



MAY 2020

Enter an E-Request

HOW TO AVOID DELAYS

As everyone works together to face the difficult challenge of responding to the COVID-19 pandemic, our not-for-profit organization remains open 24 hours a day, 7 days a week. Contractors can use our [online E-Request entry page](#) anytime to submit a free locate request with no training required. State law requires that you provide at least two business days' notice.

Our call center is staffed with agents to receive and process locate requests, but longer-than-usual hold times may occur, especially during peak times. If you still choose to call in a locate request during this busy time, it is important to be prepared with the [proper information](#) and remember that we are always open, day or night. [Avoid potential delays, enter an online request.](#)

UPCOMING EVENTS

Remote Ticket Entry (RTE) Webinars

May 6, 13, 20 and 27

No cost

[Register and learn more](#)

Virtual Toolbox Talks

May 7, 14, 21 and 28

[Register or learn more](#)

Memorial Day

May 25

JULIE Holiday

[Learn more.](#)

Utility members are still required to respond to all locate requests received within the time explicitly specified by state law. We encourage you to only submit tickets that you fully intend to excavate on within the next 2-14 days. Additionally, please confirm that ALL member utilities listed on your locate requests have been marked before beginning excavation. One of the benefits of our [self-service options](#) is the ability to print your locate request ticket.

Another popular self-service option for contractors is [Remote Ticket Entry \(RTE\)](#). When recently asked about their experiences using this program, contractors scheduling their projects from home and on the job site 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. Webinar sessions typically last one hour, after which attendees can start using the online program right way. [Register for an upcoming no cost RTE Webinar](#) or contact our RTE Support Group at 815-741-5011.

LOCATING DURING THE PANDEMIC

During a recent [Virtual Toolbox Talk](#), Damage Prevention Manager Dave Van Wy talked with Contract Locator USIC's Gerald Johnson, Operations Manager for Illinois, about how the COVID-19 Pandemic is impacting the utility locating industry.

Johnson stressed that USIC has implemented social distancing measures to protect their employees and customers equipping staff with masks, protective eye wear and sanitizers. USIC is maintaining their work force and continuing to train new staff while taking precautions such as online training and smaller field class sizes of up to 5 to allow for the 6-foot distancing.

"It has impacted how we train, but has not prevented us from training," Johnson said. Taking into account the volume volatility of 2019 in numerous counties, USIC started 2020 with 100 more locators than last year throughout the state.



As far as the impact on the volume of work, Johnson noted that Illinois is a "tale of two states." Northern Illinois saw a drop of up to 20% when the stay-at-home order first went into place; although, volumes have increased since, narrowing the impact. Southern Illinois has experienced almost no drop in locate requests. Utility work is considered essential according to Governor Pritzker's Executive Order, so most of this work has continued. Based on work projections and discussions with their clients, Johnson expects to close the gap on current workload as compared to previous years as we move into late spring.

Johnson said there are two schools of thought on what will happen within the utility locating industry once the stay-at-home orders are lifted. The first thought being as pandemic orders are lifted, work which was not capable of being completed up to this point will push out current or pending projects to later dates. This would have little impact to the seasonal trends already being realized. The second thought is work having been postponed would be stacked up on top of the current excavation projects already underway in the field. In speaking with their utility partners and numerous contractors, Johnson stated this has not yet shown to be the case, but they welcome feedback on significant project work which has been postponed.

Johnson and Van Wy offered these suggestions to help control the volume of work:

- Make sure all effected utilities are aware of large projects. Consider using the [Joint Meet](#) process.
- [Pre-mark](#) the dig area. Using white paint or flags to indicate the planned excavation can mean the difference in a locator spending two days locating right-of-way to right-of-way versus two hours marking where digging will actually occur.
- Consider giving more than 48 hours' notice for a locate request, especially for larger projects.
- Communication is critical. Make sure the person listed on a locate ticket is someone within your organization that is knowledgeable about the work being done.

You can hear the complete interview with Johnson and Van Wy by [clicking here](#). To learn more or register for an upcoming no-cost Virtual Toolbox Talk, [go to our website](#).

JULIE OFFERS ONLINE TRAINING

More than 200 excavators joined us for one of our new series of [Virtual Toolbox Talks](#) in April. Hosted by Dave Van Wy, JULIE's Damage Prevention Manager for Northern Illinois, these webinars discuss a variety of different topics and include special guests talking about their experiences and sharing best practices. All presentations are available at



no cost. Participants have an opportunity to submit questions during the presentation. You can [watch the previously recorded webinars](#) here.

Upcoming [Virtual Toolbox Talks](#) via Zoom:

May 7	<p>What impact has the Pandemic Crisis had on JULIE, the State-Wide One-Call Notice System in Illinois with Special Guest Mark Frost, Executive Director, JULIE, Inc.</p> <p>Mark Frost, Executive Director for JULIE, Inc. will discuss the impact of the current health crisis on the One-Call System in Illinois and insights into how other states have faced this challenge. Mark will also provide a glimpse into the future of damage prevention across Illinois, talking about products and services that JULIE is considering to improve services to our member facility owners and the excavating community.</p>
May 14	<p>Damages: What needs to happen if a damage occurs with Special Guest Jonathan Jones, Director of Health, Safety & Environment, Hylan Companies.</p> <p>This session will focus on the importance of taking precautions to avoid or minimize damages on an excavation site. Jonathan will also explain what steps need to be taken when there is a damage to underground facilities at your job site.</p>
May 21	<p>Working safely around pipelines with Special Guest Aaron Hoerchler, Operations Supervisor with Kinder Morgan.</p> <p>This session will focus on the importance of working together on a site that involves a pipeline. Aaron will emphasize the importance of communication and understanding the role the pipeline operator has while on your jobsite as required by federal statute.</p>
May 28	<p>Enforcement of the One-Call Law with a Special Guest from the Illinois Commerce Commission (ICC), One-Call Enforcement Division.</p> <p>This session will focus on the enforcement process and a review of historical trends in the enforcement division at the ICC. We will also discuss tips and suggestions on how to maintain compliance with the law when working as an excavator or locator and the filing process when issues occur that may not be compliant with the current law in Illinois.</p>

[Click here to register](#) for one or more of these no cost educational webinars.

WE CAN 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 frequently asked questions](#).

Regardless of when a project starts, JULIE wants to remind anyone digging of a few very important steps to take before digging in:

- Provide adequate time to have underground lines located and marked - Contact JULIE at least 2 business days before starting your project. [Enter an online request now](#).
- Never use mechanized equipment near buried utilities or pipelines – carefully hand dig within 18 inches either side of the marked approximate location of the buried underground facilities. [Learn more about the tolerance zone](#).
- Use extreme caution if digging near an underground line. Taking out the telecom service may not cause physical harm, but it may impact the entire neighborhood.
- If an underground service line is damaged, contact both JULIE and that underground operator immediately. [Here are other tips if damage occurs](#).

For an explanation of the color-code flags and markings and information about the one-call process, [visit our website](#) and follow us on Facebook and Twitter @JULIE1call.



JULIE, Inc. - 3275 Executive Drive - Joliet, IL 60431
Administration Phone: 815-741-5000

Share this email:



[Manage](#) your preferences | [Opt out](#) using TrueRemove®

Got this as a forward? [Sign up](#) to receive our future emails.

View this email [online](#).

3275 Executive Drive
Joliet, IL | 60431 US

This email was sent to .

To continue receiving our emails, add us to your address book.

emma®

[Subscribe](#) to our email list.