

Water Leak Detection

Embue leak detection results in \$175 average savings from water and mold damage per apartment per year

- Water damage is the #1 source of property insurance claims for multifamily operators (NMHC)
- 70.2% of operators filed water damage claims in 2022 (1)
- Property insurance costs have risen 26% in 2022 (1)
- Property insurance increases were as high as 120% year over year (1)
- According to the Southface Institute, water and sewer rates continue to rise. By 2030, the cost of water is projected to reach \$25 per 1,000 gallons and \$45 by 2040 (2)
- 90% of incidents involving water damage in multifamily impact multiple units (2)
- The average cost of restoring water damage in multifamily buildings is approximately \$3,300, or between \$3 and \$7.50 per square foot. On the high end, restoring blackwater damage can go as high as \$15,000(3)

Multifamily Leak Detection Helps Insurance Rates, Reduces Water Usage, Protects the Asset

Detecting water leaks, both big and small, is becoming more critical for multifamily owners and operators as they struggle to keep insurance rates down, reduce water costs, and protect their assets.

Inside a building, water damage can arise from a number of different sources including frozen and burst pipes, leaks from washing machines, water heaters, kitchen appliances, and bathrooms, and malfunctions in boiler rooms, pumps rooms and other central equipment. Undetected, water leaks can quickly and easily spread across multiple units, displacing residents and causing thousands to hundreds of thousands of dollars in damage to the building from both water and mold.

Left unattended, water leaks can become catastrophic, yet are preventable events.

According to NMHC, water damage is the number one source of property insurance claims for multifamily operators, with 70.2% of operators filing claims in 2022, resulting in price hikes and forcing operators to increase deductibles for policies with increased limitations and reduced coverage amounts.

Water leak detection is one mitigation strategy that makes the property more attractive to insurance carriers, which can help to reduce premiums as well as damage costs.

Embue Leak Detection Solutions: Fast Detection and Notification is Key

Every second matters when it comes to water leaks.

Early detection can mean the difference between having a property manager take action with a mop or having the property sustain thousands of dollars in damage and affecting residents and units on multiple floors.

Embue water leak sensors automatically detect the presence of water and send actionable alerts to property managers through Embue Super, Embue's property-wide dashboard.

Sensors can be installed in minutes and are designed to minimize disruption to property maintenance staff and residents. Embue's range of sensors can help detect leaks throughout the building, protecting:

Embue can use several different criteria to determine the best fuel source, including:

- **Mechanical room equipment:** Detect water from sump pumps, malfunctioning boilers, failures in plumbing connections, pump seals, and overpressure problems that blow out relief valves or pipe connections.
- **In-unit equipment:** Detect water stemming from malfunctioning appliances in kitchens, toilets and sinks in bathrooms, washing machines and hot water heaters.



USE CASE

Boiler Room Leak Detection

Property

- Senior affordable
- 2 buildings
- 300+ units
- 9 stories

"We decided to put Embue leak detection into several of our properties to provide instant, early warnings to potential problems so we can respond faster and reduce potential damage."

This property in New England had a major leak shortly before Christmas 2022 when a 3" steel pipe froze and burst in the boiler room.

The property's maintenance team is typically on call at night and on weekends and its property maintenance supervisor was first made aware of a potential issue when he received a "no heat" call while attending the company holiday party. He immediately went to the boiler room and discovered two feet of standing water and three out of four boilers not working.

In the end, the boilers needed to be replaced, at \$120,000 each – for a total of \$360,000 – with additional costs for clean up and staff overtime.

"Water leaks are the number one most expensive issue we face as a multifamily operator. In this particular case, we were completely unaware there was a leak and the time it took to discover it cost us a significant amount of money. Fortunately, we were able to provide heat to the building using the one boiler that was unaffected but we were scrambling," said the portfolio's director of facilities. "We decided to put Embue leak detection into several of our properties to provide instant, early warnings to potential problems so we can respond faster and reduce potential damage."



About Embue

Embue's smart building platform for multifamily portfolios provides whole building intelligence, automation and control to give owners and managers visibility and control of every apartment, common space and piece of equipment in the building. Embue provides end-to-end insight and control of the entire property, monitoring for resident discomfort and harmful conditions, like water leaks and high humidity, and makes the property more efficient to manage through a dashboard that provides control, automation and insight property-wide.

With Embue, apartment buildings can become 25% more energy and carbon efficient and staff 30X more efficient on key tasks. Embue is installed or under contract in 7,000+ units at major national portfolios, with a rapidly growing footprint in 10 states and is headquartered in Worcester, Mass.

Interested in learning more about Embue?

Contact us today for a customized building analysis and recommendation on how Embue can work with you to deliver cost savings and comfort.



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