



# EMERGENCY SERVICE PROCESS

## Step 1: Inspection

The first step in the mitigation process is to determine the source of the loss. Examples: leaky or busted pipes, storm water, malfunctioning appliance, sewage backup, etc.

## Step 2: Stop the Flow

Take immediate action to stop more water from flowing. This includes turning off the water supply and/or hiring a plumber.

## Step 3: Duty to Minimize Damages

As a policy holder, you have “the duty to minimize damages”. This means it’s your responsibility to take immediate steps to reduce the amount of damages after the initial loss.

## Step 4: Dry-out

Once onsite, ANR Restoration will begin the dry-out process immediately. Per IICRC standards, the dry-out process typically takes 3-5 days total but other conditions can extend this timeline. This process includes any required demo, clean-up, and drying of the wet building materials. Once equipment is set, we ask that all equipment be left on and in place. We will check progress daily, which will require access to the home. Turning off the equipment will extend the drying process and will result in additional charges.

## Step 5: Billing

Once dry-out is complete, we will remove the equipment and reset the furniture. Resetting of baseboards, carpet, and other repairs are not a part of the dry-out process and will be included in a separate repair estimate. It can take 3-5 business days to prep your final billing and repair estimate. Once prepared, we will email a copy of your dry-out invoice, contract, project photos, and the repair estimate to you and your insurance company. Once approved, which can take 1-4 weeks, they will issue payment.

## Step 6: Completing Repairs

Once your repair estimate has been approved by your insurance company, we will schedule your repairs. This process includes material selection, collection of the repair deposit, material procurement, and subcontractor coordination. On average, it takes 4-8 weeks from approval to complete this process.

## ANR Contact List

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