

JULIE, Positive Response

The background of the entire image is a blue gradient. In the foreground, there are dark silhouettes of excavators. One large excavator is on the left, and another smaller one is on the right. The text is overlaid on the image.

JULIEBEFOREYOUDIG.COM



The new 2025

**Illinois Underground Utility
Facilities Damage Prevention**

Act is in effect to enhance
public safety, minimize risks
to excavators, prevent
disruptions and aid in the
expansion of vital public
services.

"Day" does not include holidays recognized by JULIE, Saturdays, Sundays, and the day of the actual notice.

The notification shall be made **at least 2 days, but no more than 10 days** before beginning the planned excavation or demolition.

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
	CALL	ADVANCE 1	ADVANCE 2	VALID START		
8	9	10	11	12	13	14
15	16	17	18	19	20	21
	MUST START					
22	23	24	25	26	27	28
29	30	31	1	2	3	4
	EXTEND	EXTEND	EXTEND	EXTEND	EXTEND	EXTEND
5	EXTEND	6	<p>An excavator may extend the ticket no earlier than day 20 and no later than day 25.</p>			
EXTEND	EXPIRES					

Positive Response

- Member utility companies will use this system to communicate the status of a locate request notification to the excavator through a series of codes
- Failure to comply could result in penalties
- Opportunity to dig early



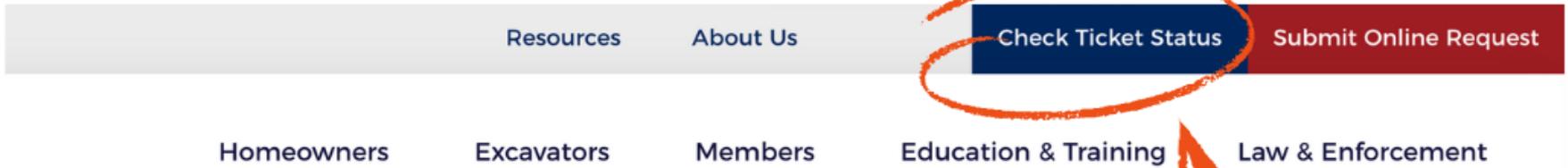
Excavators should provide a **valid email address** to receive communication from the Positive Response System.



Effective
January 1, 2026

How to Access the System

Excavators - in the menu bar



- ✓ **Easy** to access
- ✓ **No login or password** required
- ✓ Can check any response with a **dig number**

Only requirement to get started is the DIG NUMBER

All transmitted email tickets, also include the link!

Positive Response Display



Response Display

X260230011 Show Only Latest Response

Ticket Details

Ticket	Revision	Address	Street	Cross Street	Company	Locate By	Attachments
X260230011	00X	13266	SPYGLASS CT	AUGUSTA NATIONAL DR	WABASH COMMUNICATIONS	01/27/2026 11:59 PM	-

Pending

Member Code	Facility Type	Member Name	Due	Comments	Attachments (50/51)
AICS2A	GAS	AMEREN ILLINOIS	01/27/2026 11:59 PM	-	-
EJWC0A	WATR	E J WATER COOPERATIVE, INC.	01/27/2026 11:59 PM	-	-
NEC0A	ELEC	NORRIS ELECTRIC COOP	01/27/2026 11:59 PM	-	-
WATC0A	COMM	WABASH COMMUNICATIONS	01/27/2026 11:59 PM	-	-
WATC0A	FIBR	WABASH COMMUNICATIONS	01/27/2026 11:59 PM	-	-

Responses

Revision	Member Code	Facility Type	Member Name	Response	Description	Responded	Comments	URL	Attachments
00X	LSWC0A	WATR	LAKE SARA AREA WATER COOP	10	NO CONFLICT / CLEAR	01/23/2026 09:05 AM		-	-
00X	AICS2A	COMM	AMEREN ILLINOIS	10	NO CONFLICT / CLEAR	01/23/2026 06:31 AM		-	-
00X	AICS2A	ELEC	AMEREN ILLINOIS	10	NO CONFLICT / CLEAR	01/23/2026 06:31 AM		-	-

How to Access the System

Members - in the footer

How to
get
credentials

The screenshot shows the footer of the JULIE website. It is divided into several sections: 'CONTACT US' with phone numbers and a toll-free number; 'QUICK LINKS' with links to 'Damage Prevention Managers', 'Beyond Reasonable Control', 'Educational Materials', 'Careers', 'Videos', and 'Shortcuts'; 'ABOUT JULIE' with a description of the organization's mission; and a vertical stack of four buttons: 'Submit Online Request' (red), 'Post a Positive Response' (blue, circled in red), 'New User Login' (teal), and 'Contact' (orange). Social media icons for YouTube, Facebook, X, and Instagram are at the top right. A red arrow points from the bottom right towards the 'Post a Positive Response' button. At the bottom left, there is a copyright notice: '© Copyright - JULIE | Privacy Policy | Accessibility | Sitemap | Made with in Illinois.'

- ✓ **Easy** to access
- ✓ **Login credentials or password** required
- ✓ Can provide responses from list or with **a dig number**

Positive Response

Step 1

Open the Positive Response System

Positive Response								
Ticket						Due		
Tickets Due								
Filter <input type="text"/>								
Ticket ▲	Priority	Resp Due	Type	Category	Member	County	Place	Street
A250572237	NORM	05/13/2025 23:59:59	UPDT	LREQ	CHAN0A	WILL	TROY	I55
A250843168	NORM	05/13/2025 23:59:59	UPDT	LREQ	CHAN0A	WILL	CHANNAHON CIT	26400 W BLUEBELL CT
A250843225	NORM	05/13/2025 23:59:59	UPDT	LREQ	CHAN0A	WILL	CHANNAHON CIT	26410 W BLUEBELL CT
A250920385	NORM	05/13/2025 23:59:59	UPDT	LREQ	CHAN0A	GRUNDY	CHANNAHON CIT	26655 W EAMES ST
A251054125	EMER	05/13/2025 23:59:59	2NDR	LREQ	CHAN0A	WILL	CHANNAHON CIT	25960 W SANDY KNOLL DR
A251115128	NORM	05/13/2025 23:59:59	RXMT	LREQ	CHAN0A	GRUNDY	MINOOKA CIT	1500 S SADDLEBROOK LN
A251120685	EMER	05/13/2025 23:59:59	2NDR	LREQ	CHAN0A	WILL	CHANNAHON CIT	25211 W TOWN CENTER CIR
A251130540	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	WILL	CHANNAHON CIT	23823 W AMOCO RD
A251130547	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	GRUNDY	MINOOKA CIT	S RIDGE RD
A251130560	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	GRUNDY	MINOOKA CIT	S RIDGE RD
A251130568	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	GRUNDY	MINOOKA CIT	S RIDGE RD
A251131099	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	WILL	CHANNAHON CIT	23022 S PATRICIA LN
A251131177	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	WILL	CHANNAHON	AMOCO RD
A251131360	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	GRUNDY	CHANNAHON CIT	26632 S JACOB DR
A251132143	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	GRUNDY	CHANNAHON CIT	26447 W WILD ROSE DR
A251132542	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	GRUNDY	CHANNAHON CIT	26509 W STEPHANIE DR
A251133132	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	WILL	CHANNAHON CIT	22423 S WOODSIDE DR
A251133443	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	GRUNDY	CHANNAHON CIT	26561 W STEPHANIE DR
A251133898	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	WILL	CHANNAHON CIT	24011 S COUNTRYSIDE DR
A251134792	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	GRUNDY	CHANNAHON CIT	27463 W RED WING LN
A251134912	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	GRUNDY	CHANNAHON CIT	26505 W OLD STAGE LN
A251140988	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	GRUNDY	CHANNAHON CIT	26460 W WILD ROSE DR
A251141448	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	GRUNDY	CHANNAHON CIT	25155 S WESTWIND DR
A251141468	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	GRUNDY	CHANNAHON CIT	25165 S WESTWIND DR
A251141629	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	GRUNDY	CHANNAHON CIT	25816 S BASSWOOD RD

Once logged into the electronic positive response system, you'll land on the positive response portal. Locate the ticket you need to respond to by reviewing the **Ticket Number, Response Due Date, and Priority.**

Positive Response

Step 2

Select the Ticket

Positive Response								
Ticket						Due		
Tickets Due								
Filter <input type="text"/>								
Ticket ▲	Priority	Resp Due	Type	Category	Member	County	Place	Street
A250572237	NORM	05/13/2025 23:59:59	UPDT	LREQ	CHAN0A	WILL	TROY	I55
A250843168	NORM	05/13/2025 23:59:59	UPDT	LREQ	CHAN0A	WILL	CHANNAHON CIT	26400 W BLUEBELL CT
A250843225	NORM	05/13/2025 23:59:59	UPDT	LREQ	CHAN0A	WILL	CHANNAHON CIT	26410 W BLUEBELL CT
A250920385	NORM	05/13/2025 23:59:59	UPDT	LREQ	CHAN0A	GRUNDY	CHANNAHON CIT	26655 W EAMES ST
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A251115128	NORM	05/13/2025 23:59:59	RXMT	LREQ	CHAN0A	GRUNDY	MINOOKA CIT	1500 S SADDLEBROOK LN
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A251130568	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	GRUNDY	MINOOKA CIT	S RIDGE RD
A251131099	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	WILL	CHANNAHON CIT	23022 S PATRICIA LN
A251131177	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	WILL	CHANNAHON	AMOCO RD
A251131360	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	GRUNDY	CHANNAHON CIT	26632 S JACOB DR
A251132143	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	GRUNDY	CHANNAHON CIT	26447 W WILD ROSE DR
A251132542	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	GRUNDY	CHANNAHON CIT	26509 W STEPHANIE DR
A251133132	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	WILL	CHANNAHON CIT	22423 S WOODSIDE DR
A251133443	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	GRUNDY	CHANNAHON CIT	26561 W STEPHANIE DR
A251133898	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	WILL	CHANNAHON CIT	24011 S COUNTRYSIDE DR
A251134792	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	GRUNDY	CHANNAHON CIT	27463 W RED WING LN
A251134912	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	GRUNDY	CHANNAHON CIT	26505 W OLD STAGE LN
A251140988	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	GRUNDY	CHANNAHON CIT	26460 W WILD ROSE DR
A251141448	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	GRUNDY	CHANNAHON CIT	25155 S WESTWIND DR
A251141468	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	GRUNDY	CHANNAHON CIT	25165 S WESTWIND DR
A251141629	NORM	05/13/2025 23:59:59	NEW	LREQ	CHAN0A	GRUNDY	CHANNAHON CIT	25816 S BASSWOOD RD

Select the ticket number for the locate request you want to respond to. This will open up that ticket to allow you to respond.

Positive Response

Step 3

Review the Ticket Data

Positive Response

[Back](#)

Ticket A251331136
Priority NORM
Type NEW
Category LREQ
Work Type CONCRETE PAD
County WILL
Place CHANNAHON CIT
Street 24224 S PUEBLO DR

Responses

Member(s) CHAN0A - STREET LIGHT
 CHAN0A - SEWER SANITARY
 CHAN0A - SEWER STORM
 CHAN0A - WATER

Response 10 NO CONFLICT / CLEAR

URL

Comment

Attachment No file chosen

[Respond](#)

Responses and Attachments

Member	Response	Responded	Comment	URL	Attachment(s)
--------	----------	-----------	---------	-----	---------------

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Carefully review the ticket to confirm:

- The **Ticket Number**
- The **Location**

Positive Response

Step 4

Scroll to the Response Section

Positive Response

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Ticket A251331136
Priority NORM
Type NEW
Category LREQ
Work Type CONCRETE PAD
County WILL
Place CHANNAHON CIT
Street 24224 S PUEBLO DR

Responses

Member(s) CHAN0A - STREET LIGHT
 CHAN0A - SEWER SANITARY
 CHAN0A - SEWER STORM
 CHAN0A - WATER

Response

URL

Comment

Attachment No file chosen

[Respond](#)

Responses and Attachments

Member	Response	Responded	Comment	URL	Attachment(s)
--------	----------	-----------	---------	-----	---------------

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Below the ticket details, find the **Responses** section. This is where you will select your **response code**, add **comments** (if needed) and upload any **documentation** (if needed).

Positive Response

Step 5

Select the Response Code

Positive Response

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Ticket A251331136
Priority NORM
Type NEW
Category LREQ
Work Type CONCRETE PAD
County WILL
Place CHANNAHON CIT
Street 24224 S PUEBLO DR

Responses

CHAN0A - STREET LIGHT 10 2025-05-13 14:13:42
 CHAN0A - SEWER SANITARY
 CHAN0A - SEWER STORM
 CHAN0A - WATER

Member(s)

Response **10 NO CONFLICT / CLEAR** ▼

URL 10 NO CONFLICT / CLEAR

Comment 20 MARKED

Attachment 30 UNABLE TO MARK (DO NOT D 20 MARKED

Respond 52 LOCATE NOT COMPLETE / NO AGREEMENT REACHED

Responses 60 WATCH AND PROTECT

Member 90 EXCAVATION COMPLETED PRIOR TO DIG START DATE URL Attachment(s)

CHAN0A - SLTG 10 - NO CONFLICT / CLEAR 2025-05-13 14:13:42

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From the dropdown list, select the appropriate code. You may select a different code for each utility type or the same code for all utility types, depending on the responses for each utility.

Positive Response

Step 6

Add a Comment/Documentation

Positive Response

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Ticket A251331136
Priority NORM
Type NEW
Category LREQ
Work Type CONCRETE PAD
County WILL
Place CHANNAHON CIT
Street 24224 S PUEBLO DR

Responses

CHAN0A - STREET LIGHT 10 2025-05-13 14:13:42
 CHAN0A - SEWER SANITARY 20 2025-05-13 14:16:00
Member(s) CHAN0A - SEWER STORM
 CHAN0A - WATER 20 2025-05-13 14:16:00

Response

URL

Comment

Attachment No file chosen

[Respond](#)

Responses and Attachments

Member	Response	Responded	Comment	URL	Attachment(s)
CHAN0A - WATR	20 - MARKED	2025-05-13 14:16:00			
CHAN0A - SANS	20 - MARKED	2025-05-13 14:16:00			
CHAN0A - SLTG	10 - NO CONFLICT / CLEAR	2025-05-13 14:13:42			

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If you want to provide clarification for the selected code, you can add a note in the **comment** field and/or upload **documentation**. While optional for some codes, comments and documentation can be included on all codes and can help reduce confusion.

Positive Response

Step 7

Submit the Response

Positive Response

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Ticket **A251331136**
Priority **NORM**
Type **NEW**
Category **LREQ**
Work Type **CONCRETE PAD**
County **WILL**
Place **CHANNAHON CIT**
Street **24224 S PUEBLO DR**

Responses

CHAN0A - STREET LIGHT 10 2025-05-13 14:13:42
 CHAN0A - SEWER SANITARY 20 2025-05-13 14:16:00
Member(s) CHAN0A - SEWER STORM
 CHAN0A - WATER 20 2025-05-13 14:16:00

Response **10 NO CONFLICT / CLEAR** ▼

URL

Comment

Attachment No file chosen

[Respond](#)

Responses and Attachments

Member	Response	Responded	Comment	URL	Attachment(s)
CHAN0A - WATR	20 - MARKED	2025-05-13 14:16:00			
CHAN0A - SANS	20 - MARKED	2025-05-13 14:16:00			
CHAN0A - SLTG	10 - NO CONFLICT / CLEAR	2025-05-13 14:13:42			

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Once you've selected the correct code and added any comments, click the **"Respond"** button to submit your entry. The response will be recorded in the system and shared with the excavator.

Positive Response

Step 8

Confirm the Response was Posted

Positive Response

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Ticket A251331136
Priority NORM
Type NEW
Category LREQ
Work Type CONCRETE PAD
County WILL
Place CHANNAHON CIT
Street 24224 S PUEBLO DR

Responses

CHAN0A - STREET LIGHT 10 2025-05-13 14:13:42
 CHAN0A - SEWER SANITARY 20 2025-05-13 14:16:00

Member(s)

CHAN0A - SEWER STORM
 CHAN0A - WATER 20 2025-05-13 14:16:00

Response **10 NO CONFLICT / CLEAR**

URL

Comment

Attachment [Choose Files](#) No file chosen

[Respond](#)

Responses and Attachments

Member	Response	Responded	Comment	URL	Attachment(s)
CHAN0A - WATR	20 - MARKED	2025-05-13 14:16:00			
CHAN0A - SANS	20 - MARKED	2025-05-13 14:16:00			
CHAN0A - SLTG	10 - NO CONFLICT / CLEAR	2025-05-13 14:13:42			

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After submitting, the screen will update to show your response under the ticket's history. You'll see:

- Your **Member Code**
- The response code
- **Timestamp** of when the response was submitted

This confirms your response was successfully recorded.

Sample Excavator Email



From:
To:
Subject: JULIE Watch and Protect Request X250959001-00X NORM LREQ
Date: Saturday, April 5, 2025 7:30:03 AM

EMLCFM 00006 JULIEt 04/05/25 08:29:59 X250959001-00X RESP NORMAL NOTICE

Ticket: X250959001 Rev: 00X Taken: 04/05/25 08:21 AM due 04/16/25 11:59 PM

State: IL County: WILL Place: GREEN GARDEN
Address : 238 TRACY LN

View map, responses, and attachments at:
<https://juliemap.newtin.com/?TRG=A4iIqGkBr3svyqOJc6>

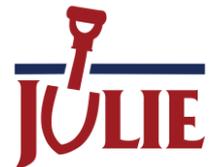
Utility	Description	Response
CILW0A	AQUA ILLINOIS-KANKAKEE SEWER SANITARY WATCH AND PROTECT Comments: TEST 60 SUBJ Has 1 attachment	04/05/25 08:24 AM 60

[More examples](#)

Member Expectations

- Securing login or API access
- Understand and become familiar with Codes
- Develop internal procedures
- Begin using the system

These handouts are available to download and print on our website under **Member Responsibilities & Tools!**



ICC – Enforcement

- Anyone may report an alleged violation
- The **Illinois Commerce Commission, One-Call Enforcement** shall inform parties involved within 20 days of receipt of the alleged violation
- All reports must be submitted within **65 days** after the discovery of the alleged violation



PENALTIES FOR REQUESTING...

- **False “no show” or “incomplete” requests**
- **Failure to comply with Positive Response requirements**

Online Resources

   @julie1call

Online Self-Service Tools



REV

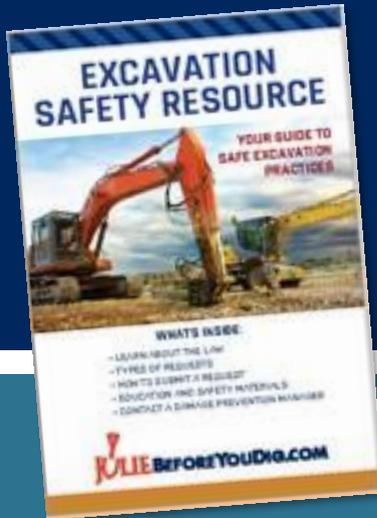


E-REQ



Education
Materials

Excavation
Safety
Resource



Map
Check



Online
Courses



 JULIEBEFOREYOUTDIG.COM

Podcasts

Toolbox
Talks



Webinars

Thank you
for your time!



**Contact a
Damage
Prevention Manager
with any additional
questions!**

JULIE is Illinois' FREE Notification Service to Prevent Underground Utility Damages