

EXHIBIT A:

2024

**Emergency Water
Removal Service**

and

**Managed Repair
Program &**

**Best Practices
and Estimating
Guidelines**

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CITIZENS' MISSION, VISION AND VALUES

Our Mission

To provide property insurance protection efficiently in Florida to those who are entitled, in good faith, to obtain coverage through the private market but are unable to do so, while also providing levels of customer service that are comparable to the standards of the private market.

Our Vision

As a government entity fulfilling a public purpose, Citizens aspires to provide insurance products and services that meet the needs of Florida property owners who are entitled, in good faith, to obtain coverage through the private market but are unable to do so. We strive to reduce the financial burden on all Floridians by being good stewards of the premium funds entrusted to us. In all that we do, we will conduct ourselves with the highest level of ethical behavior.

Our Values

In accomplishing our mission, we embrace the following values:

- **Public Service:** We support the private marketplace, providing quality service to our customers and being there when Florida policyholders need us.
- **Integrity:** We embrace our values and code of ethics with pride.
- **Respect:** We are polite, courteous, and respect one another and those we serve.
- **Responsiveness:** We provide quality service that meets the needs of our customers.
- **Sound Judgment:** In every situation, we strive to do the right thing.

PURPOSE AND SCOPE

It is the goal of Citizens Property Insurance Corporation (Citizens) to deliver high quality customer service to our insureds, agents, vendors, and the residents of Florida, by handling all of our claims promptly and efficiently from the moment of dispatch through final resolution.

The purpose of the *Emergency Water Removal Service and Managed Repair Program Best Claims Practices and Estimating Guidelines* is to provide an overview of the general principles and guidelines for receiving, evaluating, handling, documenting, and communicating Citizens' property claims. As well, this document contains specific guidelines for the reviewing of the operational performance of the in-network contractors by Citizens' adjusters and quality assurance.

Customer issue resolution will be handled directly by Contactor Connection®.

This document was established to provide a consistent methodology for Citizens' property claims as handled through the Managed Repair Program (MRP). Our goal is to provide high-quality customer service and accurate damage estimates for our insureds in their time of need. The application of any information contained in this document will depend on specific facts, circumstances and laws as related to the specific claim and/or damages in question. Each and every claim must be considered and handled on its own merit, in concert with these guidelines and practices.

This document is not intended to supersede any local, state or federal law or statute. In the event of a conflict, the local, state, or federal mandate should be followed at all times.

CUSTOMER SERVICE EXPECTATIONS

It is Citizens' goal to ensure superior customer service. Contractor Connection will assist in this goal both through its own action and its requirements for the in-network contractors.

Citizens' customers include policyholders, agents, vendors, employees, and the residents of Florida. Citizens seeks to promote prompt claims handling from initial reporting through final resolution in the MRP. In handling of claims within the MRP, Citizens should monitor whether these are followed:

- The in-network contractor is professional, courteous, appropriately groomed, dressed in the proper uniform or attire and be able to produce photo identification of themselves, if asked.
- The in-network contractor, including all subcontractors and their employees/representatives acting on behalf of the in-network contractor on all job sites, is free at all times of alcohol, tobacco, drugs and illegal substances, firearms and any other items that could be considered unprofessional, inappropriate, or hazardous in nature.
- In accordance with the agreement, the in-network contractor is in compliance with all local, state and federal laws, ordinances and regulations to include securing proper permits for all work being performed.
- The customer is to be kept informed and their expectations clearly addressed throughout the life of the provider services. This includes explaining the expected timeline for handling and concluding the services and evaluating the "next step(s)" in the process toward completion. Prompt and timely response to any verbal or written inquiries, escalations and/or complaints is expected.
 - Timely arrival is expected; however, should the in-network contractor encounter a delay, the customer should be notified of the reason and the revised ETA.
- Reasonably cleanup after each workday
- Work should not be solicited for trades outside of the MRP, i.e.:
 - Emergency Water Removal Service (EWRS) vendor should not solicit MRP if they are not approved on the program for such trades.
 - EWRS vendor should not solicit the MRP, if they are approved on the program for such trades, without first speaking to the handling adjuster to confirm whether the permanent repair assignment was already dispatched to another program in-network contractor.
- The in-network contractor's work product should constitute high-quality workmanship standards.

Customer service feedback through surveys, file audits and onsite re-inspections is reviewed and analyzed to identify opportunities and promote professionalism. Training, feedback, and sharing of results is important to maintain our quality assurance standards.

GENERAL PROGRAM ADMINISTRATION

Citizens exercises no control over the in-network contractor. Citizens, however, will review the activities of the contractor for quality assurance purposes and as an incident of Citizens' claim-handling activities. Citizens will use the criteria set forth in the guidelines to judge the success of the EWRS and MRP. Any customer issue with the in-network contractor will be handled directly by Contractor Connection. The random quality assurance audits and re-inspections are performed to measure customer satisfaction with EWRS and MRP.

Customer Contact/Response/Inspection Standards

Initial Customer Contact Standards – At initial customer contact, the in-network contractor should convey all XactAnalysis® notes and timestamps appropriately and:

- Determine if any loss information/severity has changed since the original report by verifying the detailed facts, including date and time of loss.
 - Convey any updates to the handling adjuster through XactAnalysis.
- Confirm with the Insured that the source of the moisture problem(s) have been identified, located, and controlled or corrected.
- Explain the in-network contractor's handling process and anticipated timelines.
- Provide the in-network contractor's contact information.
- Advise the customer to protect any chain-of-custody evidence for items with salvage or subrogation potential.
- If the in-network contractor fails in their initial voice-to-voice attempt to contact the customer, they should continue to make every reasonable effort to make contact in a timely manner including, but not limited to the following:
 - Leave telephone voice mail messages
 - Text message or email as applicable

Emergency Water Removal Service Contact Standards

- Initial contact with the customer should occur within [REDACTED] of the Assignment.
- Commence services at the risk location within [REDACTED] of Contractor Connection initiating the dispatch call. The in-network contractor should:
 - Identify the project supervisor at the time of the three-way call. However, if this information is not available at this time, the in-network contractor should include the name of the project supervisor in the [REDACTED] update.
 - Verify the insured has taken necessary steps to control any active leak.
 - Should proceed to the loss location within four [REDACTED] in a good faith effort to meet with the customer if contact attempts are unsuccessful.
- Should provide XactAnalysis status update within [REDACTED] of the onsite inspection to include:
 - Detailed description of conditions encountered during initial inspection
 - Number and description of room(s) involved
 - Initial water mitigation moisture readings
 - Equipment utilized
 - Expected target date of completion
- Should provide an XactAnalysis note if there is any deviation from the above

Managed Repair Program Contact Standards – The Contractor should:

- Update XactAnalysis with the name of the project supervisor within [REDACTED] of the assignment.
- Make initial contact with the insured within [REDACTED] of the assignment.
- Perform site inspection within [REDACTED] of the assignment, to photograph, scope and prepare a damage estimate.

Follow-Up Contact – The in-network contractors should respond to insured inquiries made via phone, letter, email or text message by the insured within one calendar day.

Written Confirmation on Accepted Assignments – Within [REDACTED] of notice of the accepted assignments, the in-network contractor should [REDACTED]

[REDACTED] assigned to the service and also the name of the [REDACTED] should the customer need to escalate a matter above the project supervisor. [REDACTED] should include all contact

information including email and cell phone numbers and should be uploaded to XactAnalysis documents.

Contracts - When the insured consents to participate in the program, a repair contract must be executed by the insured [REDACTED] of the in-network contractor presenting it to the insured. Contract(s) utilized for this program should:

- Not contain any language relative to power of attorney authorizations or assignment of benefits.
- Not be executed by the customer until the damage estimate is reviewed for policy coverage issues and Client Approved¹ in XactAnalysis by the Citizens' handling adjuster.
 - This does not apply to EWRS dispatched through the program on behalf of the insured
- Mention the [REDACTED] provided by the Contractor (not Citizens)
- Contain the projected start date.
- The approved estimate or appraisal scope **must** be attached to the Repair Contract when presenting it to the insured or their representative.
- The document is **not** to be titled *Work Authorization*. It should be titled *Contract* or *Repair Contract*.

Estimate Upload Timelines - Upload completed Xactimate® sketch, estimate, photographs, and any additional supporting documentation (i.e., drying logs):

- Within [REDACTED] of job completion for EWRS estimates
- Within [REDACTED] days of site inspection for MRP estimates
- Zero-dollar or incomplete estimates should not be used to achieve the aforementioned upload time thresholds, unless (accompanied by an Xactimate and/or XactAnalysis note):
 - The inspection delay is caused by the customer.
 - There is no visible damage noted and/or repairs have been completed prior to the initial inspection.
 - There are overlapping damages from a previous loss.
 - The scope is pending an expert analysis (C&O, engineer, etc.)
 - Mold, lead, asbestos or biohazards are present at the loss location.
 - A coverage issue exists that is under investigation by the handling adjuster.
- Any requests by the handling adjuster to make necessary changes to the in-network contractor's estimate should be addressed and/or revised within two (2) calendar days.
- If a claim is withdrawn, invalidated or services are refused by the customer, the XactAnalysis assignment should be marked as cancelled.

Travel Charges - The estimate should not include any line-items relating to travel charges unless there are circumstances out of the in-network contractor's control that would necessitate a travel charge be included in the estimate. A detailed Xactimate note should support the charge.

Recovery (Subrogation and Salvage) - The in-network contractor should assist the handling adjuster with:

- Preserving and documenting evidence with photographs as well as obtaining all information necessary for the pursuit of recovery (subrogation) when a third party may be legally liable for the cause of loss (supply line, appliance malfunction, etc.).

¹ The phrase "*Client Approved*," required by XactAnalysis is a universal electronic status that must be selected to complete the Xactimate estimate, so it will convey into *ClaimCenter (our Claims Management database)*.

- Ensure that the evidence chain-of-custody is conveyed to the handling adjuster.
- Recognizing salvage potential of any property or material related to the loss that may have value.
 - Assist the handling adjuster with taking possession of salvage items if buy-back options are rejected by the customer.

Handling Supplements – Supplements should be submitted within [REDACTED] of recognition, pending Client Approved¹ by Citizens for items agreed upon in advance, or where damages were hidden from view during the original inspection.

- Photographs should support supplemental line-items.
- Supplement(s) should be supported with Xactimate line-item notes.
- Supplement(s) should be broken out from the original estimate by **applying bold print** to the supplemental line-item(s) in the applicable room(s) accompanied with an Xactimate line-item note.
- Citizens may refuse payment for any supplemental item(s) that were not submitted for review and Client Approved¹ in XactAnalysis.

Releasing Estimates - It is the duty of the handling adjuster to provide the Client Approved¹ estimate to the customer; however, at the customer's direct request, an in-network contractor may produce only a Client Approved¹ copy of the estimate.

Payments/Deductibles - Unless otherwise noted, all applicable insurance policy deductibles should be applied to the estimate for the repairs of the loss-related damages:

- If EWRS is accepted by the insured, the customer will not be subject to their policy deductible or costs for services related only to water extraction and dry-out.
- MRP payments are subject to the following provisions:
 - 50% of the agreed-upon amount is to be issued, less the applicable deductible, after the contract is executed.
 - Remaining 50% of the agreed-upon estimate (and any approved supplements) will be issued upon receipt of the executed Certificate of Satisfaction (COS)
 - If building permits are applicable, supporting documentation of approved permits and cost(s) incurred are required and payable under the remaining 50% (not initial payment).
- Payments will be jointly issued to the in-network contractor, the insured and any additional insureds named on the policy for managed repair jobs only.
 - EWRS payments will be issued to the in-network contractor only.

Repairs Not Performed/Not Completed – The in-network contractor should ensure all work is completed in accordance with the scope/technical estimate.

- Change orders or credits affecting the agreed-upon scope of repairs are highly discouraged and may be rejected by the handling adjuster.
 - Any deviations from the approved scope of repairs must be submitted to the handling adjuster for review and memorialized in the file notes with supporting documentation.
 - Neither the insured nor the contractor will be paid for work that is not completed.
 - Any change orders that may otherwise increase Additional Living Expenses (ALE) should be immediately conveyed to the handling adjuster.

XactAnalysis – will be the communication conduit and document repository between the in-network contractor and the handling adjuster. The in-network contractor should utilize XactAnalysis to convey:

- All notes regarding

- Customer contact and inquiries
- Handling adjuster interaction/communications
- Estimate, inspection, and work delays with rationale of the cause(s)
- Exchanges for upgrades, change orders, etc.
- Estimates/Photographs/Documents
 - Are to be uploaded according to the referenced timelines and labeled appropriately.
 - Documents, sub-bids, and other supporting correspondence should be uploaded and labeled appropriately.
 - The correct workflow statuses and any mandates by Contractor Connection, where applicable, for:
 - Customer Contacted
 - Planned Inspection Date
 - Site Inspected
 - Target Start Date
 - Target Completion Date
 - Job Started
 - Job Completed
 - For EWRS, job completion is the date that the equipment is pulled, not the date the estimate is uploaded.
 - For GC repairs, job completion is the date that the Certificate of Satisfaction is executed by the insured.
 - Job Not Sold

Conclusion of GC Repairs – At the completion of the job, the in-network contractor's project manager should conduct a walk-through to:

- Ensure customer satisfaction
- Verify adequate workmanship
- Resolve any issues raised by the insured or handling adjuster

EMERGENCY WATER REMOVAL SERVICE (EWRS) HANDLING STANDARDS

Industry Standard – The in-network contractor should follow the [REDACTED] to ensure the appropriate standard of care is maintained throughout the EWRS process.

Adjuster Review – The in-network contractor should inform Citizens via claims.communications@citizensfla.com and document the rationale with photographs in XactAnalysis to obtain agreement for:

- Destructive tear-out
- EWRS exceeding [REDACTED]
 - The in-network contractor should continue to follow up with Citizens to make sure the rationale for additional drying protocols are received and discussed.
- Mold Remediation – See [Remediation \("Fungi", Wet or Dry Rot, Yeast or Bacteria\)](#)

Note: If the Adjuster agreement is pending, the in-network contractor should make daily attempts until a response is obtained.

Supporting Documentation – should be uploaded with the Xactimate estimate to include:

- Contractor Connection approved moisture analytics software, with:
 - [REDACTED] Daily [REDACTED]
- Photographs supporting:
 - Damages

- Demolition
- Mitigation equipment placement

If 'no moisture' is present at the onset of the job, the in-network contractor should submit 'moisture reading/mapping' documents to support these conditions.

Category and Class of Water Losses – The in-network contractor needs to convey either in Xactimate or XactAnalysis notes the category and class of water losses to support the drying techniques and proper equipment, as referenced in the [REDACTED] guidelines:

- Category 1
- Category 2
- Category 3
- Class 1
- Class 2
- Class 3
- Class 4

Service Fees – In reviewing the in-network contractor practices, the following protocols should be considered:

- **EWRS During Normal Business Hours** – Utilizing Xactimate codes WTR/TMP ESRVD should be limited to those Assignments where the in-network contractor receives the assignment between the hours of 8:00 a.m. – 5:00 p.m., local time, Monday-Friday.
- **EWRS After Normal Business Hours** – Utilization of Xactimate codes WTR/TMP ESRV should only occur in those Assignments where in-network contractor receives the assignment between the hours of 5:01 p.m. and 7:59 a.m., local time, Monday-Friday, all of Saturday and Sunday or in observance of a holiday when the in-network contractor's business would be otherwise closed.
- **Equipment Setup and Takedown** – Xactimate codes WTR EQ/EQA are the hourly labor codes utilized to setup, inspect, move and adjust, monitor and/or takedown and remove structural drying equipment. The following should be considered:
 - Travel time billing to/from the loss is prohibited.
 - Setup should factor and support the number of persons required, depending on the job size/severity.
 - Monitoring/takedown can normally be administered by one (1) technician and should be billed accordingly.
 - Equipment takedown should be administered during normal business hours unless reasonable rationale is provided to support after-hours charges.
 - Setup, monitoring, and takedown charges should be broken out separately in the estimate.
- **Equipment Monitoring** – is required daily and billed at one (1) hour per trip for normal jobs
 - Travel time billing to/from the loss is prohibited.
 - Contact the handling adjuster for approval on larger jobs requiring additional monitoring.

Note: Citizens reserves the right to exclude equipment charges for days that no monitoring was performed.
- **Equipment Decontamination & Application of Antimicrobial** – Charges should only apply to Category 3 (sewage, chemical toxins) losses or special circumstances, as warranted.
 - Fans and dehumidifiers are generally not placed prior to cleanup of contaminated fluids/liquids; therefore, decontamination charges are not typically warranted.

- Deviations should be supported with an XactAnalysis/Xactimate note.
- **Personal Protective Equipment (PPE)** – In response to market conditions in the emergency water mitigation/remediation industry, Citizens will consider certain personal protective equipment (PPE) and drying equipment decontamination charges as reasonable and customary to address safety and health concerns related to a public health crisis.
 - Utilizing Xactimate pricing, charges considered reasonable and customary will be limited to:
 - N-95 masks
 - Disposable gloves
 - The cleaning and disinfection of air movers and dehumidifiers (equipment decontamination)

Charges beyond the foregoing, which may include the cost of negative air scrubbers, HEPA vacuuming and filters, and Tyvek® style suits will not be considered reasonable and customary unless there is a simultaneous mold protocol requirement related to a covered cause of loss. Such additional charges should be considered only on a case-by-case basis and must be supported by a reasonable rationale as well as photographs, particularly if the charges arise within the context of the Contractor Connection Emergency Water Remediation Services program.
- **O&P for Emergency Skilled Trades** – Overhead and Profit (O&P) does not apply to Emergency Water Mitigation Service; however, from time-to-time the services of skilled trade(s) persons may be required to be coordinated by the in-network contractor
 - Such services would include an electrician to restore power, an HVAC technician to restore heating and/or air conditioning or a plumber to stop a leak, restore water or natural gas service.
 - O&P may apply to the skilled trade(s) required to facilitate EWRS.
- **EWRS Services Not Rendered** – If a in-network contractor is dispatched for EWRS and a signed contract cannot be obtained or services are deemed unnecessary, a [REDACTED] [REDACTED] may be submitted for consideration, utilizing the WTR BIDITM line-item code in Xactimate.
 - If access to the property is granted and no moisture is detected or there are other factors preventing services from being rendered, provide substantiating photos and any corresponding documentation.

Drying Equipment – Extraction Standards Evaluation Considerations

- **Dehumidifiers** – should be based on the room size, moisture levels, IICRC recommendations, etc., utilizing Xactimate codes WTR DHM, DHM>, DHM>>.
 - Large dehumidifier(s) should not be defaulted to, if the job doesn't entail the need because that is the only size they stock.

Note: Drying equipment should be billed at 24-hour intervals, not daily
- **Air Movers** – should be based on square footage and the appropriate air mover type utilized.
- **Wood Floor Extraction Mats** – should only be utilized in instances where it would be reasonable and customary to save hardwoods and subfloors, and further attempts to avoid sanding and refinishing.
 - If evidence suggests these outcomes would not likely be achieved, tear-out and traditional drying with fans and dehumidifiers should be considered.

Remediation ("Fungi", Wet or Dry Rot, Yeast or Bacteria) - If mold, mildew and/or rot is present, the in-network contractor should notify the handling adjuster to inform the customer

of their duties to mitigate any further damage. The in-network contractor should also consider the following procedures:

- Mold remediation means the removal, cleaning, sanitizing, demolition, or other treatment, including preventive activities of mold or mold-contaminated matter of greater than 10 square feet that was not purposely grown at that location, per IICRC standards.
- If there is evidence of mold contamination, the matter should be reported to Citizens for review to determine if the loss itself is covered.
- If the mold relates to a covered loss, the \$10,000 mold limit is the most we will pay for the total of all loss or costs payable for Dwelling, Other Structures, Personal Property and Loss of Use coverages, afforded on a calendar year, not on a per-claim basis.
 - Citizens will pay the insured and/or the insureds chosen mold remediator once coverage and the availability of limits have been determined.

Remediation (Asbestos and/or Lead Paint) - Asbestos and lead paint claims should be evaluated on a claim-by-claim basis. The in-network contractor should notify the handling adjuster and follow recommended protocols. Please consider the following:

- Homes built prior to 1978 may have the potential to contain lead. If these hazards are discovered as part of a covered cause of loss, the remediation, containment and disposal should be factored as mandated by governmental authority to facilitate repairs.
- All testing reports and related invoices should be uploaded to XactAnalysis documents. Consider Xactimate line-item codes HMR ASBTS/LEADS.
- HMR HEPAVAL for light HEPA vacuuming for the affected area involving the containment.
- The Asbestos/Lead Paint Remediation estimate should be written stand-alone and separate from any EWRS or permanent repairs.
 - This estimate and any related documents should be uploaded into XactAnalysis documents on either assignment in XactAnalysis if multiple assignments exist.
 - A copy of this estimate and any related documents should be sent to claims.communications@citizensfla.com.

SCOPE

The agreed scope of the loss should establish both covered and non-covered damages. Supporting photographs and sketch diagrams should be imported with the Xactimate estimate. The estimate should be well-documented with Xactimate line-item notes to support the scope rationale, where applicable.

Photographs – should be imported/uploaded via Xactimate to record damage, or lack thereof, and support the cause of loss. Photographs should be clear, not blurry, be annotated, detailed and include:

- Date taken and by whom
- Front elevation with verification of the risk address
- Support of the damages including damage close-up and room overviews
- Placement of all drying equipment
- Undamaged areas relevant to the location of the direct physical damage, i.e., undamaged cabinet faces, continuous surfaces, etc.
- Cabinet interiors, drawer side view, dovetail versus staple construction, etc.
- Correct labeling, correlating to the Xactimate sketch
- Roof slopes and pitch for applicable causes of loss including
 - Roof layers, drip edges, gutters, vents, jacks

Diagrams - For Xactimate sketch should follow the roof and/or risk floor plan relevant to the damages found and/or reported. **Pod (individual box) diagramming is prohibited.** Sketch diagram should include:

- Measurements +/- 3" of actual dimensions
 - Include ceiling height adjustments when appropriate.
- Doors, openings, reference areas and reference blocks 32 square feet (SF) or greater with the area under, behind, above factored out appropriately.
 - Reference areas/blocks include tub and tile surrounds, cabinets and built-ins, etc.
- Point of origin should be shown on the diagram. If the point of origin is unknown, note "point of origin unknown" on the diagram.
- Exterior elevations when relevant to the loss or damage
- Moisture Mapper®, MICA® or equivalent companion software program diagrams for EWRS are an acceptable alternative to sketching in Xactimate. However, the damage and point(s) of origin must be memorialized by the in-network contractor's inspection and photographs.

TECHNICAL ESTIMATE

Citizens currently utilizes the Xactimate estimating program to assist in the preparation of property damage estimates. After the inspection/assessment of dwelling and/or building losses, the completed undisputed damage estimate with photographs and sketch should be uploaded as follows. Reasonable rationale should support any delay if these requirement(s) cannot be met (i.e., awaiting expert report). All estimates from the in-network contractors should be written in a line-item format and categorized into individual rooms with no 'lump sum' categories:

- Within [REDACTED] of job completion for EWRS estimates
- Within [REDACTED] of site inspection for MRP estimates
- Within [REDACTED] for large loss estimates greater than [REDACTED]
- Any requests for estimate revisions should be processed and submitted within [REDACTED] unless mandated by specific unit protocols.

All estimates (excluding mold or comparative) should be submitted using the Citizens-approved XactAnalysis protocols.

Structure Estimations - All Xactimate material and line-item descriptions should not be manipulated, changed or revised. An Xactimate note should be entered to support the line-item. Please consider the following when preparing an Xactimate estimate:

- **Single Line Estimates** – All in-network contractor estimates should be written on a line-by-line basis in Xactimate and submitted through the XactAnalysis workflow.
 - The adjuster referral assignment should convey with the handling adjuster's completed estimate.
 - The in-network contractor should collaborate and change the estimate header to reflect their own corporate header and if necessary, adjust the Xactimate sketch and any line-items as necessary for Citizens' review and Client Approved¹ in XactAnalysis.
- **Price List** – Utilize the default Xactimate assignment received price list aligned to the appropriate risk zip code.
 - Reopens and/or supplements may require a more current price list for new and/or adjusted line-items aligned to the period of time that evolved from the time of the initial estimate.
 - Consult with the adjuster regarding coverage issues in these instances.
- **Repair versus Replace** - The estimate should include labor and materials relevant to the direct physical damage incurred.

- Adjustments should be considered between reparability versus replacement. The in-network contractor should use care regarding the potential for undamaged items, duplication of items and overlap of estimate items.
- Material quality – It is vital that the in-network contractor review line-item definitions for each quality style to determine the closest matching replacement product.
 - Material grade ratings utilized, other than average grade, should be explained in the Xactimate notes and supported with photographs.
- **Labor Hours** – Xactimate line-items normally include the labor assumptions built into the unit cost price. Factoring additional labor hours for these line-items is normally prohibited.
 - If an exception is warranted, the in-network contractor should provide supports via an Xactimate note and photographs.
 - Utilize Xactimate line-item descriptions to determine the labor assumptions included in the trade.
- **Supervisory Labor Hours** – should be supported when unique conditions exist at the loss.
 - Adjuster should be notified and if conditions otherwise warrant job supervision, the reasons should be documented.
- **Contents Manipulation** – should be utilized using CON ROOM<, ROOM, ROOM>, ROOM>>.
 - Avoid factoring labor hours in normal conditions.
- **Daily and Post-Construction Cleaning** - Xactimate supporting events factors daily set-up/clean-up of tools and equipment, debris removal and floor sweeping or vacuuming in the immediate workspace.
 - CLN FINALR (Final cleaning construction Residential) is permissible for post-construction cleaning in the affected room(s) and is:
 - Factored by the square footage of the floor area
 - Any additional cleaning should be reviewed with the handling adjuster.
 - CLN LAB or CLN GN should be avoided.
- **Matching/Uniformity** – Damages and repairs should be factored on a claim-by-claim basis when there is a question of matching surfaces to undamaged adjoining areas. All factors involved including, but not limited to, the repair and replacement costs of undamaged areas, uniformity and the remaining useful life of undamaged areas and Florida governing statutes should be considered, addressed, and documented. The following should be considered when addressing uniformity:
 - Closed doorways and other natural breaks
 - Continuous or vertical runs of tile, wood or laminate flooring
 - *State of Florida Matching Statute 626.9744*, which can be found at: <https://www.flsenate.gov/Laws/Statutes/2011/626.9744>
 - Matching is not applicable to commercial losses
 - Cabinet uniformity
 - Attempt to match damaged section with like kind and quality.
 - Rebuild boxes, reuse doors and/or faces, reface, replace doors only, etc.
 - Detach and reset undamaged cabinet hardware when applicable.
 - Siding uniformity
 - Attempt to match damaged section or elevation with like kind and quality.
 - ITEL® should be utilized to determine product availability by manufacturer, style, name and other same physical specifications.
 - Harvesting from an alternate elevation
 - Floor covering uniformity
 - Doorways with closable doors

- Transition strips
 - Staircases, steps or multi-levels
- Paint uniformity
 - Corners, door openings (with or without doors), trims or moldings
 - Material transitions such as drywall to tile
- **Drywall** – Consider the following when estimating for drywall:
 - Many drywall applications include texture. Review Xactimate line-item definitions closely to avoid duplication of texture line-items for walls and ceilings.
 - DRY 5/8 or 5/8- is the common interior ceiling application pursuant to the Florida Building Code. It is also the thickness used for both walls and ceilings in attached garages.
 - Verify the drywall thickness (DRY ½ vs DRY 5/8) and use the appropriate code. The following are common examples of drywall line-items:
 - (DRY ½) Ready for paint
 - (DRY ½-) Ready for texture
 - (DRY ½+) Heavy texture, ready for paint
 - (DRY ½++) Smooth wall finish
 - (DRY FT) Hung and fire tape only
 - (1/2 H) Hung only (with no tape or finish)
 - (DRY LF) up to 2 feet (when drywall has been removed on the lower portion of the walls)
- **Paint** – Consider the following when estimating for paint:
 - When drywall, plaster, popcorn and/or texture is replaced, sealer/primer should be applied (PNT S, S- or PNT S<).
 - Reasonable rationale should support when more than two (2) coats of paint are required.
 - Rooms with large or long walls and those with large amounts of natural light such as a great room that may require more than one (1) coat of paint. Extra coats should also be considered when walls are custom painted, have an unusual finish or when there is an appropriate reason. The reason for the extra coat(s) should be explained in an Xactimate line-item note.
 - When plaster is replaced, all repaired walls and/or ceilings may also require two (2) coats of paint due to the differing absorption rates of plaster versus drywall.
 - While Xactimate includes some contents manipulation factored into the unit cost price of paint line-items, rooms with a large number of items or with very large items may require additional personal property manipulation (CON ROOM<, ROOM, ROOM>, ROOM>>).
 - An allowance for extra masking may be appropriate in rooms with chair rails, picture rails, base, and crown moldings (PNT MASKLF, MASKLFT, calculated by the perimeter ceiling (PC) or linear footage (LF) of the area).
 - Switch/outlet covers and dropping of standard light fixtures are included in the unit cost price of paint line-items in Xactimate.
 - Professional painters normally use their own, reusable canvas drop cloths to protect floors. If additional protection is required, consider PNT MASKSF calculated by the square footage (SF) of the floor and/or CON PROT by square footage for the area of the manipulated contents that may remain in the affected room.
- **Wall and Ceiling Texture** – Consider the following when estimating wall and ceiling texture:
 - The accepted repair technique for acoustic (popcorn) ceiling texture is to scrape and re-texture the continuous ceiling (DRY AC). When applying acoustic (popcorn) texture, the surface should first be sealed (PNT S, S-) as a separate operation to allow the proper adherence of the popcorn texture.

- For textures other than acoustic (popcorn) (i.e. knockdown), when blending/feathering texture is not feasible to reach uniformity, the accepted repair technique is to apply a smooth/skim coat (DRY TEX++) from angle-to-angle before reapplication of the primary texture.
- Masking the perimeter ceiling (PC) of walls (PNT MASKLF), square footage (SF) of the floors (PNT MASKSF) and light fixtures/ceiling fans (PNT MASKL-/MASKL) should be factored when applying popcorn texture to a ceiling.
- **Plaster** – Consider the following when estimating plaster since there are many types of plaster/lath combinations:
 - Determine the correct grade and/or makeup of the wall or ceiling surfaces. If the in-network contractor is unable to determine the type of lath, 1/2" gypsum blueboard (PLA G2) should be factored.
 - When estimating to repair an isolated area of plaster on a wall or ceiling surface, factor for the actual square footage of repair and include for a thin coat of plaster (PLA THIN) over the entire surface of the wall or ceiling that is being replaced.
- **Wallpaper** – The in-network contractor should consider the following when estimating wallpaper:
 - If any portion of wallpaper is damaged, the wallpaper on all adjacent walls should be removed and replaced. Should any of the adjacent walls continue without a natural break into any adjoining room(s), the adjoining room(s) walls should also have the wallpaper removed and replaced.
 - The wallpaper price in Xactimate does not include prep work (WPR PREP) when it is installed over surfaces where the old wallpaper was located.
- **Flooring (Roll Carpet and Sheet Vinyl)** - The following methods of calculation should be used to determine the quantity of roll carpet and sheet vinyl flooring:
 - Xactimate's Floor Wizard tool in sketch
 - The "Drop and Fill" method – should be supported with rationale in an Xactimate line-item note.
 - **Xactimate's 15% flooring waste default for these items should not be utilized.**
 - The Xactimate Floor Wizard tool preferences should be set to use scrap with the following parameters:

Carpet and Vinyl	
Maximum Fill Pieces	4
Minimum Fill Cut Length	2'
Minimum Fill Cut Width	2'
Roll Length Overcut	3"
Seam Allowance Overcut	3"
Stair Overcut	1"
<input checked="" type="checkbox"/> Use Scrap	

- The appropriate code to address additional layers of vinyl is FCV AVALR.
- The vinyl flooring replacement does not include prep work (FCV PREP) when it is installed over surfaces where the old vinyl was located.
- **Flooring (Wood)** - Typically sand-in-place hardwood floor refinishing involves two coats of finish which is included in Xactimate FCW FIN/FIN+ codes:
 - The in-network contractor should support if additional coats of finish (FCW FINADD) are required.

- Consider a dustless sanding upcharge (FCW FINDS) in order to minimize the amount of dust inherently created in this trade to avoid the necessity for additional post-construction clean-up.
- Designs or diagonal installation may require additional cost. Consider adding for diagonal installation such as FCW (FCT, TIL) DIAGADD.
- When carpet is laid over hardwood and both are damaged to the extent that they cannot be cleaned or repaired:
 - Replace the carpet.
 - Repair hardwood with like kind and quality.
- **Tile, Marble, Stone** - The following should be considered, when estimating these items:
 - Mortar beds (FCT MORTAR) and cement backer board (FCT BCEM1/4) are typically not included in Xactimate tile line-items and should be considered when necessary.
 - Additional labor cost may be required when removing tile, mortar, thinset or mastic from a concrete slab, terrazzo, or other solid foundation substrate. Factor such codes as FCT CNCRM when necessary.
 - Discolored grout can be replaced, repaired and/or cleaned (TIL, FCS and FCT GROUT).
- **Abandoned Flooring Surfaces** – If any floor covering(s) is/are placed over a previous floor covering, the underlying floor covering is considered abandoned. Any abandoned flooring may reasonably require a repair, if damaged. However, adjustments for uniformity or matching should not be considered to the abandoned floor covering.
- **ITEL Utilization** – ITEL should be utilized for the replacement of roll carpeting, vinyl sheet goods and hardwood and laminate flooring when one, or more, of the following evaluation criteria exist:
 - Coverage has been verified by the adjuster.
 - 100 square feet (SF) or more of the same floor covering in the affected area(s)
 - Floor covering other than average grade (AV), without documentation detailing the quality rating
 - A dispute exists regarding the quality rating and/or replacement cost
 - The in-network contractor should factor the Xactimate FCC (FCV, FCW) NFCCP (National Floor Covering Program) code that automatically adjusts to the labor assumption by zip code; however, the ITEL material cost must be input through the Components tab.
 - The in-network contractor should utilize the Xactimate ITEL Submit Form feature to automatically import the material cost into the applicable flooring line-item(s).

Note: If ITEL is required, but not utilized, reasonable rationale should be documented.
- **Debris Removal** - Debris removal should be put into individual line-items to reflect the accurate cost associated with the removal of debris from the loss location. If the amount to be paid for the actual damage to the property plus the debris removal expense is more than the limit of liability for the damaged property, refer to the handling adjuster to determine if an additional 5% of that limit of liability is afforded:
 - Typically for small amounts of debris removal, users may account for partial loads by using a fraction in the quantity field (ex. .5 may be entered for 1/2 load or .25 for 1/4 load etc.).
 - Review Xactimate line-item descriptions for appropriate debris removal options:
 - DMO PU
 - DMO DTRUCK
 - DMO DUMP<, DMO DUMP, DMO DUMP>, DMO DUMP>>

- Consider, if applicable, DMO labor hours for cartage of debris transport to onsite dumpster.

Personal Property Damage Estimating – The servicing adjuster will assist the in-network contractor with determining salvageable vs non-salvageable personal property. The following should be considered:

- **Memorialize with photographs**

- The in-network contractor should support the rationale of all contents handling with photographs of packed boxes prior to sealing to support labor hours, capturing the contents within and include the name of the involved room.

- **Contents cleaning**

- Use Xactimate line-items in the CEL, CGN, CHF, CLM, CLN categories to itemize for furnishings and related items per involved room.
- For smaller items, use CGN BRIC factored per-item to clean miscellaneous bric-a-brac/knick-knacks.
- If use of additional labor hours becomes necessary, factor the equivalent trade labor Xactimate line-items, supported by rationale in an Xactimate note.

- **Non-salvageable personal property**

- Determine with the handling adjuster if an internal Contents Unit referral was established.
- Itemize a list of non-salvageable items utilizing a spreadsheet in the following manner to be uploaded into XactAnalysis documents:

Item #	Quantity	Item / Description	Make / Model #	Room Involved
1				
2				
3				
4				

- **Pack-outs**

- If the loss involves moving the contents out of the structure and into a Pod or offsite storage facility or warehouse, factor the Xactimate line-items using:
 - CPS LAB broken out room-by-room for large furnishings. Rationale for the hourly charges should be supported in an Xactimate note.
 - The CPS category by box size such as CPS BXBLE on a per-box basis for the box, packaging tape, labor to evaluate, pack and inventory smaller personal property items.
 - CPS STOPC, TR, STOR, etc., to factor for the Pod, transportation method and offsite facility rental.
- Factoring supervisory labor hours such as CPS LABS should be utilized only in circumstances where the supervisor is working in tandem with the laborers and assisting them with their tasks.
 - These charges must be pre-approved by the handling adjuster and invoiced based on the actual job duration, accompanied with proper documentation.
- Time sheets for all CPS LAB/LABS codes should be uploaded into XactAnalysis to support the use of related Xactimate line-items.
- Photographs uploaded to XactAnalysis should memorialize any pack-out.

Estimate Components

- Overhead and Profit (O&P) - should be considered when, based on the complexity of the job, coordination of repairs by a in-network contractor as a General Contractor would reasonably be required:
 - O&P should be calculated as 10% overhead and 10% profit, not cumulative.

- Generally, O&P is excluded from the following trades, if not being supervised by a GC:
 - EWRS
 - Mold remediation
 - Personal property cleaning being conducted by a water mitigation contractor
 - Dwelling cleaning (not including post-construction GC repairs)
 - Personal property pack-out
 - Work performed by insured
 - Roofing only project
 - Flooring only project
- **Labor Minimums** - Xactimate Labor Minimums will automatically adjust the labor component for all same-trade totals to make sure there is enough labor allocated to complete the repairs. The in-network contractor should consider the following:
 - The Citizens profile should be set to *Apply Labor Minimums*.
 - Once the estimate is complete, each individual *Labor Minimum* charge should be reviewed by the in-network contractor and a determination made whether it is applicable. If the *Labor Minimum* does not apply, the *Apply* should be unchecked.
 - If a single tradesperson is expected to perform the task(s), the *Labor Minimums* may need to be turned off.
 - Line-item minimums, such as DRY MN, INS MN are prohibited.
- **Sales Tax - Tax Jurisdiction** in Xactimate estimate *Parameters* is factored based on location of the risk. The in-network contractor should be familiar with the applicable sales tax that can vary from county-to-county.
- **Ordinance and Law** – The handling adjuster will inform to the in-network contractor whether there is Ordinance and Law (O&L) coverage, referring to the specific policy provisions regarding the limit of liability, pursuant to any state, county or municipal law requirement on building code upgrades related to the loss.
- **Permits and Fees** - Permits and fees should be paid based on actual costs documented by the in-network contractor or estimated based on the municipal jurisdiction building code requirements. Such charges, if excessive, should be supported via on-line local city/county websites or the local building code enforcement office.
- **Sub-bids** – Factoring sub-bids as a single line-item entry is prohibited if Xactimate line-items are available in the software tool.
 - If the specialty trade on a sub-bid cannot be broken out by Xactimate line-item entry, the in-network contractor should ensure that:
 - The sub-bid is itemized for material and labor and not factored as a lump sum.
 - The corresponding trade *Category*, i.e., Plumbing and the *Selector* of BIDITM are utilized.
 - Any O&P and/or sales tax reflected in the sub-bid are not duplicated by the software calculations.
 - The use of the sub-bid is supported with an Xactimate note.
 - The sub-bid is uploaded into XactAnalysis documents.

CLAIMS QUALITY ASSURANCE REINSPECTION PROCESS

Citizens' Staff Reinspectors/Auditors will conduct random in-network contractor quality assurance audits, to address:

- **Customer Service/General Program Administration Reviews** – will be reviewed to identify behaviors and trends for:
 - Customer contact
 - Utilization of XactAnalysis notes and timestamps
 - Customer/Adjuster interaction throughout the EWRS/MRP

- **Scope/Technical Estimate/Work-Product Reviews** - can occur with an onsite assessment at the customer's loss location or by desk audit. The QA review will address those services:
 - Are within reasonable and customary industry trade standards
 - Utilized appropriate Xactimate line-items, pricing and components
 - Reflect all itemized work was completed in accordance with the scope and in a quality manner
 - Any work not completed will be reviewed with the customer to ensure alternate means to offset other portions of the estimate were addressed and handled appropriately.
 - In adherence to Emergency Water Removal Service and Managed Repair Program Best Practices and Estimating Guidelines.
- **Quality Assurance Reinspection Reports** – will be administered through a Contractor Connection program liaison to the in-network contractor.
- **Estimate Leakage** on accepted assignments, captured through the technical estimate variance report, shall be reimbursed to Citizens, if the monetary value of the non-adherence is:
 - >\$250 for EWRS
 - >\$500 for MRP
- **Rebuttals/Contentions** – The Contractor Connection program liaison will handle any in-network contractor rebuttals/contentions through the Citizens' QA Administrator, should there be a discrepancy in the QA audit findings.
 - Supporting documentation may be required to validate the in-network contractor's rebuttal.
 - Re-evaluations will be conducted and revisions, if applicable, will communicated through these channels.
 - The sub-bid is uploaded into XactAnalysis documents