

'COPTER CRASHES INTO POWER LINE

A PILOT was seriously injured after his helicopter crashed into Manweb's 132,000-volt power line near Aber Falls, Gwynedd.

The aircraft, hired by the Snowdonia National Park, had been carrying cement for repairs to mountain footpaths when it collided with the double circuit overhead line that connects the Supergrid at Bangor with Colwyn Bay, Dolgarrog and St Asaph substations.

After the crews of police and RAF helicopters found the pilot, it took emergency services over half an hour to free him from the wreckage before airlifting him to hospital in Bangor.

Manweb engineers Dave Watts and Mike Jacks attended the accident site to advise on safety and issue the requisite safety documents.

The helicopter crashed into Manweb's longest single span of line, where it stretches 842 metres across a wooded valley below a waterfall. The towers supporting the line on either side of the valley are over 130 feet high.

Manweb's circuit breakers operated at all points to isolate the fault, and automatic switching restored supplies within seconds. Central Field Unit staff were sent to the affected substations to undertake switching duties in preparation for the repair work.

All that most customers experienced was a slight dip in their power supply, but Bangor University was without power for 12 minutes due to fuses on the internal wiring being tripped.

Operations Manager Peter O. Jones was delighted with the way the incident was handled. "The CFU engineers and line staff worked tirelessly to replace all the conductors and, thanks to the magnificent efforts from everyone involved, we had the circuit restored within six days", he said.

No customers needed to be taken off supply to carry out the work.

OUT OF RETAIL

MANWEB is to pull out of electrical retailing and focus on its high street customer service presence.

The Company is selling its five superstores in Chester, Warrington, Southport, St Helens and Edge Lane, Liverpool – with associated stock – to ScottishPower for around £3 million.

The remaining 58 high street shops will, in the short term, be converted to stand-alone Customer Service Centres, manned by existing staff. Although they will not sell electrical goods, these Centres will continue to provide facilities for paying bills, purchasing meter cards and any customer queries.

Chief Executive John Roberts said the decision to exit retail was the result of fierce competition on the high street. Despite an enormous effort by retail staff, Manweb's position had not improved.

Opportunity

"We have not been suffering for some time from a harsh retailing environment and the offer from ScottishPower provided a good opportunity for us to exit whilst safeguarding the interests of our staff," he said.

Mr Roberts said there would be no compulsory redundancies. It is anticipated that around 100 Manweb staff, mainly from the superstores, will be able to take up employment with ScottishPower – who trade as Electricity Plus.

"We will have a continuing requirement for customer service staff in the high street and a combination of redeployment and further opportunities for applying for our Voluntary Severance Scheme will enable us to exit the retail business with no compulsory redundancies," he said. "Our research has shown that our customers value the facility to pay their bills

on the high street and we have a commitment to maintaining this service for them. Customer requirements vary widely across our region, and where demand does not justify a Manweb Customer Service Centre, we will make alternative and, in some cases, additional arrangements to enable customers to pay their bills in other suitable local outlets.

"There will be an improvement in service as we increase the number and range of places where customers can pay bills or purchase meter cards."

Mr Roberts paid tribute to the "sterling efforts" of retail staff to make the business work, and their "tremendous impact on our search for excellence in customer service". However, the harsh reality was that the past four years had seen falling sales and rising rent, rates and staff costs.

The same problems have beset other electrical retailers. Clydesdale have recently gone into receivership, and East Midlands and Yorkshire Electricity (Homepower) have announced their decision to quit retailing, following in the footsteps of London Electricity and Swalec. Rumbelows are closing down and there is much speculation about the future of others.

Manweb will continue to honour commitments for appliances under guarantee and with extended warranty.

There will also be consultation with local groups, such as the Local Electricity Consumers Committee, Age Concern and Citizen's Advice Bureaux as to the most suitable arrangements for each location.

Counselling sessions are to be arranged for staff and a Help Desk facility has been set up so that staff can discuss any personal concerns they have. The number is 01244 652906 (external) or 700 2906 (internal).

**Commitment
to customer
service
continues**



Royal approval for Sister's work

MANWEB Nursing Sister Irene Jones' 25 years' service with St John Ambulance has been given Royal approval.

Sister Jones has been invested as a serving Sister of the Order of St John. She received her insignia from the Lord Prior at a special investiture ceremony in London in February. She has also been included in the publication 'Honoured by the Queen'.

Sister Jones' career has been spent in nursing since she joined the staff at Ormskirk General Hospital as a cadet nurse in 1963. She was responsible for Student Nurse training at the hospital from 1966 to 1970 when she qualified as an SRN and was appointed Staff Nurse.

Her role in industry began with British Rail where she was Nursing Sister. She has worked as Health Welfare Officer for Browns of Chester and was Occupational Health Nursing Sister for British Gas North Western before joining Manweb in 1989.

Sister Jones is well known throughout the

Company, where she has been responsible for training first aiders to St John Ambulance standards. The Company now has over 450 trained first aiders, and the numbers are growing.

As well as travelling throughout the region to stores and offices in the interests of employees' health, she also finds time to judge at national first aid competitions throughout the country.

Sister Jones has an RSA Counselling Skills Certificate, and has attended an NVQ Assessors' course and an aromatherapy course.

She is currently Divisional Nursing Officer, St John Ambulance Brigade, Chester Combined Cadet Division. Sister Jones' is married and lives in Great Sutton. She has two children, Paul who works for North West Securities, and Sarah who is studying at Whitby High School and who is a St John Cadet. Sister Jones' outside-of-work interests include, inevitable first aid training, travel, collecting stamps, walking, climbing, embroidery and aromatherapy. She is also a keen steam railway enthusiast.

PROVIDING HIGH QUALITY MARKETING SKILLS

By
Graeme
Cooper

A NEW structure for Power Marketing's marketing and sales operations has been announced by Director, Colin Leonard following David Clarke's appointment as head of these two areas.

Explaining the thinking behind the reorganisation Mr Leonard said: "We are in an increasingly competitive market, and in Power Marketing, as in all areas of Manweb, we have the task of improving the quality of the services we offer our customers while continuing to reduce costs. We also need to provide high quality marketing skills in support of the new Distribution businesses. We are looking in this new organisation to create sales and profit growth for Manweb plc through new approaches to our core business and by meeting customer needs better than any of our competitors."

The division retains its overall approach of staff working in market-focused groups, but areas of responsibility have been more closely defined, and reporting relationships changed.

Major moves are:

- bringing Power Procurement and Trading within the responsibility of the Head of Marketing and Sales, reflecting the critical importance of purchase costs to the supply business
- Separating Business Marketing and Sales under two senior managers to focus the two areas on their separate tasks, and allow Sales to concentrate on its widening portfolio of customer services, for example, metering and connections.
- Tariffs and Contracts becoming part of the line work of Marketing, instead of being a separate function
- moving profit forecasting and cost accounting work to an enlarged accounting section headed by Adrian Harling
- bringing all marketing services into a single department to service market sector managers and internal customers

Bob Hodson is responsible for all sales activities, Terry Brookshaw remains in charge of Power Procurement and John Shead continues to be responsible for Manweb Gas. The new Marketing Services Department is headed up by Tony Harper (previously Market Research Manager) and Mike Boxall will lead Power Marketing's contribution to Manweb's plans for the free market in electricity in 1998, working closely with Regulator Relations.

The present Head of Domestic Sales and Marketing, David Tinsley, has announced his intention to retire in 1996, and to ensure continuity in the run-up to 1998, Marie Myles (previously Marketing Development Manager) has been appointed Domestic Marketing Manager

The new post of Business Marketing Manager goes to Helen Foster, who was previously Business Planning Manager.

New faces on the team

TWO new appointments on Marketing's senior management team are Helen Foster and Marie Myles.

Business Marketing Manager Helen (34) is based at Head Office and joined Manweb in 1992 as Senior Business Development Analyst. She has previously worked for Plessey, Ferranti and GEC.

Originally from Burton-on-Trent, Helen lives in Knutsford. She graduated from Liverpool University with a degree in Physics. She also holds a Masters degree in Business Administration from Cranfield University.

Challenge

Helen said: "I am looking forward to the challenge of marketing Manweb's services to all of our business customers, whether we supply them with electricity, or provide other services, like power distribution or metering. We are aiming to deliver high quality products that customers will value, at prices they will find attractive."

Domestic Marketing Manager Marie (35) is also based in Chester, and was previously Manweb's Marketing Development Manager. She has also worked as the Company's Senior Economist in Forecasting, and has experience of development roles within Tariffs and Domestic Marketing.

Before joining Manweb in 1988, Marie was an economist with the Boots Company, and before that held various planning roles with Merseyside Passenger Transport Executive.

Develop

Marie is from the Wirral and graduated from Liverpool University with a BA honours degree in Economics. She also holds postgraduate diplomas in Management Studies and Marketing.

She said: "I am pleased to be taking up this challenging position. My team and I will be working closely with our colleagues throughout Manweb to develop and deliver prices, products, services and information to meet the needs of the market in the run up to full competition in electricity supply in 1998."



David Clarke

David heads sales set up

MANWEB has appointed Mr David Clarke as Head of Marketing and Sales at Head Office.

Mr Clarke (46) was previously Managing Director of March Consulting Group, based at Salford Quays, Manchester, where he was closely involved in both management and energy consultancy work.

Mr Clarke was with March Consulting Group for seven years, and before that was Sales and Marketing Director at car care company Holt Lloyd International.

He previously worked as Marketing Director for the Kellogg Company of Great Britain, with responsibility for the United Kingdom, Ireland and Spain.

He holds a degree in Business Studies from

Bradford Management Centre, and is a Fellow of both the Chartered Institute of Marketing and the Institute of Management Consultants.

Mr Clarke said: "I am pleased to be joining Manweb at a very challenging time for the electricity industry. My priorities will be looking at how we can differentiate Manweb from other electricity companies in our customers' minds, and offering excellent, value for money service."

Married with two grown-up daughters, Mr Clarke lives in Knutsford, Cheshire.



Marie Myles



Helen Foster



QUESTION TIME

CONTRACTING staff had the chance to question their directors and managers when they attended a series of roadshows last month. Held at Bootle, Birchwood, Rhyl and Wrexham over two days, the roadshows were organised for Manweb Contracting Services Limited staff. Speakers included MCSL's Chairman, Director Trading Peter Hopkins, who talked about the contracting company's anticipated financial results and how these would have to be refined during 1995/96.

Mr Hopkins stressed how important it was for the new-look company - recently reorganised into Local Works, Major Contracts and Infrastructure/Accounts sections - to reduce costs, improve productivity and work in synergy with the main Manweb business. This theme was echoed by Managing Director Allan Littler, who said the changes in MCSL had been necessary and would be ongoing. The objectives were to improve the financial strength of the company, reduce costs, be more productive and work closely with Manweb Power Engineering, especially in the connections market. "We also need to develop the neces-

sary systems with which the business can run efficiently," he said. Employee Relations Adviser Don Roxburgh spoke about the Profit Related Pay Scheme which had been introduced for Contracting staff. He then handed over to AEEU Area Official Michael Barr, of the Union's EETPU section, who said he had been pressing for the Profit Related Pay Scheme to be introduced for some time. He said the negotiations had been difficult but he was satisfied with the outcome. The settlement was the best deal possible. Managing Director Allan Littler said the scheme was good news for all MCSL's employees. "It is an incentive for our emerging businesses to do well and is a reward over and above their normal expectations for the staff who have worked so hard and undergone so much change."

Before throwing the meeting open for a question and answer session, Divisional Managers Ray Appleton (Local Works) and Guy Wilcox (Major Contracts) stressed that the company's future success was in the hands of the staff. Better communication, better organisation and better working practices were essential during 1995/96 and beyond.

GREEN ISSUES



★ MANWEB Customer Service Manager Mike Townson is pictured with children from Chesnut Lodge Special School, Widnes, in a wooded area the Company has helped to create. Manweb donated £1,400 to the project, to purchase trees to mask concrete perimeter fencing at the school. The 'Manweb Woodland', as it has been christened, also features a nature trail for the children to use.

Pictured with Mike are (l to r): Lisa Frith, Derek Griffin, Neil Newton, Mark Rushton (front), Andrew McPartland and Leah Jones.



★ A MANWEB-sponsored campaign to 'green up' urban communities branched out when free trees were planted in the Cefn y Bedd area of Wrexham.

As part of the Community Tree Campaign, more than 100 trees have now been planted in front gardens in three villages - Cefn, Gwersyllt and Llay.

The project is being co-ordinated by Groundwork Wrexham Maelor, with joint sponsorship from Manweb, Wrexham Maelor Borough Council and the Tree Council. Under the scheme, local householders have been sent a leaflet inviting them to apply for a free maple, rowan or crab apple tree.

Manweb Resources Engineer Keith Shaw is pictured (right) helping to plant a tree in Bryn Derw, Cefn y Bedd. Also pictured lending a hand are (l to r) Jason Jones, of Bryn Alyn High School Community Services Group, Jennifer Gregory, Groundwork Wrexham Maelor's Community Liaison Officer, householder Mrs Pam Jones, and Howell Davies, the Borough Council's Housing Estate Officer.

Customer FOCUS

CUSTOMER CONNECTIONS

The competitive market

By Cherry Garbett, Market Analyst

IT is anticipated that the provision of electricity supply connections by local RECs will possibly soon become another competitive area. This is welcomed by over half of the market, largely due to the strong feeling among our customers that prices will fall as a result.

So, how much of the market can we retain?

Manweb, on balance, is regarded as better than other RECs and improvements in customer care and a change in their perception of charges can result in a secure home base of connections work and an increased probability of extending our services beyond the region.

Recent research reassuringly suggests that all builders and architects are 'very likely' or 'almost certain' to ask Manweb to tender for work throughout our traditional geographic area, however, three-quarters state they would 'definitely' or 'possibly' ask other companies to tender for connections work in this region too.

Norweb was the most frequently mentioned 'other organisation' but other 'authorised contractors' are also likely to be invited to tender. Nevertheless, many qualified their responses by commenting that Manweb would be their preferred supplier and would only change if significant benefits became evident.

There was a high level of interest in Manweb undertaking connections work immediately beyond its existing boundary but the level of interest dropped dramatically when talking about England and Wales in general.

Awareness of deregulation is much greater throughout local authorities and many want to undertake existing Manweb work, including street lighting connections, themselves, especially if costs continue to be considered high. However, it is felt that Manweb will be asked to tender for street lighting work in and beyond its existing area.

Where comparisons with other RECs could be made, most regarded Manweb as the same. Where a difference was perceived, on balance Manweb was considered to be slightly better than others.



CONSULTANTS from Power Technologies Inc, based in New York, have recently carried out detailed studies to examine how Manweb's distribution system performs during lightning storms.

Sponsor for the project was Logistics Group Manager Don McRae of Manweb Power Engineering.

His colleague, Warrington Depot Manager Phil Dumayne provided the technical liaison between Manweb and New York.

James Burke, who is the Distribution Manager, based at Schenectady, NY, worked very closely with Tom Short, their

LIGHTNING VISIT . . .

Analytical Engineer, who was responsible for all their computer modelling and simulations carried out on Manweb's 11kV and 33kV networks.

"Their findings and recommendations proved very interesting, if not, a little controversial," said Phil. "The project's results will now be handed over to PowerNet who will use

them to determine the way we design and specify our overhead line networks, which will eventually lead to significantly reduced outages for our customers."

Pictured (l to r) are, Don McRae, James Burke, Phil Dumayne, Charles Lynch (Power Technologies based in the UK) and Tom Short.

Scheme Centre opened

THE Duke of Edinburgh's Award Scheme is now accessible to more people in West Cheshire and South Wirral through a new centre opened last month in Elton, Chester. It is now open every Thursday to assist young people in entering for the scheme.

The scheme is open to 14-23 year olds and provides a personal challenge to individuals towards personal achievement, serving others, acquiring new skills, providing experience and adventure and making new friends.

The new centre will give young people who live or work in the surrounding area access to the Award Scheme where no access was previously available.

Employees who would like further information about the centre or the scheme, for themselves or their families, should contact Centre Leader David Overmire on 01928 725170 or write to him c/o West Cheshire and South Wirral Duke of Edinburgh's Open Award Centre, 14 Deansfield Way, Elton, Chester, CH2 4PP.

IN THE PICTURE

ENGINEER Barry Harrison has left the Company after nearly 30 years' service to take up a post at Capenhurst.

Barry joined Manweb in 1965 as a student engineer. He qualified in 1971 and after a period in Work Study, was appointed Second Engineer P&E in 1974.

He was appointed Firsts Engineer P&E in 1978 where apart from a period of secondment to Projects Section, Plant and Contracts, he remained until retirement.

Barry is pictured (centre left) at a farewell presentation at which he was given a book of his choice - 'the History of Cable' - presented on behalf of colleagues by PowerNet Procurement Manager Doug Bridson.



ENGINEER Bill Clarey who started with Manweb as a student apprentice has retired from Warrington Reporting Centre after 43 years' Company service. Bill is pictured (centre right) with his wife Helen, who used to work for Manweb in the Drawing Office, Warrington, and their son, Andrew, receiving retirement gifts from Barry Judd (then Mid Mersey District Manager).



Seen collecting a trouser press, won in Contact's December competition, is Paul Edwards of Oswestry Depot. The prize was presented in Oswestry Shop by Assistant Manager Joy Brown.



MANWEB Community Relations Manager John Kennedy (centre) is pictured presenting a fax machine to Wrexham Victim Support Group Coordinator Jean Robertson and Chairman Colin Edwards. The group provides counselling for people affected by crime, and the fax will assist them with their work.



Craftsman, Metering, Roy Bridson of Meter Test, Queensferry, has retired after more than 35 years' Company service. Roy is pictured, centre right, at his retirement presentation, with Central Support Engineer Phil Griffiths and colleagues.

WINNING NUMBERS

THE lucky number 1312 earned retired employee F. B. Doyle the £300 prize in the EEIBA's February draw. The £200 prize went to H. Sutton, Head Office, with the number 2484.

The other prizewinners were as follows:- £150 - G. F. Price, Gwynedd (1929); £100 - J. Croft, North Wirral (912); £75 - J. Jowett, retired (1728); £50 - J. Catherwood, retired (176); £30 - C. A. Moorehouse, Head Office (781), A. Stephens, retired (1334), J. A. Roberts, Clwyd (2506) and J. Cannon, Head Office (36); £25 - J. E. Britten, Head Office (502), G. N. Wood, Head Office (1245), J. Jones, Mid Cheshire (814), G. M. Atherton, retired (398), S. T. Ellis, MCSL (1778), D. R. Swinnerton, GEC Ltd (753), J. Burgoyne, retired (380), R. D. Thomas, retired (219), W. Woodcock, Clwyd (290) and S. Floyd, retired (1489).

Management awards

CONGRATULATIONS to Prenton-based staff who have achieved Institute of Supervisory Management awards: Robbie Jardine, Chargehand, Stores; Jill Slawson, Drawing Office Manager; Karen Griffiths, Mains Clerical Supervisor; Tony Ward, Electrician; Mike Gaskell, Electrical Fitter, Duncan Jones Projects/Refurbishments Co-ordinator; Bob Wales, Foreman; Eddie Rigby, Jointer; Peter Morley, Foreman, Meter Reading; Derek Howells, Electrician; and Steve Hannah, Jointer.

GOING EARLY

TWO Dee Valley staff took 'early retirement' from Manweb at the end of March, under the VSS scheme.

Gordon Park, 30, was a Project Manager within the Connection Section at Rhostyllen, and had clocked up 11 years' service with the electricity supply industry. Norman Andrew Kervin, 37, had worked in the industry 10 years and was a Craft Attendant at New Crane Street Depot.

NATIONAL INSURANCE CONTRIBUTIONS AND INCOME TAX

EMPLOYEES and retired employees may not be aware that, if they change their address, they should advise the Contributions Agency in order that their National Insurance Records can be kept up to date.

The address for the Agency is: Contributions Agency, Department of Social Security, Longbenton, Newcastle-upon-Tyne NE98 1YX.

Please make sure that you give your National Insurance number as a reference.

Your number is shown at the top right hand side of your pay or pension slip; it has this format: AB 12 34 56 C.

Similarly, it is also necessary to tell the tax office when you move.

This will ensure that you receive all communications from them without delay, and this could save you from paying too much tax.

The address for our tax office is: Inland Revenue, North West 5 District, St John's Road, Bootle, Merseyside, L69 9BY.

You should also reference your letter with your National Insurance number and quote in addition the Manweb reference number: 493/M22015.

You should also inform the tax office if your personal circumstances change eg marriage or divorce.

**By Helen Connolly
Taxation Accountant**

STATEMENT OF TAXABLE BENEFIT Year Ended 5 April 1995

IN early May, you will be sent a statement detailing any taxable benefits notified to the Personnel Services Manager which you received from the Company during the year ended 5 April 1995.

The Company has a legal duty to return details of your benefits to the Inland Revenue and the information shown on your benefits statement will be used for this purpose.

You should therefore refer to this statement when completing your tax return, ensuring that the details you

enter agree with the information shown.

You may not be issued with a tax return every year.

If you wish to complete one in respect of the year ended 5 April 1995 and have not received one, then you should contact the Inland Revenue.

It is important that you read your benefits statement as soon as you receive it. If you require an explanation of any entry, please contact the Personnel Services Section at Head Office (int. tel: 2590) before 24 May 1995.

THEY SAID IT

DUE to the large volume of letters we receive for the 'They Said It' column, we regret that telephoned messages and unsigned letters cannot be published.

Letters will only be considered for publication if they clearly state -

* Which area or department they refer to.

* Who they are from.

* Names and titles of employees referred to (please give Christian names).

The Editor reserves the right to edit letters in the interests of preserving a balance from around the Region and in considering space available.

TO: Allan Littler, Managing Director MCSL.

FROM: O. H. Parry, Headteacher, Mountain Lane School, Buckley.

"You might not be aware that two of your employees, Mr Simon Lynd and Mr Peter Dillon came to work at Mountain Lane School to install security lighting. They were working at the time for the Raytheon Company at Broughton under the supervision of Mr Brian Carden.

"We were obviously very grateful for this generous donation from Raytheon, but I was also very taken with the efforts and co-operative attitude of the two young men who actually carried out the work. They were both diligent, considerate and very meticulous with the work. They were both obviously aware that they were in an environment where our pupils were very active and during the whole week the safety of the pupils and consideration for the staff was always paramount to them.

"I was so impressed with their efforts on the school's behalf that I considered it only correct to inform you personally. I hope that you will feel it appropriate to thank them on the school's behalf - not just for installing the lights, but for the way they conducted themselves whilst they were at Mountain Lane School."

TO: Janet Matthews, Customer Services Manager, MCSL.

FROM: Mr Holland, Warrington.

"Very good job done, very pleased with men. Cleared up everywhere, even though they were told not to bother. Very pleasant and a good laugh with them.

"Job excellent."

Those involved were electricians Lee Gregory and Dave Goodly.

TO: MCSL.

FROM: Pauline Matthews, Caernarfon.

"I am writing to let you know what an excellent job your electricians Glyn Jones and Dave Salem did when they fitted my house and garage with an intruder alarm. They did a really first class job. Also they were very obliging and courteous.

"Also they were very clean and tidy workers and caused no inconvenience at all."**TO:** Aberystwyth Depot.

TO: Aberystwyth Depot.

FROM: P. Harrison, Tywyn.

"Whilst watching the News reports after last night's severe weather conditions, I feel that the item was totally biased. It is very annoying to see whingeing householders complaining about having no power to oper-

ate the circulating pump on a solid fuel boiler. What a shame. Consider for once the workforce from the electricity company who are working in blizzard conditions to restore the supply. These men deserve a medal. They work in all conditions in often dangerous locations, night and day. How would Mr 'Whinger' cope with that? He probably would have a seizure at the thought of it.

"Instead of knocking them observe them in their working environment, show 'Joe Public' exactly what these heroes do for them.

"I have no connection with any electricity distribution company, I am just another customer who is very grateful to the linesmen who work hard to bring power to our homes."

TO: MCSL.

FROM: Mrs G. Turner, Hawarden.

"Thank you for your most efficient handling of my enquiry for an additional Dimplex Storage Heater, you are an asset to Manweb Contracting Services, as is Mr McGuinness - we are very pleased with the excellent workmanship carried out by him installing the said Storage Heater, and also to say how much his courtesy and good manners in our home was appreciated."

Those involved were David Holmes, Technical Support and Joe McGuinness, Electrician.

TO: Power Marketing Division.

FROM: Warrington Borough Transport.

"Our consultants, McKinnon & Clarke, have recommended that we accept an offer from Yorkshire Electricity for our 1995/96 contract as this is cheaper than the Manweb bid.

"As you may have seen in the local press, we ourselves are experiencing severe competition from two large companies, one a national company based in Salisbury and the other, MTL, based in Liverpool. Part of our response has been to ask local people to support Warrington Borough Transport, their local bus company, which provides work for local people. Up to now, this appears to have been very successful.

"We have a policy that wherever possible we will use local suppliers to stimulate employment in the area.

"Bearing this in mind, in addition to seeking the support of local people in our battle, we have instructed McKinnon & Clarke to renew our contract with Manweb for 1995/96 rather than with Yorkshire Electricity.

"I would be grateful if in some way you can make your staff in Warrington aware of our actions, in the hope that those amongst them (and their families) who are bus users will support us in our struggle against the far larger 'invaders'.

"We look forward to a long and mutually beneficial relationship with Manweb."

TO: Chester Depot.

FROM: Mr & Mrs G Lewis, Mollington.

"On Saturday, 25 February, at 19.15 hours our main supply to our home failed. The response from your emergency services was excellent. Your workforce responded to our call within a very short period

of time and gave us temporary cover for the weekend and subsequently returned on Monday morning to rectify the fault.

"The purpose of this letter is to express our sincere gratitude at the expedience of your workforce and would like you to pass on our thanks to them personally."

The staff involved were; Linesmen Terry Shore and Derek Vickers, Jointers Lee Connah, Jointers Mate Peter Ritter and Shift Electrician Dennis Lynch.

TO: Crewe Depot.

FROM: Geoff Churchman, Tattenhall.

"On Thursday, 9 February, Diane dealt with an enquiry regarding my account. She, from the start, was delightfully courteous, extremely helpful and promised a first class service. Congratulations to Manweb on recruiting someone of her calibre and of course yourselves for the customer strategy."

The letter refers to Diane Mason, Customer Service Centre, Region One.

TO: MCSL.

FROM: C. J. Marsland, Chief Development Engineer, Heap & Partners.

"It is very rare these days that I feel I can write a letter such as this!

"I would just like to express my thanks to your staff for the efficient, courteous and unobtrusive way in which they carried out the recent inspection at our works in Hoylelake.

"Their work was planned so as to cause the minimum of disruption to our daily work and all users of apparatus which may have become electrically isolated were given full and adequate warnings.

"I was also impressed with the thoroughness of the finished report and we have already implemented a corrective action procedure based on its recommendations."

Staff involved were; Electricians Ian Kearsley and Mark Gardiner.

The following two letters were received by Mid Cheshire Depot Manager Arthur Elson from Nigel Keenan who spent a week on work experience at Manweb; and his Headmaster, P. J. Mottershead, Ruskin County High School. Staff involved were: Deborah Banks, Malcolm Latham, Steve Millington, John Harper, Richard Cooke, Ken Brassington, Alan Price and Paul Collins.

"I am writing to say thank you for the experience I gained after working a week with Manweb. I really enjoyed the experience of working with BJ, Paul, Steve, Richard, Allen and Ken. I would like you to say thank you for me to them for their time and care they gave me over the week.

"I would especially like to say thank you to Malcolm as he helped me go to the right places at the right times and for sorting people out for me to go with."

Yours sincerely,
N. Keenan.

"I write to thank you very much indeed for your willingness to accept one or more of our Ruskin pupils on the recent work experience. From the point of view of the youngsters, the opportunity of being in the adult world of work for a week is very useful and educational. Almost without exception we have had very good reports of our pupils and I thank you for the time and trouble which you and your staff have taken. May I also thank you, where appropriate, for the welcome you gave to members of my staff who came to visit the pupil concerned.

"I look forward in the future to asking you again to receive pupils from this school."

Yours sincerely,
P. J. Mottershead,
Headteacher.

keeping me informed in the waiting time."

The work was organised by Bryan Pope, Foreman.

TO: MCSL.

FROM: Ms S. Collins, Oxton.

"I refer to our telephone conversation on Thursday, 23 February, and would like to thank you for your prompt response in dealing with the matter.

"I would also like to mention that the two electricians who completed the work were extremely hard working. Both electricians,

"Peter Hobbs and Joe McGuinness are very clean, tidy and pleasant workers. I am very pleased with the work which has been carried out and would not hesitate in recommending the heating system to my friends.

"Many thanks for your kind assistance."

TO: John Kennedy, Community Relations Manager.

FROM: C. L. Edwards, Wrexham & District Victim Support.

"I am writing on behalf of the above Organisation to offer to you our thanks for the most generous gift of a Fax Machine to be used in the home of our Local Co-ordinator.

"The gift of such equipment will ensure that information can be passed speedily from the Police to the Co-ordinator and thus allow her to contact volunteer members and enable them to counsel victims as soon as possible.

"Without the generosity of companies such as yours we would find it extremely difficult to maintain acceptable levels of response to victims of crime and, therefore, we are indebted to you for your generosity."

TO: Oswestry Depot.

FROM: Mrs Dawn Dutton, Ellesmere, Salop.

"I refer to the ongoing replacement of poles and lines in the above area.

"Due to the recent excessive wet weather we have experienced, I was very concerned

that access to a pole was required on our land at the rear of the property. On a number of occasions I had to refuse access due to previous damage that had been caused by a JCB with different contractors to yourselves.

However, I was assured by Mr Brian Speakes of your Oswestry office, on a personal visit, that no damage would be incurred.

"I am pleased to say that all work was carried out promptly and efficiently, not only without any damage but also putting good the damage that had been caused by the previous contractors!

"Thank you very much for this service."

TO: Clwyd Depot.

FROM: Derek Bartley, Midland Association of Mountaineers.

"On Saturday evening there was an electricity breakdown at the above Mountaineering Club's mountain hut, Glan Dena, in the Ogwen Valley. This fault continued for many hours with the 30 members present in darkness.

"The only unfortunate accident resulting from this was that in the dark the large sweetener dollop of 'jam' placed in a members rice pudding turned out to be Branston Pickle, sad for the hungry member but a source of amusement for us!

"Seriously, though, this is not a letter of complaint - just the opposite. On behalf of all present I would be pleased if you would be good enough to pass on to the staff involved our thanks for their efforts.

"As climbers we were able to appreciate the difficult conditions in which they searched for the fault and worked on it - appalling winter weather, difficult terrain even in good weather, and darkness.

"The difficult work was done well and in good humour (at least in front of us!) and so I'm writing to ask you to please convey our thanks to those concerned."

Those involved were; Steve Hughes, Eric Bell, Craig Edwards and Rod Jones.

Quest time

MANWEB (Chester & Head Office) Retired Staff Association took on the 'The Shrewsbury Quest' for their latest excursion, reports Hon Treasurer Carmel Austin.

They visited the Benedictine Abbey of St Peter & St Paul which stood on the site (now labelled 'Abbey Foregate') for some 500 years and is the setting for the Shropshire Ellis Peters 'Chronicles of Brother Cadfael'.

'Shrewsbury Quest' is a fascinating recreation of medieval monastic life - the bustle of the trades people, the delicate sound of the dulcimar, harp and lute - barrels rolling into store, bells proclaiming vespers are about to begin.

We followed in the footsteps of Brother Cadfael, which had been serialised on television. Dark deeds were afoot, and we followed the trail of clues to solve the 'Quest'.

Some members played ancient games of skill in the cloisters or sat and relaxed in the monastery gardens. Others visited the 'Scriptorium' to create their own decorated manuscript using the medieval art of calligraphy. A fascinating excursion into Shrewsbury's past.

Future excursions: Wed, 19 April - Levens Hall & Kendal, including the 'K-Shoe Shop'. Wed, 17 May - Orme View Restaurant, Llandrillo College, for a four-course banquet style luncheon and afterwards to Llandudno.

For further information and/or bookings, please, contact Carmel and Bert Austin on 01244-347762.

MANWEB BENEVOLENT SOCIETY

THE Annual General Meeting of the Benevolent Society will be held in the Restaurant at Head Office on Wednesday, 24 May, 1995, commencing at 4.30pm.

Refreshments will be available from 4.00pm. All members of the Society are entitled to attend.

For further information and a copy of the Agenda please contact the Secretary - David Buchanan, Employee Relations Section, Room SE1, Head Office. Tel: 01244 652052.



The Henlys of Chester Sealand Road showroom.

WIN WITH HENLYS

Free to enter competition

NOW here's your chance to win one of three great prizes in our FREE TO ENTER HENLYS COMPETITION.

Choose from these great prizes:-

- 12 MONTHS FREE SERVICING**

OR

- A FREE MOBILE PHONE* WITH FREE CONNECTION TO ECONOMY OR BUSINESS TARIFF, PLUS 12 MONTHS FREE LINE RENTAL

OR

- £150 WORTH OF MARKS & SPENCER SHOPPING VOUCHERS

* Subject to status
 ** Equivalent to 6,000 and 12,000 mile service valid for 12 months from competition close date.

HOW TO ENTER

Simply answer the following two questions and complete the tie-breaker in not more than 12 words.

1. Name the current driving team for Williams Renault Formula 1.
2. Name Papa's little girl from Renault's TV advertisement.
3. Complete the following in not more than 12 words.

From Servicing to MOTs, Henlys

Name

Address/Dept.

Tel. No.

Send your entries to:- The Editor, Contact, Manweb Head Office, Sealand Road, Chester, CH1 4LR. Entries by April 30, 1995.

HENLYS of Sealand Road, Chester, have relaunched their Manweb Employee Discount Servicing Scheme.

The scheme provides all Contact readers with the opportunity to benefit from some very special servicing offers.

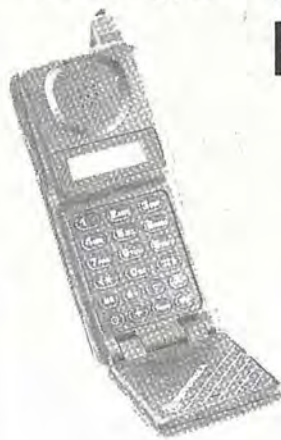
Detailed in the advertisement below are just three examples of discount priced offers available to all Manweb employees. The complete range of services includes:-

- All makes service and repairs.
- Collection and delivery service.
- All replacement parts fitted or supplied.

- Courtesy cars available.
- Breakdown and accident recovery service.
- MOT's - all models tested.
- Valeting service.
- Windscreens fitted.
- Wheel balance and tracking.
- All makes of tyres.
- Alarms and immobilisers.
- Sunroofs supplied and fitted.

To arrange any of these services simply telephone Henlys of Chester 01244 390009 and ask for the Service Department stating that you are a Manweb employee.

Ask for a quotation for your vehicle model and we're sure you will be pleasantly surprised.



FREE PHONE

FOR a limited period Henlys of Sealand Road, Chester, are giving away a FREE MOBILE PHONE* with FREE CONNECTION TO ECONOMY or BUSINESS TARIFF, with every full service completed before Friday, 30 June, 1995.

16 APRIL 1995

PHONEDAY

AREA CODES STARTING 0 WILL START 01

CHANGE HERE

ON Easter Sunday, 16 April 1995 - Phoneday - all UK area dialling codes will change.

There are 3 main changes:-

From Phoneday, the number 1 will have to be inserted after the initial 0 in the UK area codes. For example, Liverpool presently 051, becomes 0151.

Five cities with an urgent need for more numbers will have totally new codes:-

- Leeds (0532) xxxxxx becomes (0113) 2xx xxxx
 - Sheffield (0742) xxxxxx becomes (0114) 2xx xxxx
 - Nottingham (0602) xxxxxx becomes (0115) 9xx xxxx
 - Leicester (0533) xxxxxx becomes (0116) 2xx xxxx
 - Bristol (0272) xxxxxx becomes (0117) 9xx xxxx
- The UK's outgoing international access changes from 010 to 00.

NUMBERS THAT WON'T CHANGE

Some numbers will not change - these are not geographic but service codes:-

- Free phone services: 0500, 0800
- Reduced rate services: 0345, 0645
- Special rate services: 0336, 0338, 0447, 0541, 0632, 0640, 0660, 08364, 0839, 0881, 0891, 0894, 0897, 0898, 0990
- Mobile services: 0370, 0374, 0385, 0589, 0802, 0831, 0836, 0850, 0860, 0956, 0958, 0973, 0976, 0979
- Hutchison paging: 0941 (All other paging numbers will change, including BT's Voicebank)
- BT Phonebase: 0910
- Emergency numbers: 999, 112

All operator services (eg 100, 150, 155, 192) will also remain the same.

If you dial an incorrect area code after 16 April you will be answered by a recorded message which will act as a reminder about the code change.

REMEMBER - Manweb's Single Telephone Number remains unchanged - 0345 112211.

INCREDIBLE SAVINGS FOR ALL Manweb EMPLOYEES

FREE MOBILE PHONE WITH EVERY FULL SERVICE COMPLETED BEFORE FRIDAY 30 JUNE 1995

PLUS

FREE CONNECTION TO ECONOMY OR BUSINESS TARIFF*

*Subject to status, itemised billing, direct debit, availability plus £10 for administration and delivery.

3 Star Offers

- ★ 1 6000 MILE SERVICE ONLY £75
Inc: Engine oil, sump plug washer, windscreen washer fluid & VAT @17.5%
- ★ 2 ENGINE IMMOBILISER £65
fitted for only
- ★ 3 REMOTE CONTROL ALARM £150
fitted for only

PRICE PROMISE

While we consider our offers will take some beating, we promise to match any genuine quote for service or repairs, upon receipt of a written quotation from a competitor garage.

HENLYS
of Sealand Road, Chester

SEALAND ROAD · CHESTER · 01244 390009

OPENING TIMES

SALES	SERVICE	PARTS
Mon to Fri 8.45am-7pm	8.15am-6pm	8.30am-5.30pm
Saturday 8.45am-5.30pm	8.15am-12.30pm	8.30am-1pm
Sunday 11am-5pm	CLOSED	CLOSED



Dave West and Debbie Young test the new counterfeit detector pen.

'Magic pen' to foil the forgers

MILLIONS of pounds of fake bank notes are currently circulating in the economy and unfortunately Manweb has recently been receiving its share of forged notes.

But hopefully not for much longer.

An initiative by the Income Cash Office has seen the introduction of a 'Counterfeit Detector Pen' which can tell the difference between genuine and counterfeit notes.

Cash Income Operations Manager Dave West and Income Supervisor Debbie Young have been involved in testing and evaluating the new equipment.

Dave said: "The counterfeit detector pen uses specially formulated ink and can detect the difference between genuine and fake bank notes in about half a second."

"The results so far are very encouraging (£240 detected within the first fortnight) and will enable all our staff who take cash to be sure that notes are genuine."

"Customers will be informed that any bank notes tendered may be tested which will eliminate any possible embarrassment to customers or staff."

These new pens have recently been distributed to all Manweb customer service centres and offices for immediate use. So forgers beware!!

FREE ADS

FOR SALE

Windsurfer, Tiga Spirit, 3.65m long, suit family/beginner; £100. Very good condition. Contact Geoff Ryan, Liverpool, Ext 2177 (Lister Drive).

Computer - Commodore Amiga A1200 desktop dynamite pack and many other games (approx 40) and joystick; £250 ono. Contact Steve on 01691 690511.

Exterior Door, brass lock and hinges included. One-third double glazed; £40 ono. Contact Steve on 01691 690511.

Swift Conqueror 550Lux 1994, 5.5m twin-axle. Only used once. Immaculate. Current price £15,635. Will accept £9,600. Awning included. Tel: Mold (01352) 740745.

ACCOMMODATION

Two bedroom first-time buyer's house, Pentre Halkyn, nr Holywell, overlooking Dee estuary. Central Heating, upvc d/g, new fitted kitchen. Fully tiled bathroom with shower. All carpets. Large detached garage. Gardens front and rear; £42,500. Contact Mrs C. M. Pryce, internal HO 2902 or 01352 780813.

3 Bedroom Terraced House, L13. Convenient for Edge Lane/Lister Drive. Security alarmed, including carpets and curtains. Bathroom with shower. Needs attention. Ideal for first-

time buyers/DIY person. All offers around £25,000 considered. For appointment to view and more details please phone 01928 577898.

Two bedroomed dormer bungalow, "detached", large lounge/diner, full gas heating, new windows, including patio window. Fully fitted kitchen with hob and double oven, (fully tiled), new bathroom (fully tiled), utility room at back of kitchen, garage and medium gardens. Mynydd Isa, Mold, £59,995 Contact Mr R. Perris (retired) on 01244/544086.

1 bedroom ground-floor flat, Balmoral Court, Liverpool, opposite Lister Drive Office. Attractive well maintained property. Fitted kitchen, coloured bathroom suite with shower. Security entry intercom and alarmed. Communal parking and garden. Cable TV and phone facility; £24,900 (assistance with mortgage if required). Contact B. Kelly on 0151-220 7361.

HOLIDAYS

Llandudno, Rosaire Hotel, St Seiriols Road. Family run with excellent home cooking, separate tables. All double and twin rooms are en-suite with free ctv tea-making facilities and parking. £15 BB with 4-course dinner optional at £5.00. Some single rooms available. Central to all amenities and on level ground. Book now for Easter. A short break or your summer holiday.

For further details please ring Mrs. W. G. Evans on 01492 877677.

Holiday Let. Bala, 4 miles, secluded traditional Welsh stone cottage. Sleeps 6. Extensive views. Ideal walking, bird-watching. Short breaks available. Tel 01678-530-478 or 01706-218066.

Cumbria/Scottish Borders. Peaceful and warm farm cottage combining 'trad charm' with all 'mod cons'. Ideal for couples. All inclusive. Sleeps 4. Open all year. No pets. Brochure 01228-75650.

Porthmadog, Gwynedd. Holiday bungalow, sleeps 5, on quiet estate in Porthmadog. Convenient for Festiniog Railway, Snowdonia National Park, Blackbrook Sands, etc. Enquiries: Mrs Cecil Jones, 2 Meadow Drive, Porthmadog, LL49 9HY. Tel: 01766 2519.

Costa del Sol, Benalmadena. Studio apartment to let. Suitable 2/3. Near beach and amenities. Beautiful pool and gardens. Convenient for Malaga airport; £80-£100 per week. Tel: 01244 341097.

PERSONAL

Beauty on the move. Treat yourself or a friend to a wonderfully relaxing treatment whether it be a massage (tension or full body), manicure, pedicure, waxing or from a range of facials. For professional and effective treatments at my home based salon or a personal visit to your home. Please phone on 01978 760867. I look forward to hearing from you. Peta Pendlebury, Freelance Beauty & Body Therapist, 25 The Beeches, Hope, Wrexham. Discount on initial treatment for Manweb staff.

Quality Wedding and Portrait Photography at highly competitive prices. Why pay more for the photos you want? For full details or estimates contact Ken Smyth (Work - 01244 652449) or (Home - 01244 544771).

Professional Photographer. Bookings for weddings for 1995 now being taken, also sittings for portraits of children and families in well equipped studio. Friendly service assured. Let me create your wedding album. Peter David Studio, Wrexham. Contact Pete or Pat on 01978 263448.

Classic Wedding Cars from the 30s, 60s and 70s. From large saloons to limousines. For all occasions. Reasonable rates. Phone 01244 836086 Day, or 01244 813221 Evenings.

Learn a new craft during 1995. Evening lessons for 3D Decoupage to start soon in Warrington area. Pleasant surroundings, competitive rates. Write to Jim Danby, 71 Green Lane, Padgate, Warrington, Cheshire WA1 4TL. Tel: 01925 823733.

Furniture Loose Covers. Handmade to measure, tailored for 3pc suites. 180 easycare, labour saving, washable, drip/spin dry, non-iron fabrics. Fitted on delivery (limited area). Cheshire, Wirral, Merseyside, South Manchester. 17.5% discount for Manweb staff and retired personnel. (Quote MWB). Brochure write, Furnishing Options, PO Box 110, Warrington WA2 7DR. Tel: 01925 240027 inc evenings/weekends.

Ornamental Metalwork. Take a step in the right direction for a range of handmade metalwork including curtain poles, static caravan steps, gates, flower basket stands, foot scrapers and wishing wells. For further details please contact Colin Wait, Stepwright, on 01244 682710.

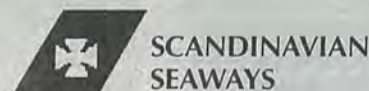
Filthy Rich. Dressmaker. Bridal and Eveningwear. For consultation contact Beryl McAdam on 01244 321390.

Tiling. All you floor and wall tiling needs taken care of. Contact: Mike French on 01492 545291 or mobile 0836 648353.

WANTED

Does anyone have a slide projector and screen they no longer require? If so please contact Jean Griffiths on 01691 659070.

Manweb (Chester) Sports & Social Club
Special Notice
ANNUAL GENERAL MEETING
Wednesday, 17 May, 1995
5.00pm - Room GD116
Waitress service
Dining Room, Head Office



Special Offer

THREE DAY MINI CRUISE

FANCY a short break?

Why not take advantage of a specially priced offer from Scandinavian Seaways for a three-day minicruise on one of our AA five-star registered ships departing from Harwich in Essex and Newcastle upon Tyne. This luxury minicruise experience includes breakfast both mornings at sea, an inside cabin with en-suite shower & toilet (excluding commodore and single cabins) and a guided tour by coach in the city of your chosen destination.

Departures from Newcastle are available from April to October to Hamburg in Germany and Esbjerg in Denmark, and May to September to Amsterdam. Departures from Harwich are available to Esbjerg, Hamburg and Gothenburg to the end of the year.

Choose the date you would like to travel and call your friendly Scandinavian Seaways reservations staff to check availability. Our ships offer a choice of bars, plus lounge, disco, nightclub with superb live entertainment, shopping, sauna, a children's 'pirate club' and a casino on certain routes. Sample the Smorgasbord, a traditional Scandinavian spread that has to be seen (and tasted) to be believed! There is also an a la carte restaurant and a good value cafeteria on board ship. On arrival at your destination your coach and guide are awaiting to take you on a comprehensive sightseeing tour of either Gothenburg, Hamburg or Esbjerg. The coach returns to the ship in plenty of time for the homeward sailing where there is another memorable evening in store. The ship is stabilised and air conditioned; and there is a friendly crew to look after you. From the moment you step on board, all you have to do is sit back and relax and enjoy the excellent amenities that the ship has to offer.

This special offer is only available when a minimum of two adults travel together and is subject to availability.

This special offer is NOT valid for Bank Holiday sailings. All OUTSIDE CABINS carry a supplement of £10.00 per person. All FRIDAY sailings carry a supplement of £10.00 per person. Travel insurance is available at a premium of £6 per person.

To take advantage of this special offer call Scandinavian Seaways customer services department on 0191 2936262 or 01255 241234.

Please quote special offer Y323 when making a booking.

Hours of opening: Monday-Friday 0830-2000; Saturday 0830-1700; Sunday 1000-1600.

THIS OFFER IS STRICTLY ON A FIRST COME FIRST SERVED BASIS AND IS SUBJECT TO SCANDINAVIAN SEAWAYS RULES AND REGULATIONS.



PLEASE PRINT YOUR FREE AD. ON THIS COUPON OR ON PLAIN PAPER. IF THE ADVERT IS TO RUN FOR MORE THAN ONE MONTH, PLEASE SUBMIT ANOTHER COUPON.

(BLOCK CAPITALS, PLEASE)

.....

 Name

Work place (or retired)

Tel:

Send to: 'CONTACT' FREE ADS, MANWEB, SEALAND ROAD, CHESTER CH1 4LR

CREWE STAFF EARN REWARD



CREWE shop staff have been rewarded for their fund-raising efforts for the Neuromuscular Centre in Winsford.

They were invited to Granada Studios to join the audience for the filming of the first in the new season's 'Stars In Their Eyes' programme.

The trip to see the popular show, presented by Matthew Kelly, was arranged by Matthew's wife, Sarah, who is joint co-ordinator at the Neuromuscular Centre.

Great night out

It was Sarah's way of saying thank you to the staff who had raised over £2,000 for the appeal – part of the Manweb Celebrity Challenge – during a hectic two weeks of games, races and various competitions. The Company later matched this amount.

Shop Manager, Dave Hughes, who went along with the staff to the show said: "It was a great night out and we would like to thank Sarah for inviting us."

Dave praised his staff for putting in a great deal of hard work and effort during the fund-raising week.

"They all thoroughly enjoyed it and were pleased that their efforts were recognised with the trip to see the show. They are now looking forward to working for the charity again," said Dave.

● As a result of Manweb's involvement with the Neuromuscular Centre and support for the charity, Chief Executive John Roberts, was invited by the Trustees to become a Vice President.

Worthy cause

Pleased to accept, Mr Roberts said: "I am honoured and absolutely delighted to have been asked to become associated with the Neuromuscular Centre."

Whilst I realise that the role is largely honorary, I hope I can help the Centre in its efforts to support such a worthy cause."

Matthew Kelly, who was Vice President, has now taken on the role of Neuromuscular Centre's President.

Other names to become Vice Presidents are actress Geraldine James and Mr and Mrs Bromley-Davenport, the Lord Lieutenant of Cheshire and his wife, Footballer David Platt has also been asked and is considering the position.

A BOUT of flu stopped a Manweb man from flexing his muscles along with TV's popular Gladiators.

Nigel Gordon, Sales Assistant at Llandudno Shop, had his application for an audition for the show accepted and was looking forward to competing in the test events.

The gruelling schedule included climbing a 20ft rope, doing chin-ups and running 800 metres in two and a half minutes.

Normally weight training fanatic Nigel, who also has a blue sash in Kung Fu, might have taken it all in his stride.

Unfortunately, notice of the event gave him only two weeks to prepare and this coincided with Nigel having the flu.

"I just wasn't able to get enough practice and wasn't fit enough at the time," he confessed.

Although he put up a creditable performance it wasn't good enough to earn him a place on the box along with the Gladiators.

Nigel is pictured testing his strength against shop colleague Lucy Maguire.

Conference shows how to cut losses

By Mark Smith

MANWEB will be hosting the electricity industry's second National Revenue Protection Conference at the Park Royal International Hotel, Stretton, Nr Warrington, on 4 and 5 May.

The conference 'Protecting the Future' is designed to assist companies in their revenue protection activities, and although it will be of particular interest to electricity companies, other suppliers including energy utilities will find it very useful, since practices and procedures are common.

Manweb's Revenue Protection Manager Robin Bradshaw believes that the conference is essential. "Theft of electricity is estimated to cost the electricity industry in the UK some £50 million a year. The aim of the conference is to act as a forum to ex-

change ideas and information on ways to minimise losses," he said.

The keynote address will be given by Manweb's Chief Executive John Roberts and there will also be a number of guest speakers.

Supplemented

Chief Constable of Cambridgeshire Constabulary Dennis Gunn and Anthony Eames of the Crown Prosecution Service will be presenting their views. The Head of Security of the Burton Group Alan Talbot will also be talking about theft in retailing.

The conference will be supplemented by an exhibition of products and services associated with revenue protection, as well as various 'breakout' sessions and panel discussions to exchange thoughts and ideas.



Director Power Marketing, Colin Leonard, addresses a recent 'Contract Options' conference.

CUSTOMERS GAIN WITH OPTIONS

MANWEB customers who use over 100kW of electricity stand to gain from a range of competitive contract options available from 1 April.

April marked the start of the 100kW market's second year of operation, and with approximately 2,600 over 100kW sites in the Manweb area, competition from other regional electricity companies and generators was even more intense than in 1994.

Initial indications are that Manweb has retained 85 per cent of the over 100kW sites in its area, and although the company will no longer supply the likes of BHS and Safeway stores, it has retained its business with Iceland and has gained increased business from Littlewoods.

Manweb does not advertise heavily, either in its own area, or in other RECs territories.

Instead, the company prefers to operate on a personal, face-to-face basis with customers, utilising the professional skills of its Account Managers.

Major Accounts Manager John Ellis said: "We've performed well in the competitive market. In line with company policy, we've concentrated on providing value for money and top level service to customers within the Manweb region. By building on these well-established relationships we've also been able to obtain out-of-area sales with local businesses who have sites elsewhere in England and Wales."

For 1995 Manweb has provided a choice of contract options featuring fixed price, Pool-related and budget terms, with offers being tailored to individual customers' consumption patterns.