



MAY 2020

ENTER AN E-REQUEST

WE ARE HEAR FOR YOU

Utilities and telecom services are more important now than ever before. With more Illinoisans at home during the COVID-19 crisis, they are more reliant on having the electricity, gas, telecom and water services on and working.

As everyone works together to face the difficult challenge of responding to the coronavirus, our not-for-profit organization remains open 24 hours a day, 7 days a week. We encourage homeowners and contractors to 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. As an example, if you are planning a weekend project, you must notify JULIE before 4 pm on Wednesday of that week.

Our call center is staffed with agents to process locate requests at either 811 or 800-892-0123, but longer-than-usual hold times may occur, especially during peak times. If you still choose to call in a locate request, it is important to plan ahead and be patient. [Enter an online request or learn more.](#)

Our utility members are primarily focused on ensuring public safety and maintaining reliable service. Like many other businesses, they are facing uncharted times. As a reminder, JULIE personnel do not locate or mark any underground utility lines. [Click here for frequently asked questions.](#)

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.

6 COMMON MISTAKES WHEN PLANTING A TREE

So, you think you're ready to plant a tree. Have you chosen the type of tree that will thrive in your climate? Does the desired location provide adequate drainage and necessary sunlight? There are several variables to consider before even breaking ground.

Selecting the best location for a tree is more complex than you might think. If you are thinking about planting a tree or heading to the garden center this weekend, [check out these 6 most common mistakes before planting a tree.](#)

**KEEP YOURSELF AND
YOUR FAMILY SAFE**



With warmer temperatures, homeowners across the state are gearing up to start outdoor DIY projects. Unfortunately, the results of a recent national survey revealed that 36 percent of homeowners who plan to dig this year will put themselves, their families and their communities at risk by not calling a state one-call center, like JULIE, to learn the approximate location of underground utility lines. This is a free service. [What information does JULIE need?](#)

Putting up a fence, installing a mailbox post, building a deck or patio and planting trees and shrubs are all common examples of projects that require a notification to JULIE, regardless of the project's size

or depth. Even if you assume you know the location of underground utility lines around your home or are replacing a similar project in the same place, you must notify JULIE of each project. [Here are the 4 myths for contacting JULIE before a digging project.](#)

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.
- 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 additional safety and expert tips, an explanation of the color-code flags and markings, and information about the one-call process, [visit our website.](#)

DO THE SAFETY DANCE

Our partners across the state are having fun with contests and prizes. To learn more, follow us on [Facebook](#) and [Twitter](#) @JULIE1Call.



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