Client Case Study

The Challenge

Modern buildings contain a complex web of individual water systems: Domestic water, chilled water, hot water circuits, irrigation and others. Each has its weak points, whether deterioration from ongoing use and age, or from faulty installation or materials.

As a leading P&C insurer, The Hartford is all too familiar with the damage and costs of water leaks. These leaks can begin unnoticed behind walls or underground, or on higher floors, from where water rushes down. These disasters cause damage to equipment and furnishings and can trigger temporary business disruption and costly repairs.

The Goal

The Hartford's goal was to reduce disruptive water leaks for their customers and demonstrate the capabilities and benefits of this technology in a real operating environment.

Moreover, the Hartford is an environmentally conscious corporation; it had set corporate-wide sustainability goals, including cutting water consumption by 15% by the end of 2022, a period of approximately three years.

Client Overview:

The Hartford (NYSE: HIG) is a leading property and casualty (P&C) insurance carrier, selling primarily through a network of independent agents and brokers. The Hartford is dedicated to leveraging emerging technologies to improve customer experience and outcomes, and is a long-time proponent of sustainability initiatives and environmental stewardship.

- Founded: **1810**
- Employees: **19,500**
- Revenue: **US $16.9B**
- P&C written premiums: **$11.5B**
- Fortune Ranking: **156**
- **No. 6** commercial multi-peril carrier
- Website: **TheHartford.com**

Learn more at **www.WINT.ai** or email: **sales@wint.ai**

The Method

In its search for a technological solution to prevent water leaks for their customers, The Hartford conducted a successful experiment within its own 22-floor headquarters in Hartford, CT.

In February 2020, the company installed the WINT system to monitor all water consumers on every office floor, as well as cooling towers, heater infrastructure, chilled beams, and HVAC heat exchangers. WINT devices were installed in key locations along the building's plumbing infrastructure to detect leaks in real-time using artificial intelligence; these devices alert The Hartford's facilities management staff and automatically shut off water as needed.

> " *WINT has been able to detect even the tiniest leaks so our facilities are now protected from the risk of water damage. We saved tens of thousands of dollars in wasted water, and reduced ongoing consumption by 15%, achieving the Hartford's three-year sustainability goal within less than a year.* "
>
> -The Hartford Facilities Management Lead

Key Success Metrics

Over an eight month period:

- Detected over 100 leaks and issues
- Identified 5 equipment malfunctions in the facility's cooling and heating systems
- Saved over 1.5 million gallons which would have otherwise gone to waste
- Reduced ongoing water consumption by 15% - will benefit the Hartford for the long term
- Achieved the company's 3 year sustainability goal within 8 months

The Result

Over an eight-month period, WINT detected over 100 leaks and water-related failures across the plumbing infrastructure, including domestic water, chilled water, heating and cooling towers, in addition to wasteful use of water.

The Hartford's Facility Management team received alerts and reports in real time to fix issues and optimize water use. Most of the issues were not major crises like burst pipes, but rather ongoing water-wasting leaks that are extremely difficult to identify. As a result of the pilot, The Hartford recognized the technology's efficiency in detecting even hidden leaks and water-related issues. Moreover, The Hartford reduced its ongoing water consumption by 15%, saved tens of thousands of dollars in wasted water, and achieved its three-year sustainability goal within less than a year.

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