

## EMERGENCY WATER DAMAGE CHECKLIST

What to do in the first 60 minutes — DFW, Amarillo & Oklahoma City

UPDATED MARCH 2026

■ Mold starts in 24 hrs

■ Subfloor rot in 72 hrs

■ Costs +10–15%/hour

### ✓ COMPLETE EACH STEP IN ORDER

- CRITICAL** **Confirm area is electrically safe before entering.**  
If breaker panel is in the affected area — DO NOT ENTER. Call your utility provider and Mr. Restore immediately.
- CRITICAL** **Shut off the water source.**  
Main shutoff valve, appliance valve, or notify building management to stop additional water entry.
- IMMEDIATE** **Call Mr. Restore 24/7: (877) 631-7576.**  
Get IICRC-certified technicians en route now. Every minute without extraction increases damage scope and cost.
- IMMEDIATE** **Document ALL damage with photos and video.**  
Do this BEFORE any cleanup begins — this is your primary insurance claim evidence. Capture floors, walls, ceilings, and all affected items.
- IMMEDIATE** **Note the water source and when damage began.**  
Record the suspected source (pipe, appliance, roof, groundwater) and approximate start time for insurance documentation.
- SOON** **Remove irreplaceable items from the affected area.**  
Documents, electronics, heirlooms — only if safe to do so. Do not risk injury for replaceable items.
- IMPORTANT** **Do NOT run HVAC through affected areas.**  
Running your AC or furnace spreads contamination (bacteria, mold spores) to unaffected areas of the home.
- IMPORTANT** **Locate your homeowner's insurance policy number.**  
Find your policy number and carrier contact info. Mr. Restore handles direct billing — most clients pay only their deductible.
- DURING RESTORATION** **Request a moisture documentation log from your contractor.**  
IICRC-compliant restoration requires daily moisture readings at every monitoring location. Demand this documentation.
- DURING RESTORATION** **Confirm contractor handles direct insurance billing.**  
A professional restoration company will work directly with your carrier — you should not have to manage this yourself.
- BEFORE REBUILD** **Review the completed moisture log before approving reconstruction.**  
Do not allow reconstruction to begin on undried materials. Mold will develop behind finished surfaces within weeks.