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Contact: South River Restoration,  
1001 Prince Georges Blvd., Suite 100  
Upper Marlboro, MD 20774

## SOUTH RIVER RESTORATION AMONG CONTRACTOR CONNECTION'S 2011 TOP PERFORMERS

UPPER MARLBORO, Maryland; May 18, 2011, Thousands gathered for the 2011 Crawford Contractor Connection Conference in San Diego, California. Crawford Contractor Connection is the largest network of restoration and managed repair contractors for the insurance industry. Their incredibly strict standards of participation make this a group of the most qualified restoration and contracting firms across the US. Their annual conference is one of the industry's largest gatherings of restoration professionals.

South River Restoration has been recognized as the Top Mitigation Contractor for the Central District. It has also been ranked in the Top 10 General Contractors throughout the entire United States.

The ranking of contractors throughout the regional districts and nationwide is based on a variety of performance standards that are measured throughout the entire year.



- TIP (Time in Process) is evaluated from the initial phone call through the course of the project to the completion of the project. Each milestone is timestamped and a contractor is required to maintain a TIP within the set requirements of each milestone, down to the minute.
- Accuracy in estimating is another measure of performance. Estimates must be delivered in a timely manner and to the exact specifications of the insurance carrier, to prevent their return and delays in approval.
- Customer Service Surveys are performed by Crawford Contractor Connection with random homeowners throughout each month and the contractor is independently measured on a scale of 1 to 5.
- Re-inspections are performed to ensure that the work performed by the restoration and general contractors is of superior quality and completed to the homeowner's expectations.

For South River Restoration to have been acknowledged as a top contractor within the Contractor Connection network is quite an honor for us, as we appreciate the top quality of our competition. As always, we will strive to do our best and be the standard against which others are measured.

### About South River Restoration

Since South River Restoration's founding in 1998, it has grown and evolved into one of the country's most specialized disaster recovery specialists. South River Restoration is a one-stop resource for any disaster, from small floods and sewage backups to complete reconstruction due to fires, hurricanes and more. Our team guides clients through the process from start to finish. We give back what disaster took so that our customers can get back to business.

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