

Code of Ethics & Competency Standards Guide



Baton Rouge
Prairieville
Denham Springs
Gonzales
225-317-1992



How to Choose the Right Plumbing Company

Dear Friend,

In selecting a plumbing service provider to perform repairs or installation in your home or business, it is important to take a number of things into consideration (beyond cost, which of course is an important consideration). When it comes to the water or gas infrastructure integrity of your property, you should always make sure you are getting the best professional plumbers available.

If you aren't sure of the qualifications of your plumber, you need to be. It is for this reason Mock Plumbing has assembled this guide to better inform you of what you should look for in a plumbing services company, and to inform you how Mock Plumbing stacks up to these industry standard requirements that should be the minimum requirements you expect to be able to earn your business.

We don't want your business unless you feel 100% comfortable that Mock will deliver to your highest expectations.



What You Should Look for in a Plumbing Services Provider

Customer Service Reviews

If you search the web for the most trusted and highly professional plumbing companies in Louisiana, you'll discover that **Mock Plumbing** tops the list.

Mock is without a doubt the best plumbing company in Baton Rouge, garnering the most 5 star customer service ratings of any service provider in Louisiana. Thanks to our exemplary service and expert technicians, we remain the best in the industry despite the emergence of many new companies. Mock even received the award for Super Customer Service from the Verified Reviews website, Angie's List:



We're running out of room for all our awards!

Mock has the most 5 Star Customer Feedback Ratings of ANY service provider in Louisiana! Thank You!

MOCK IS SIMPLY THE BEST

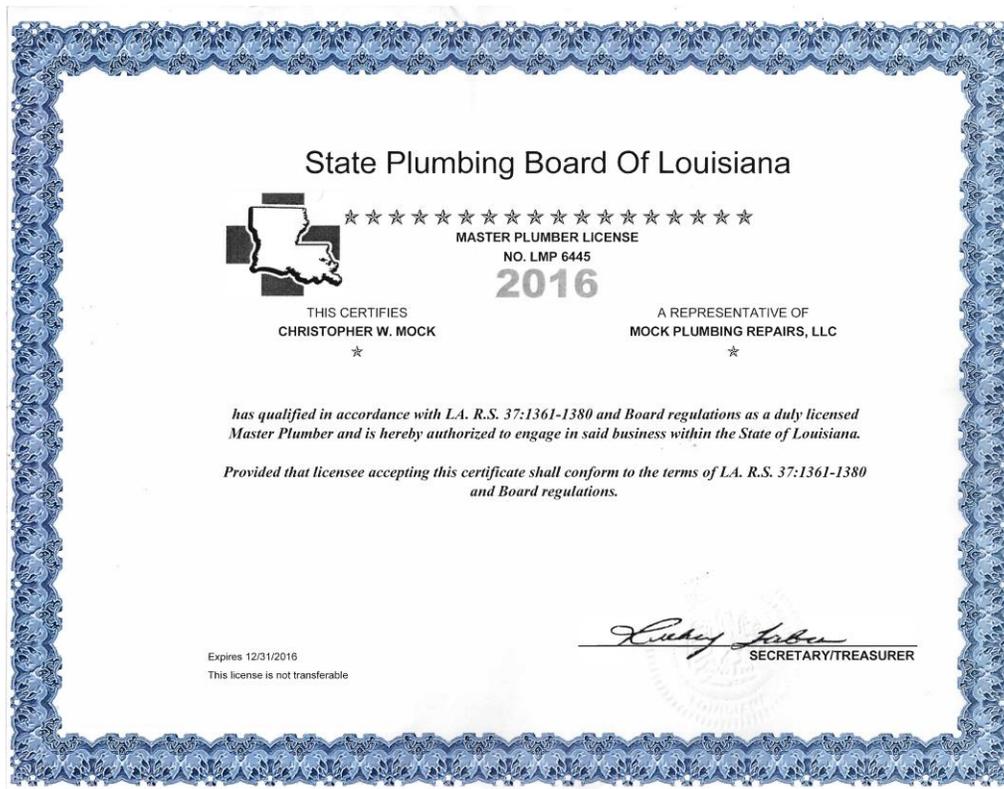


While Mock is rated the #1 Plumbing Services Provider in Louisiana, it is important to remember that Mock is also the best rated service provider for gas leaks and outdoor yard drainage as well.



State Licenses and Certifications

When selecting a plumber (or any service provider), it is important to take their business integrity into consideration to ensure your money is well invested. In that effort, it's important that your service provider be licensed to do the work in the state where you live. Believe it or not, there are hundreds of working plumbers who are **NOT** licensed in Louisiana, and who are performing work **illegally**. And you can count on the probability that if they don't have a license, they also probably don't have business insurance to cover your home if they cause damage or deliver faulty workmanship that destroys your home. Mock Plumbing is a Licensed Master Plumber in Louisiana:



Don't be caught in a bad situation by hiring a plumber who does not carry insurance to cover potential issues.

Contractor's Licenses

Although not required in the State of Louisiana, Mock Plumbing also goes out of our way to maintain a General Contractor's License, which is required by law for any job over \$10,000, and is a benefit when making substantial alterations and modifications to your home. If an unlicensed contractor makes modifications that are not within code, you won't be able to sell your home until they are fixed. You won't have this problem with Mock.



Professional Business Insurance Coverage

Everyone makes mistakes from time to time. No one is perfect. But when a service provider who is doing work on your home makes a mistake, it could cost you thousands of dollars if that service provider is not properly insured to repair any damage caused by gross negligence.

Mock is carries \$1,000,000 in insurance coverage to mitigate any issue. Thankfully due to the competency and quality of our plumbing service providers, we have not found a need to utilize our coverage.

ACORD®		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY)		
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.				01/11/2016		
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).						
PRODUCER TWFG Insurance Services, LLC		CONTACT NAME: TWFG Insurance Services, LLC PHONE (A/C, No, Ext): E-MAIL ADDRESS: info@mockplumbing.com		FAX (A/C, No): INSURER(S) AFFORDING COVERAGE NAIC #		
INSURED Mock Plumbing Repairs LLC 17403 Lake Iris Ave. Baton Rouge, LA 70817		INSURER A: Lloyd's of London INSURER B: LWCC INSURER C: State Farm INSURER D: INSURER E: INSURER F:				
COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:		
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.						
INSUR LTR	TYPE OF INSURANCE	ADDL SUBR	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO. <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:		LAL-00000XXX69-00	01/11/2016	01/11/2017	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPOP AGG \$ 2,000,000
C	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS		2XXXX74-F08-18, 2XXXX03-F08-18	12/08/2015	06/08/2016	COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ 100,000 BODILY INJURY (Per accident) \$ 300,000 PROPERTY DAMAGE (Per accident) \$ 100,000
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB OCCUR CLAIMS-MADE DED RETENTION \$					EACH OCCURRENCE \$ AGGREGATE \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N Y N/A	1XXXX-A	06/01/2015	06/01/2016	PER STATUTE OTH-ER E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)						
Plumbing Repairs						
CERTIFICATE HOLDER			CANCELLATION			
Mock Plumbing Repairs LLC 17403 Lake Iris Ave. Baton Rouge, LA 70817			SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 			
ACORD 25 (2014/01) The ACORD name and logo are registered marks of ACORD. All rights reserved.						

Background Checks of Employees

When you call a service provider to do work inside your home, many times you are opening the door to a complete stranger. It is for this reason that Mock takes the extra steps to ensure the technicians we send to your home are not only qualified to do the job, but also trustworthy and without criminal record.

Mock completes a background check for all employees, as reported through BeenVerified.



Free Written Estimates

Any good service provider should supply written estimates of services. Mock Plumbing knows cost is always a consideration, and it is for this reason that we keep our prices reasonable, and always provide a free estimate of costs before beginning work. It is also our policy of not performing work that will overcharge that estimate by more than 10% until we have your permission to do so. Part of the reason Mock receives so many 5 star reviews is because we come in within our estimates, and perform exceptional work for the money we charge.

The Mock Guarantee:

If you are unsatisfied with Mock Plumbing's services for any reason, we will come out and repair it for free.