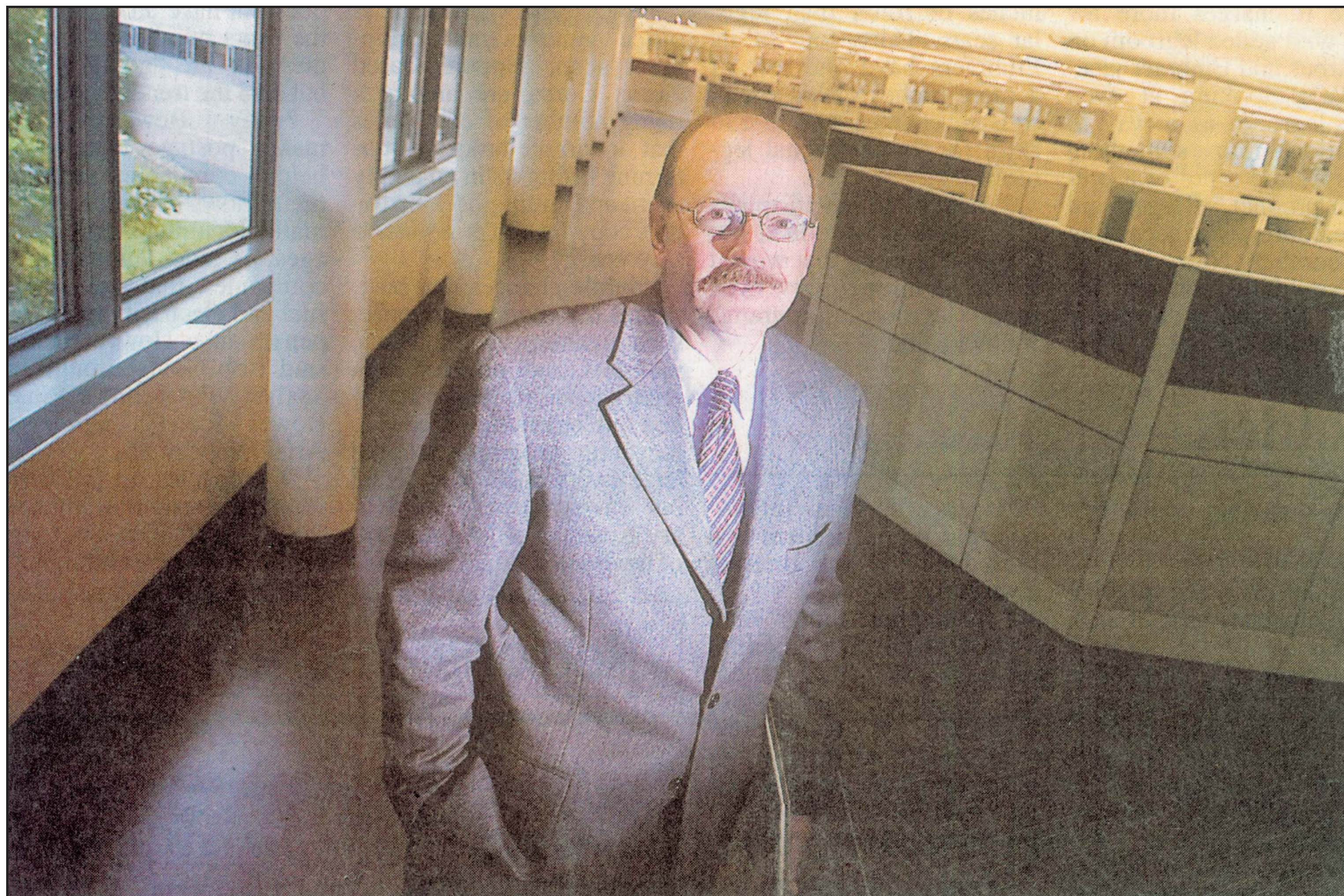


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COUNTING 'CHANGE'



Kathleen O'Rourke/Staff photo

John Thaler, Pitney Bowes' director of process excellence, environmental health and safety, stands at the company's newly renovated energy efficient work space at its headquarters in Stamford. Pitney Bowes saved \$2.8 million in fuel costs over the past two years by making shifts in their service routines.

Pitney Bowes saves \$2.8M in fuel costs

By Peter Healy
Staff Writer

Ordinary changes in a company's daily operations can bring extraordinary drops in energy use.

Stamford's Pitney Bowes Inc. claimed to have saved almost \$3 million in fuel costs over the past two years with a few shifts in customer service routines.

The mailings systems and postage meter company said practices such as solving more problems in a single service visit, to avoid a second trip to

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a client, reduced its carbon dioxide emissions by about 8,211 metric tons nationwide in 2006 and 2007.

John Thaler, Pitney Bowes' director of process excellence, environmental health and safety, plugged that metric tonnage into a U.S. Environmental Protection Agency software system.

The EPA system told him the company saved the equivalent of 1,504 vehicle trips and 932,009 gallons of gasoline. At \$3 a gallon — which was the American Automobile Association said a typical price during 2006 — Pitney Bowes saved about \$2.8 million.

Thaler said Pitney Bowes, which has \$6.3 billion in annual revenue, expects to continue the program as gasoline prices aim for \$5 a gallon.

"There are always opportunities to

Please see **\$3M**, Page C2

\$3M

■ Continued from Page C1

conserve as the prices go up," he said. "There is a lot of room for improvement."

Pitney Bowes and another office systems and equipment icon, Norwalk-based Xerox Corp., are among a rising number of companies that do simple tasks, such as turning off lights in an empty room and cutting back on excess copying and printouts, to save energy.

"Subtle changes that businesses nationwide can make, such as turning off computers, monitors and printers each night, reducing paper usage and implementing officewide recycling programs, should have a very positive effect on our environment," said Hilary Kusel, executive director of the Boca Raton, Fla.-based

Green Business Alliance.

She said the alliance, which promotes environmental awareness and fuel saving in everyday business practices, does not have an estimate of the exact number of companies that are "going green," but said the trend is growing.

Pitney Bowes, which makes postage meters and helps companies manage their flow of information, mail, documents and packages, is one among many companies that are saving fuel and electricity to cut expenses in a slow economy, said Bob Goldsborough, an analyst who follows Pitney Bowes for Chicago-based Ariel Investments.

"Companies, in this environment, are cutting anything they can," Goldsborough said. "They are scutinizing a

lot more costs than they were three to four years ago."

To reach its fuel-trimming goals, Pitney Bowes sharply raised the number of customer service calls handled over the phone that would have involved a service technician driving to the customer site, said Brian Stevenson, vice president and general manager of customer service for the company.

For the remaining service issues, the technicians who go on-site have hand-held devices that allow them to easily access work orders, customer information and a parts inventory, he said.

That enables the technicians to provide more complete service on the first visit and reduced the need for follow-up trips.

The company reduced postage meter inspections by allowing customers to use enhanced technology to re-set the meters to allow for changing postage rates, Stevenson said.