

Water Loss Prevention Program for Commercial Clients

CHUBB®



At Chubb, we know from experience that non-weather interior water damage can cause significant damage to properties, with losses ranging well into millions of dollars due to **burst pipes, roof leaks, overflowing toilets, and leaking equipment.**

These types of water damages can cause disruption in commercial property owners' business operations such as lost rents, relocation costs, and reputational damage.

Non-weather-related water damage is one of the leading causes of loss for businesses. Key findings from Chubb claims data over the past two decades include:

1. Water damage was the 2nd most common cause of loss to commercial property. Fire damage losses were the leading cause of loss.
2. Frequency and cost of water damage losses trends have continued to increase led by high rise commercial buildings
3. Domestic plumbing is a primary culprit of water damage in all types of commercial buildings
4. Small leaks can cause major damage if undetected, even for just a few hours

Internet of Things (IoT) Sensors for Water Detection

Chubb has partnered with leak detection vendors that can provide a wide range of water leak management **solutions**, including both “flow based” and “point of leak” devices that monitor water leaks due to frozen pipes, pipe bursts and temperature fluctuations, and providing notifications when leaks occur, remote monitoring and 24/7 customer service.

Alerts via email, text and phone calls can notify building management of the exact location of a leak, thereby helping avert catastrophic losses, and in some instances devices can shut-off the main water line when a “flow based” system is installed.

Leading Sources of Water Damage



Roof



Pipe Breaks



Spinkler Leaks



HVAC



Water Heater



Toilets

“Point-of-leak” sensor systems are wireless, battery powered and easy to install. These systems use Long Range Wide Area Network technology to communicate with secured servers without interfering with a client’s current communication channels and send alerts to 24/7 building maintenance staff or front desk security.

In instances where staff or security are not available 24/7, “flow-based” systems can provide added protection as the shut-off valve automatically closes the water line when an unusual flow is detected.

“IoT sensor systems act as a virtual watchdog and have saved Chubb and our clients multi-million-dollar losses based on a pilot that is currently under way, confirming that sensor technology solution does perform” says Hemant Sarma, Chubb’s Digital IoT Manager.

*“Partnering with our customers in this way, transforms our role from repair and replace to **predict and prevent**,”* according to Sean Ringsted, Chief Digital Officer at Chubb Ltd.

Chubb commercial property insureds are eligible to access Chubb’s panel of leak detection vendors that provide:

- Complimentary estimates of sensors that may be helpful
- Real-time alert notification via email, text or phone
- 24/7 customer service for technical and any alerts
- Remote monitoring

In addition, clients can access Chubb’s wealth of technical resources and best practices. Chubb Global Risk Advisors has developed in-house proprietary tools to assist clients in assessing potential water damage. Services include, but are not limited to:

- Review of building facility systems
- Assessment of building envelope & roof covering
- Assistance curating water damage mitigation plans
- Training and best practices by occupancy and industry
- Drone roof inspection program

Contact Us

To learn more about our Water Loss Prevention Program and risk engineering solutions, please contact your Chubb Underwriter:

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