IL 60431 Attn: Database Manager	815/741-5045	andre@julie1call.com

### Facility Area of Notification Reports and Tools

**It is recommended that member companies review their area of notification database at least once a year to ensure that JULIE has the most current and accurate information.**

For members representing their facility area using TRS quarter-section grids, a web-based **Notification Report** can be generated to view all current quarter-section and Place selections. Places are recognized as incorporated cities/villages or unincorporated townships. Cities and villages are designated on the report with the letters "CIT" after the city/village name. Places without a "CIT" after the name indicate township selections. Under this strategy, members will only be notified when the identified work area touches a current quarter-section grid and the place provided by the call is in the member's list of Place selections.

*It is important to be thorough and accurate when viewing this Notification Report as omission of quarter-sections may result in your company not being properly notified.*

For members representing their facility area with polygons, the Polygon Maintenance program is available to view the current polygon footprint. For instructions to download Polygon Maintenance, contact JULIE's Computer Operations Department at 815-741-5011 or [data@julie1call.com](mailto:data@julie1call.com). Polygon updates can be requested by contacting Computer Operations or Burt McAlpine at [mcalpine@julie1call.com](mailto:mcalpine@julie1call.com).

To request the most current list of quarter-section selections or for assistance viewing active polygons, members can contact JULIE's Computer Operations Department at 815-741-5011 or [data@julie1call.com](mailto:data@julie1call.com)

# COMPUTER OPERATIONS

## SAMPLE NOTIFICATION REPORT

### Notification

Exit

Member

Notification for  Counties  Places  Streets  Grids  Graphical  
Grids  Rules

In rules, inactive member codes will be in parenthesis.

County   include counties member isn't in?

Grid prefix  (Blank for all)

Grids active for some time from  through  23:59 or  Grids currently active only?

No Page Breaks

Submit

ASCII

Printable

Help

**Place notification for member ALPH0A.**

State	County	Place	Notify
IL	HENRY	ALPHA CIT	LEVEL
IL	HENRY	OXFORD	LEVEL

Grid notification for ALPH0A active 1/22/2018-1/22/2018  
State: IL County: HENRY Notify: ALWAYS

**T14NR01E**

16SE 15SW  
21NE 22NW  
21SE 22SW  
28NE 27NW  
28SE

## COMPUTER OPERATIONS

### YEARLY CORRESPONDENCE

Annually, Computer Operations sends member coordinators various reports/schedules that need to be verified for accuracy or completed with appropriate information and returned to JULIE.

### ANNUAL SUMMARY REPORT

This report lists the current contact information for the JULIE coordinator, alternate coordinator, engineering contact and damage contact for your company. If any of this information has changed, or if new contacts need to be added, please specify this on the form.

The Annual Summary Report also indicates your company's hours of operation when staff is available to receive JULIE locate requests at your main receiving office. Please verify that these hours are accurate for the upcoming year.

### YEARLY MINOR HOLIDAY SCHEDULE

On this report, coordinators are asked to designate the days for the upcoming year when their company observes holidays *other than the seven JULIE recognized holidays* which are New Years Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Day after Thanksgiving and Christmas.

Please check-mark in the appropriate column to indicate whether or not your company will be open and operating normally on each of the listed minor holidays. For half-day holiday observances (i.e. employees leave at noon), indicate the hours your company will be open and operating normally.

On the days that your offices are closed, JULIE will transmit all high priority locate requests to your designated "after hours" ticket receiving destination.

Upon completion, the coordinator **must sign** the Yearly JULIE Minor Holiday Schedule and return it and the Annual Summary Report to JULIE, Inc. in the envelope provided.



# COMPUTER OPERATIONS

**SAMPLE FORM**

## 2018 JULIE MINOR HOLIDAY SCHEDULE

JULIE observes (7) MAJOR Holidays     **DO NOT INCLUDE THESE:**  
**New Years Day - Memorial Day - 4th of July - Labor Day - Thanksgiving & Friday after - Christmas Day**

This form designates MINOR holidays member companies observe. These are days when your employees that normally attend to the JULIE locate requests are not working. JULIE will distribute locates of an urgent nature to the designated after hours notification location on the days indicated. **NOTE: For companies using contract locators, you need to indicate the dates the locating company will observe .**

2018 MINOR Holiday Day/Date Observed	2018 MINOR Name of Holiday	OPEN	CLOSED	CLOSED	Partial Holiday	
		Entire Day	Entire Day	Partial Day	Opening Time	Closing Time
		X	X	X		
Monday, January 15, 2018	Martin Luther King Jr. Birthday					
Monday, February 12, 2018	Lincolns Birthday					
Monday, February 19, 2018	Presidents Day					
Friday, March 30, 2018	Good Friday					
Monday, October 8, 2018	Columbus Day					
Tuesday, November 6, 2018	Election Day					
Monday, November 12, 2018	Veterans Day Observed					
Monday, December 24, 2018	Christmas Eve					
Monday, December 31, 2018	New Years Eve					
List any additional dates off below:						

**JULIE Coordinator**   
**Signature is required:**



## **Member's Role As An Excavator**

- *Responsibilities*
- *Respect the Marks*
- *Tolerance Zone*
- *Ways to Reach JULIE*
- *Pre-marking Your Project*
- *Vendors for Marking Products*

## MEMBER'S ROLE AS AN EXCAVATOR

### RESPONSIBILITIES

JULIE members and their subcontractors must use the JULIE system as any excavator or contractor, and except in the event of an emergency, instruct their personnel to give the appropriate advance notice as required in the Illinois State Statute prior to any impending work.

### RESPECT THE MARKS

As an excavator, the JULIE member is expected to respect all time/marketing requirements and dig in a reasonable and prudent manner, taking all required precautions to avoid damaging underground facilities.

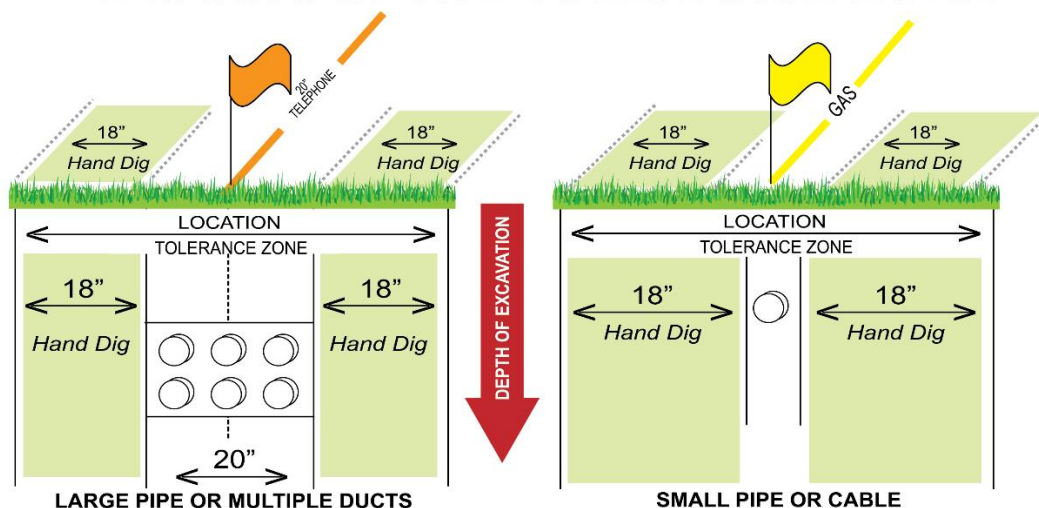
Excavation should be carefully performed only after confirming that all utilities have marked the location of their facilities.

### TOLERANCE ZONE

Excavation within the tolerance zone requires extra care and precaution. Excavators should always hand dig within 18" of marked lines.

The tolerance zone is the approximate location of an underground utility facility defined by a strip of land at least 3 feet wide, but not wider than the width of the underground utility facility plus 1 ½ feet on either side of such facility based upon the markings made by the owner or operator of the facility, from the surface of the earth to the depth of the proposed excavation.

## DIGGING IN THE TOLERANCE ZONE



## MEMBER'S ROLE AS AN EXCAVATOR

### WAYS TO REACH JULIE

#### ***CALL BEFORE YOU DIG***

Dial 8-1-1 - Now it's even easier to reach JULIE simply by dialing 811, the national toll-free number for locate services.

Excavators can also reach JULIE call center agents by calling 800-892-0123. Agents are available 24 hours a day/7 days a week/365 days a year to process your locate request.

#### ***NEWTIN REMOTE TICKET ENTRY (RTE)***

Remote Ticket Entry (RTE) is a program that lets excavators who frequently call JULIE enter their own locate requests. This program allows trained users to submit their own locate requests and receive their valid locate requests numbers over the Internet. Using the exact same data entry form and mapping tools as the JULIE call center agents, RTE users receive immediate confirmation of their locate request, a list of involved member utility companies, a printable version of the locate request for their records and access to previously called-in or entered requests.

For additional information, or to schedule training, call the JULIE Computer Operations Department at 815-741-5011.

#### ***E-REQUEST***

For JULIE members who want the convenience of entering their own locate requests, but have a smaller ticket volume, E-Request is for you. This user-friendly program guides the professional excavator through the process of entering a single-site excavation locate request. E-Requests are processed by JULIE staff before the start of the next business day. The legal start date and time will be 48 hours from the time that JULIE processes your locate request. You will receive a confirmation email from JULIE along with general information pertaining to the excavation project.

***Note: Your E-Request is not valid until you receive an email confirmation from JULIE with a start date and time.***

You can access E-Request, as well as additional information on this program, at [www.illinois1call.com](http://www.illinois1call.com).



## **MEMBER'S ROLE AS AN EXCAVATOR**

### **PRE-MARKING YOUR PROJECT**

State law requires excavators to white-line their dig site when practical.

White-lining is the process of marking the dig site area using white paint and/or flags prior to contacting JULIE. In winter months, black paint and/or flags should be used when snow is present. White-lining allows utility locators to complete their work more quickly and makes it easier for excavation crews to identify the dig site. It can also reduce the number of joint meets needed.

### ***WHITE-LINING TIPS***

- Use only white paint and/or flags (black when snow is present)
- White-line your project prior to contacting JULIE
- Paint with dashes, lines or arrows:
  - The width of each mark should be approximately 2"
  - The length of each mark should be 6" to 12"
  - The distance between marks depends on site conditions, but should be no greater than 20'
  - Company identification should be painted at reasonable intervals to allow for quick identification
  - Pre-marks that box in the excavation are limited to that box (unless specified otherwise on the locate request)
- Mark the center line
- Indicate on your locate request that you want locators to mark at least 10 feet past your white-lined area

For additional information on white-lining, please contact a Damage Prevention Manager in your area (see Section 1, Staff Directory of this Handbook).

### **VENDORS FOR MARKING PRODUCTS**

For an up-to-date listing of vendors who carry a variety of marking products, please go to [www.illinois1call.com](http://www.illinois1call.com).



# **Accounting Department**

- *Funding and Ticket Rates*
- *Access to Reports*
- *Frequently Asked Questions*

## ACCOUNTING DEPARTMENT

### FUNDING AND TICKET RATES

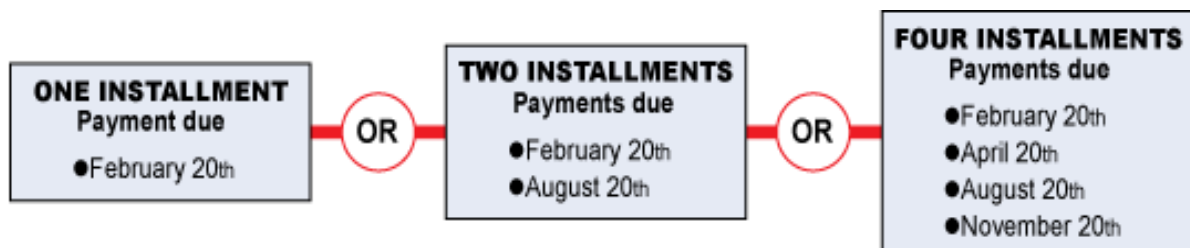
The JULIE, Inc. Board of Directors approved a new method for invoicing members that took effect January 2011.

#### ***INVOICING TIME FRAME***

The Board has replaced the pay-as-you-go system with a simplified assessment that eliminates year-to-year fluctuations and allows JULIE members to budget for the upcoming year's fees.

Each September, JULIE coordinators receive their Member Annual Contribution Assessment Notification showing the number of tickets their company received from July 1 through June 30 and their exact cost for the upcoming year (see Figure 1). This notification is for budget planning purposes only. Therefore, the coordinator is solely responsible for delivering this information to their organizations internal personnel responsible for budget and accounts payable functions. The coordinator is responsible for informing the account payable personnel not to pay from this notification as JULIE will send an invoice the following January.

In January, each member company's billing department will receive an Annual Assessment Invoice (see Figure 2). Member may choose one of three methods of payment:



***None of the payment methods will increase or decrease the amount paid and there is no need to contact us regarding your payment preference.*** We will be able to determine which method you have chosen based on the February 20<sup>th</sup> payment amount you submit.

Questions should be directed to Karen Tunney at 815-741-5684 ([ktunney@julie1call.com](mailto:ktunney@julie1call.com)) or Kelly Uthe at 815-741-5938 ([uthe@julie1call.com](mailto:uthe@julie1call.com)).

FIGURE 1



**THIS DOCUMENT IS FOR  
BUDGET PLANNING PURPOSES ONLY**

**THIS IS NOT AN INVOICE**

*PLEASE NOTE: **DO NOT PAY FROM THIS REPORT!** This amount will be invoiced in January, 2018. If your January, 2018 bill is \$500.00 or less, you will be expected to pay in full upon receiving that invoice. If it is greater than \$500.00, you will have three payment options for scheduled payment; annual, semi-annual or quarterly.*

**2018 Member Annual Contribution  
Assessment Notification**

JULIE, Inc. board approved cash requirements and multipliers for 2018. The approved printer/email, voice and fax multipliers for 2018 were decreased from 2017. The printer/email multiplier for 2018 will decrease by \$0.06. The fax multiplier for 2018 JULIE's 2018 will decrease by \$0.02. The voice multiplier for 2018 will decrease by \$0.04. JULIE's 2018 revenue required will help support JULIE's cash reserve. (Quantities are for ALL JULIE members, from periods July 1, 2016 through June 30, 2017.)

	<b>Printer/Email:</b>	<b>Fax:</b>	<b>Voice:</b>	<b>Grand Totals:</b>
<b>Quantity</b>	9,082,933	168,823	65,233	<b>9,316,989</b>
<b>Multiplier</b>	\$ 1.08	\$ 2.00	\$ 2.65	
<b>Revenue required</b>	\$ 9,809,567.64	\$ 337,646.00	\$ 182,867.45	<b>\$ 10,320,081.09</b>

**Summary of Message Activity for Your Code and Contribution Amount Calculation**

**Member:** DIGGVILLE, VILLAGE OF  
**Member Code:** DIGG0A

<b>Message Delivery Method:</b>	<b>Number of messages you received over the 12 month period from July 2016 to June 2017:</b>	<b>2018 multiplier:</b>	<b>Amount:</b>
Printer/Email:	3,916	\$1.08	4,229.28
Fax:	0	\$2.00	0.00
Voice:	72	\$2.68	190.80

**TOTAL MEMBER BILL FOR 2018 = \$4,420.08**

For more information, including Frequently Asked Questions, visit [illinois1call.com](http://illinois1call.com) (JULIE membership section). If you have additional questions, please call JULIE's Accounting Department at 815-741-5938.

*Information provided for JULIE member coordinator. JULIE coordinator has access to Newtin's query application "Billing Reconciliation" under reports. Select "assessment year July 2016 to June 2017" to reconcile your activity to this notice.*

DIGGVILLE, VILLAGE OF  
WILLIAM JONES  
5055 BACKHOE LANE  
DIGGVILLE, IL 55555



FIGURE 2

**JULIE, INC.**  
 P.O. BOX 2800  
 BEDFORD PARK, IL 60499-2800  
 TIN 36-2944012

**2018 ANNUAL  
 ASSESSMENT INVOICE**

INVOICE #:	2018-0866
PAGE:	1
DATE:	01/08/2018

Customer Number: DIGG0A  
 DIGGVILLE, VILLAGE OF  
 WILLIAM JONES  
 5055 BACKHOE LANE  
 DIGGVILLE, IL 55555

For Questions Regarding Account Balance Call:  
 (815) 741-5938  
 For Questions Regarding Messages Billed Call:  
 (815) 741-5011  
 To Request A Locate Dial 811  
 For All Other Inquiries Call: (815) 741-5000

PURCHASE ORDER NUMBER	CUSTOMER NUMBER	PAYMENT TERMS
	DIGG0A	SELECT FROM SCHEDULE BELOW

DESCRIPTION	QTY	MULTIPLIER	AMOUNT
Balance as of 12/31/2017:			0.00
Annual Print/E-Mail Transmissions	3,916	1.08	4,229.28
Annual Voice Transmissions	72	2.65	190.80
Subtotal of Annual Charges:			4,420.08
<b>Balance Due:</b>			<b>4,420.08</b>

**SELECT ONE OF THE PAYMENT OPTIONS BELOW**

Annual Payment		Semi Annual Payments		Quarterly Payments	
Due Date	Amount	Due Date	Amount	Due Date	Amount
02/20/2018	4,420.08	02/20/2018	2,210.04	02/20/2018	1,105.02
		06/20/2018	2,210.04	04/20/2018	1,105.02
				08/20/2018	1,105.02
				11/20/2018	1,105.02

**PLEASE SEND PAYMENT TO:  
 JULIE, INC.  
 P.O. BOX 2800  
 BEDFORD PARK, IL 60499-2800**

Invoice Date: 01/08/2018  
 Invoice #: 2018-0866  
 Amount Enclosed: \$ \_\_\_\_\_  
 Balance as of 01/08/2018 is \$4,420.08

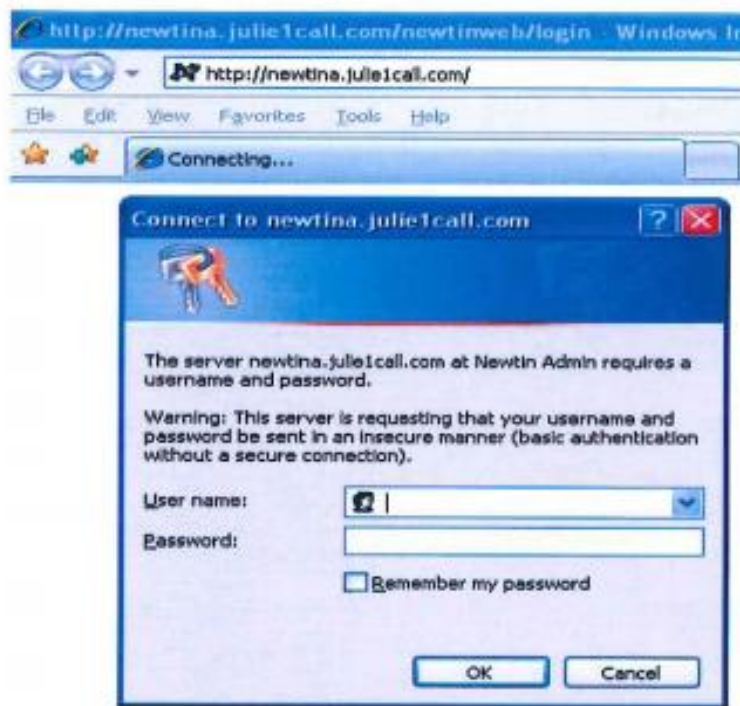
Customer Number: DIGG0A  
 DIGGVILLE, VILLAGE OF

## ACCOUNTING DEPARTMENT

### ACCESS TO REPORTS

#### ***BILLING RECONCILIATION***

JULIE member coordinators have access to several reports on the Newtin Member webpage. This page can be accessed at <http://newtina.julie1call.com/>. Access to this page is password controlled. At the Newtin login page, which is pictured below, member coordinators can enter their user name (typically their company member code) and unique password. Member coordinators can request or confirm a user account from JULIE Computer Operations Department at 815-741-5011.



Once logged in, member coordinators can select the Billing Reconciliation link to generate their report. Prior to viewing results, members will enter their JULIE member code and select the reporting period. Click on the circle in front of "Assessment Year" and select "July 2016 – June 2017" from the drop down box to generate a report for this period.

Newton - A (Julie)

Billing Reconcile

Exit

Month  (MM/DD/YY)  
 Calendar Year   
 Assessment Year

Select member   All members

Submit ASCII

Billing reconciliation of primary members (with all members) for Assessment year for primary member DIGG0A

Code	Type	07/01/16	08/01/16	09/01/16	10/01/16	11/01/16	12/01/16	01/01/17	02/01/17	03/01/17	04/01/17	05/01/17	06/01/17	TOTAL
DIGG0A	FAX	0	0	0	0	0	0	0	0	0	0	0	0	0
DIGG0A	Printer/email	385	390	326	355	364	245	291	307	244	313	343	353	3916
DIGG0A	Voice	8	7	8	9	6	5	3	9	2	4	2	8	72
SUBTOTAL		393	397	334	364	370	251	294	316	246	317	345	361	3988
TOTAL		393	397	334	364	370	251	294	316	246	317	345	361	3988

Billing reconciliation with breakdown for Assessment year for primary member DIGG0A

Code	Alt	Type	07/01/16	08/01/16	09/01/16	10/01/16	11/01/16	12/01/16	01/01/17	02/01/17	03/01/17	04/01/17	05/01/17	06/01/17	TOTAL
DIGG0A	DIGG0A	FAX	0	0	0	0	0	0	0	0	0	0	0	0	0
DIGG0A	DIGG0A	Printer/email	385	390	326	355	364	245	291	307	244	313	343	353	3916
DIGG0A	DIGG0A	Voice	8	7	8	9	6	5	3	9	2	4	2	8	72
SUBTOTAL			393	397	334	364	370	251	294	316	246	317	345	361	3988
TOTAL			393	397	334	364	370	251	294	316	246	317	345	361	3988

## ACCOUNTING DEPARTMENT

### FREQUENTLY ASKED QUESTIONS

#### **JULIE Annual Assessment**

##### ***Why did JULIE, Inc. change their billing method?***

Rather than a pay-as-you-go system, the JULIE, Inc. Board of Directors adopted a simplified assessment funding model. Member assessments under this new model are determined based upon the approved upcoming fiscal year budget and each member's proportional share of services that were provided to the entire membership. As the upcoming year's fiscal year budget is approved each July, the most recent 12 month message volume history (July through June) is used for these assessment calculations. This new policy allows JULIE members to plan in advance for their upcoming year's amount due to JULIE for the services JULIE provides. This will also eliminate cost (and revenue) fluctuations that occur in a pay-as-you-go system.

##### ***How will member companies be notified of JULIE's costs and budget for the upcoming year?***

**September** – The JULIE coordinator will receive their member Annual Contribution Assessment Notification showing the number of messages their company received during the prior July 1 through June 30 and their exact cost (assessment) for the upcoming year. This notification is for budget planning purposes only and members are **not** expected to remit payment at this time. **IT IS VERY IMPORTANT** that the coordinator is diligent in forwarding this information to the proper internal parties that will ultimately be responsible for payment.

**January** – Each member company's billing department will receive an Annual Assessment Invoice.

##### ***Will we still receive a monthly bill?***

**No** – your Annual Assessment Invoice will be the only bill you receive from JULIE each year. You will, however, receive quarterly statements from JULIE showing account activity. (Please note that your Annual Assessment Invoice includes your December balance.)

##### ***How does JULIE determine the number of messages we will be billed?***

This number is determined by the amount of actual billable notifications you received from July 1 to June 30 from the previous year.

##### ***We are a new member, how will we be billed?***

New members will receive quarterly statements showing the number of notifications received during that quarter. Initially, for new members, this is a pay-as-you-go system until a new member has sufficient message volume history to determine the new member's proportional share of services. These quarterly statements will continue until the end of the calendar year in which their proportional share of services can be determined. (Once a member qualifies for annual assessment invoices, their annual assessment billing will begin in January.)

## **FREQUENTLY ASKED QUESTIONS** *(continued)*

### ***What payment options are available to pay our Annual Assessment Invoice?***

Members can choose from several different options:

- One (1) payment of the full amount due February 20.
- Two (2) semi-annual payments due February 20 and August 20.
- Four (4) quarterly payments due February 20, April 20, August 20 and November 20.

### ***If we choose to pay our Annual Assessment Invoice in installments (either semi-annual or quarterly payments) will we receive any additional invoices from JULIE, Inc.?***

**No** – you will, however, receive quarterly statements illustrating any payment activity to your account.

### ***How can we change our delivery method for JULIE notifications?***

Have your JULIE coordinator contact the Computer Operations Department at 815-741-5011 or via email at [data@julie1call.com](mailto:data@julie1call.com).



## **MEMBER COORDINATOR HANDBOOK**

### ***Section 8***

# **Public Relations Department**

- *JULIE Web Site*
- *Newsletters*
- *Social Media*
- *Free Materials*
- *Safety Presentations*
- *Spread the Word*

# PUBLIC RELATIONS DEPARTMENT

## JULIE WEB SITE

JULIE's Web site ([www.illinois1call.com](http://www.illinois1call.com)) is an excellent resource for information about the Illinois One-Call System.

This site contains valuable resources such as:

- *Access to E-Request*
- *Remote Ticket Entry training dates*
- *Resources to make the process easier*
- *What you need to know before you dig*
- *Processing your request*
- *Utility company contact information*
- *Tips to digging safely*
- *Expert Tips*
- *JULIE membership information/forms*
- *Illinois State Statute*
- *Illinois Commerce Commission Enforcement*
- *Free materials*
- *Media room*

Our Web site is updated frequently, so bookmark the site and visit us often.

## NEWSLETTERS



In an effort to keep our members and the excavation community informed, the Public Relations Department produces newsletters for the Member, Homeowner and Excavator which are distributed via email.

JULIE member companies are encouraged to submit story suggestions, ideas or photos to: JULIE, Inc.; 3275 Executive Drive; Joliet, IL 60431 Attn: Public Relations Department or email them to [chmura@julie1call.com](mailto:chmura@julie1call.com).

## **PUBLIC RELATIONS DEPARTMENT**

### **SOCIAL MEDIA**

Like Us on Facebook and follow us on Twitter at:

- [www.facebook.com/JULIE1call](http://www.facebook.com/JULIE1call)
- [www.twitter.com/JULIE1call](http://www.twitter.com/JULIE1call)

Repost and retweet our messages to your social media lists. Post safe digging messages to your followers such as:

- April is Safe Digging Month in Illinois. Recognize the importance of calling JULIE at 811 before digging. #JULIE1call.
- Don't make a judgement call. Make a phone call to 811 before you dig. #JULIE1call.
- Know What's Below. Call JULIE at 811 before you dig. #JULIE1call.

### **FREE MATERIALS**

JULIE offers several education materials to members and excavators free of charge such as:

- Billing Insert
- Bumper Sticker
- Color Code Magnet
- Color Code Card
- Excavator Handbook
- Homeowner Guide
- 9" Utility Vehicle Sticker

These materials are popular to distribute at Payment and Permit Departments, open houses, community events, etc. To see available items and order online, go to [www.illinois1call.com](http://www.illinois1call.com) or call 815-741-5948.



# PUBLIC RELATIONS DEPARTMENT

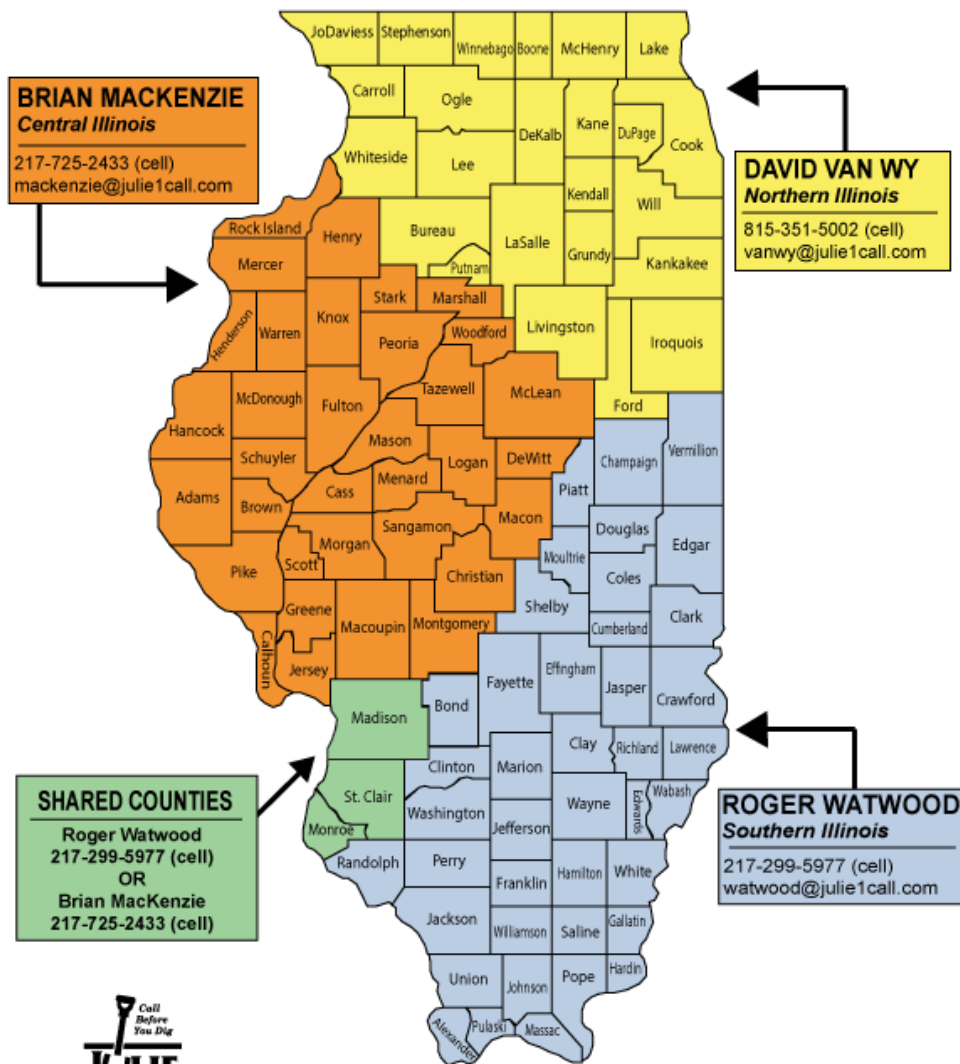
## SAFETY PRESENTATIONS

JULIE is committed to damage prevention and education in Illinois. JULIE Damage Prevention Managers are available for safety presentations at your facility as well as answering questions regarding the Illinois State Statute, JULIE policies, the one-call system and member/excavator issues.

For questions or to schedule a presentation, please contact the JULIE Damage Prevention Manager in your area.

### JULIE Damage Prevention Managers Territory Map

The map below shows the territory and contact information for the northern, central and southern Illinois Damage Prevention Managers.



## PUBLIC RELATIONS DEPARTMENT

### SPREAD THE WORD

JULIE members can help to spread the word about damage prevention. Listed below are potential uses for JULIE free materials and additional opportunities to effectively reach community residents and professional contractors.

- Add JULIE “Call Before You Dig” information to the home page of your Web site.
- Provide a link to the JULIE Web site [www.illinois1call.com](http://www.illinois1call.com) from your Web site.
- Promote that there are three ways to reach JULIE: Simply call 811, 800-892-0123 or E-Request at [www.illinois1call.com](http://www.illinois1call.com).
- Display a Safe Digging Banner at your office location or in another high traffic area. Contact the Public Relations Department at 815-741-5936 to request a banner.
- Include a JULIE television commercial in your advertising rotation as a Public Service Announcement for your customers and/or residents. Visit our Vimeo page or call the Public Relations Department at 815-741-5936 to request a commercial.
- Distribute free education materials at public safety forums, community events or open houses. Order online at [www.illinois1call.com](http://www.illinois1call.com) or call 815-741-5948.
- Submit news releases or safety articles to “Call JULIE Before You Dig” to the editor of municipal/community newsletters, local newspapers or similar types of publications.
- Develop a “Call JULIE Before You Dig” campaign targeting internal and external audiences.
- Distribute information about your public safety campaign to local and state officials.
- Provide landscape companies, nurseries, home improvement and rental stores with information about the safety campaign.
- Add a line “Call 811 Before You Dig” to monthly bill statements or newsletter articles.

The screenshot shows the Naperville website's JULIE page. At the top is the Naperville logo and a navigation menu with links: Home, Media Gallery, Press Room, Bids, Who Do I Call?, Careers, and Citizen Support. A sidebar on the left contains a list of site categories: About Naperville, Enjoy Naperville, Residents, Businesses, Government, Fire Department, Police Department, FOIA, Permits and Licenses, Building/Development Permits, and Online Services. The main content area features the JULIE logo with the text "Call Before You Dig" and "ILLINOIS ONE-CALL SYSTEM Simply Call 811". Below the logo, there is a detailed text block explaining the service, including contact information (811, 800-892-0123) and a list of color-coded utility lines: Yellow (gas/oil), Red (electric), Orange (communications), Blue (water), and Green (sewer). A "Contact Information" sidebar on the right lists Pat Samek as the JULIE Coordinator with phone numbers (630) 420-6187 and (630) 420-6187, and a "Contact Us" link. A "Page Credits" section at the bottom right identifies Pat Samek as the Content Contributor and Kevin Appgar as the Content Manager.