

INVOICE FOR EMERGENCY SERVICES / REPAIRS

EMERGENCY RESPONSE

Invoice #: EMR-2024-0598

Date: May 12, 2024

Due Date: June 11, 2024

Service Order #: SO-24-1847

FROM:

Rapid Response Restoration LLC

1500 Industrial Boulevard

Marietta, GA 30062

(770) 555-4500 | emergency@rapidrestore.com

License #: GC-RRR-8847563

Tax ID: 58-1234567

Insurance Carrier: State Farm

Policy #: BUS-447829

BILL TO:

Michael Rodriguez

3847 Willow Creek Lane

Cumming, GA 30040

(678) 555-2341

mrodriguez@email.com

SEND PAYMENT TO:

Liberty Mutual Insurance Company

Claim #: 2024-WD-88472

Adjuster: Patricia Williams

Adjuster Phone: (800) 555-3698

Adjuster Email: pwilliams@libertymutual.com

PROPERTY SERVICED:

Loss Location: 3847 Willow Creek Lane, Cumming, GA 30040
Date of Loss: May 11, 2024
Date of First Contact: May 11, 2024 at 11:45 PM
Date of Service: May 12-14, 2024
Time of Arrival: May 12, 2024 at 12:30 AM
Time of Completion: May 14, 2024 at 5:00 PM

AUTHORIZATION

Emergency Authorization By: Michael Rodriguez
Title/Relationship: Property Owner
Date/Time: May 11, 2024 at 11:45 PM
Authorization Type: ☒ Verbal ☒ Written ☐ Emergency Response
Assignment of Benefits: ☒ Yes ☐ No (Form attached)

SERVICES PROVIDED

Date	Time In/Out	Description of Service	Technicians	Hours	Rate	Amount
5/12	12:30a-4:30a	Emergency board-up services - 6 windows	2	4.0	\$185/hr	\$1,480.00
5/12	12:45a-6:00a	Water extraction - 1,850 gallons	3	5.25	\$165/hr	\$2,598.75
5/12	6:00a-8:30a	Structure drying setup	2	2.5	\$145/hr	\$725.00
5/12	1:00a-3:00a	Temporary roof tarp - 450 sq ft	3	2.0	\$185/hr	\$1,110.00
5/12	8:30a-11:00a	Debris removal - 8 cubic yards	2	2.5	\$125/hr	\$625.00
5/12	2:00p-6:00p	Content manipulation/pack-out	3	4.0	\$125/hr	\$1,500.00
5/12	6:00p-7:30p	Antimicrobial application	2	1.5	\$145/hr	\$435.00
5/13-14	Various	Daily monitoring visits (2)	1	2.0	\$125/hr	\$250.00

After-Hours/Emergency Rates Applied: ☒ Yes ☐ No (50% premium for midnight-6am response)

MATERIALS SUPPLIED

Item Description	Manufacturer	Model/Size	Quantity	Unit Price	Total
Plywood sheets (4x8, 3/4")	Georgia Pacific	CDX	12	\$42.50	\$510.00

Item Description	Manufacturer	Model/Size	Quantity	Unit Price	Total
Roof tarp (20mil)	Dura-Tarp	30'x30'	1	\$285.00	\$285.00
2x4 Lumber	Southern Pine	8' #2	24	\$8.75	\$210.00
Fasteners/hardware	Various	-	1 lot	\$145.00	\$145.00
Plastic sheeting (6mil)	Husky	20'x100'	2 rolls	\$68.00	\$136.00
Antimicrobial solution	Benefect	Decon 30	5 gal	\$42.00	\$210.00
Duct tape/supplies	Various	-	1 lot	\$85.00	\$85.00

EQUIPMENT CHARGES

Equipment	Serial #	Calibration Date	Days/Hours	Rate	Total
Dehumidifier #1	LGR-2847	04/15/2024	3 days	\$125/day	\$375.00
Dehumidifier #2	LGR-2848	04/15/2024	3 days	\$125/day	\$375.00
Air mover #1-4	AM-3001-3004	04/01/2024	3 days	\$35/day each	\$420.00
Air scrubber	AS-1847	04/10/2024	3 days	\$185/day	\$555.00
Generator	GEN-450	N/A	2 days	\$150/day	\$300.00
Moisture meters	MM-101/102	03/30/2024	3 days	\$45/day	\$135.00
Truck/vehicle	F-350 #3	N/A	187 miles	\$1.85/mile	\$345.95

MOISTURE DOCUMENTATION

Initial Readings (May 12, 2024 at 1:00 AM):

Location	Material	Moisture %	Relative Humidity	Temperature
Master Bedroom	Drywall	87%	92%	72°F
Master Bedroom	Carpet	100%	92%	72°F
Living Room	Hardwood	42%	88%	71°F
Living Room	Drywall	68%	88%	71°F
Kitchen	Drywall	45%	85%	70°F

Final Readings (May 14, 2024 at 4:00 PM):

Location	Material	Moisture %	Relative Humidity	Temperature
Master Bedroom	Drywall	12%	45%	74°F

Location	Material	Moisture %	Relative Humidity	Temperature
Master Bedroom	Subfloor	14%	45%	74°F
Living Room	Hardwood	9%	42%	73°F
Living Room	Drywall	11%	42%	73°F
Kitchen	Drywall	10%	40%	73°F

Dry Standard Achieved: ☒ Yes ☐ No ☐ Ongoing

PHOTOGRAPHIC DOCUMENTATION

Photo Set	Date/Time	Description	Quantity
Pre-mitigation	5/12 12:45 AM	Initial conditions	62 photos
During work	5/12 Various	Work in progress	38 photos
Post-mitigation	5/14 4:30 PM	Completed work	45 photos
Moisture readings	5/12-14	Meter readings	28 photos

Digital files available at: <https://rapidrestore.sharefile.com/d-s8847mrod2024>

DISPOSAL DOCUMENTATION

Date	Material Type	Weight/Volume	Disposal Site	Ticket #
5/12	Wet drywall/insulation	3.2 tons	Forsyth County Landfill	48827
5/12	Carpet/pad	1,850 sq ft	Forsyth County Landfill	48828
5/13	Construction debris	2.1 tons	Forsyth County Landfill	48956

COST BREAKDOWN

Category	Amount
Labor (Regular Hours)	\$4,450.00
Labor (After Hours/Emergency)	\$4,273.75
Materials	\$1,581.00
Equipment Rental	\$2,505.95
Disposal Fees	\$385.00

Category	Amount
Permits/Fees	\$0.00
Transportation/Mileage	\$345.95
Subtotal:	\$13,541.65
Sales Tax (6%)	\$94.86
TOTAL DUE:	\$13,636.51

PAYMENT STATUS

- ☐ Payment Due Upon Receipt
- ☒ Insurance Direct Payment Authorized via AOB
- ☐ Partial Payment Received: \$_____ on _____
- ☐ Balance Due: \$_____

☒ Supplement Required - Additional hidden damage discovered

INSURANCE BILLING INFORMATION

Primary Insurance:

Carrier: Liberty Mutual Insurance Company

Policy #: HO-558847291

Claim #: 2024-WD-88472

Coverage Type: HO-3 with Water Damage Coverage

Deductible: \$1,000.00 (to be collected from insured)

WORK AUTHORIZATION

Work performed under emergency authorization by:

Name: Michael Rodriguez

Date: May 11, 2024

Time: 11:45 PM

Relationship to Property: Owner

CERTIFICATION

I certify that:

- The work described above was necessary to protect the property from further damage
 - All work was completed according to IICRC S500 and S520 standards
 - The charges reflect emergency response rates as authorized
 - All equipment was properly calibrated and maintained
 - Moisture documentation supports the drying services provided
 - The charges are reasonable and customary for such emergency services
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WARRANTY

Emergency mitigation services carry a 60-day warranty on workmanship. This warranty does not extend to temporary repairs which are intended as stop-gap measures until permanent repairs can be completed.

ATTACHMENTS

- ☒ Photographic documentation (173 photos)
 - ☒ Detailed moisture logs
 - ☒ Daily drying reports
 - ☒ Material receipts
 - ☒ Equipment calibration certificates
 - ☒ Disposal tickets
 - ☒ Assignment of Benefits form
 - ☒ Work Authorization form
 - ☒ Thermal imaging reports
 - ☒ Atmospheric readings logs
 - ☐ Chain of custody forms (contents)
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SPECIAL CONDITIONS/NOTES:

Customer called at 11:45 PM reporting severe water damage from burst pipe in master bathroom. Water had been running for approximately 2 hours before discovery. Affected master bedroom, hallway, living room, and partial kitchen. Category 2 water (grey water) due to overflow conditions. Emergency response initiated immediately due to extent of damage and risk of secondary damage. Additional hidden damage discovered in wall cavities during drying process - supplement to follow for additional structural drying services.

Property owner was extremely cooperative and followed all recommendations for damage mitigation. All work performed met or exceeded industry standards. Recommend immediate follow-up for reconstruction services to prevent mold growth.

PAYMENT TERMS:

Net due upon receipt. Insurance direct billing accepted with valid AOB. A 1.5% monthly service charge (18% APR) may be applied to past due accounts after 30 days. This invoice represents a claim against the insurance proceeds for this loss. Under assignment of benefits, any payment received will be applied to this invoice.

SUPPLEMENTAL CHARGES:

Additional charges may apply if:

- Hidden damage is discovered requiring additional mitigation
- Equipment rental extends beyond initial estimate
- Additional emergency response calls are required
- Contents require specialized cleaning/storage

Anticipated Supplement: \$2,850.00 for additional structural drying in walls (documentation to follow)

Service Manager Signature:

Robert Thompson
Operations Manager
Rapid Response Restoration LLC
Date: May 15, 2024

Quality Control Review:

Jennifer Martinez
QC Supervisor
Date: May 15, 2024

For Questions About This Invoice:

Contact: Billing Department

Phone: (770) 555-4500 ext. 203

Email: billing@rapidrestore.com

Hours: Monday-Friday 8:00 AM - 5:00 PM EST

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