

SIX young footballers were able to reach towards fulfilling their dreams of sporting achievement thanks to sponsorship by Manweb.

A team from the Manchester school St Hugh of Lincoln took part in a Junior Six-a-Side Mixed Football Challenge organised by the Manchester-based "From Street to Stadium" charity, which aims to give sporting, cultural and recreational opportunities to young people.

All 40 teams participating had a chance to play during the preliminary rounds on the pitch at the Manchester City FC training complex at Platt Lane, while the winners had the chance to show off their trophy and complete a lap of honour at Maine Road itself, just before a Nationwide League Division One clash.

Manweb sponsored St Hugh for £150, to cover the cost of their strip and expenses.

"We became interested in sponsoring a team after talking to Bucknall Austin, who

Reaching out to soccer ambition

provided overall sponsorship," said Geoff Swindley, Business Development Engineer at Manweb Power Systems. "There was a really good team spirit at the event and this competition was a chance for youngsters, some of whom were from disadvantaged areas, to achieve their potential."

Enjoyed

Yuri Matischen, Fund Raiser for From Street to Stadium, said: "We would like to thank Manweb for supporting the event and for sponsoring a school in the tournament."

"The kids thoroughly enjoyed themselves and we raised over £6,000 for the Charity."



The St Hugh School Junior six-a-side football team.



Answering SOS

TEENAGE footballers at Plessington High School, Wirral, put out an SOS to Manweb when they found themselves short of kit.

Community Relations Co-Ordinator Jane Hall heard their plea and arranged for them to borrow shirts when they need to from Cheshire region football team.

The youngsters are delighted – and so is the headmistress of the Bebington school, Adrienne Burns. She said: "The students are proud and pleased to wear the smart strip."

● Pictured above is Head Adrienne Burns, second right, with, left to right, Manweb's Cheshire Regional Manager Gerry Halas, Deputy Head Ged Murphy and Jane Hall, Community Relations Co-ordinator.

Gordon's romantic treat

GORDON Maxton won a raffle for staff with good safety records – and he was able to give his wife a special treat on Valentine's Day with his prize.

Gordon, a construction linesman at Warrington depot, won a weekend's use of a Ford Scorpio which is on loan from Ford as part of their support for Manweb's SuperSafe campaign.

"Gordon was one of 310 people who were eligible to join the raffle," said Brian Waugh, Safety and



Environment Co-Ordinator for the Cheshire region.

"We managed to get the Scorpio to him in time for

the Valentine's Day weekend, so he was able to give his wife a chauffeur-driven service."

Duo scoop first aid accolade



MERSEYSIDE-BASED Mike Stringman and Richard Tinsley scooped the Reid Cup in the Novices section of the ScottishPower First Aid competition on February 25. They had been expertly taught by former Manweb nurse Irene Jones, the Company's First Aid trainer.

● Mike, left, and Richard are pictured receiving their trophies from Nurse Jones, second right, and her assistant Jacky Croft-Griggs.

CONTACT

NEWSLETTER FOR MANWEB PEOPLE

APRIL 1998

Manweb to sponsor major musical and theatre events

SUPPORT FOR REGION'S ARTS



Manweb beat the clock

TRIUMPHANT against the clock... members of the Major Projects Team at Prenton celebrate the record-breaking speed of their work in helping complete a power link to a major electronics complex in south Wales.

The £14 million link to Imperial Park in Newport, where LG manufactures PC monitors and microchips, was supplied out-of-area and also to a short time scale for the Welsh Development Agency.

"We broke new ground with this

project," said Project Manager Andy Dixon. "The team really pulled together to deliver to schedule and to budget. We completed in nine months, the fastest ever in the UK. Normally a project of this kind would take 18 months to two years."

● Pictured above is Andy, third left, and his team, left to right, Vanessa Goodfellow, Ian Taylor, Mark Chamberlain, Geoff Robinson and John Welsh.

FULL STORY AND MORE PICTURES: SEE CENTRE PAGES.

MANWEB is helping to bring arts to the north west and north Wales by supporting the region's best known musical events.

And Contact readers will be able to take advantage of special offers for tickets at events in Llandudno, Llangollen, Liverpool and Chester.

The Welsh National Opera will be making a welcome return to Wales, thanks to continued sponsorship from Manweb. It will be staging a week-long season at Llandudno in June, plus a varied programme of community activity at schools, local centres and homes for older people.

Manweb is continuing its support of the Summer Pops with the Royal Liverpool Philharmonic Orchestra. This year the event moves from a marquee at the side of the River Mersey to Sefton Park in Liverpool on July 11.

Families

And on July 19 once again there will be Music in the Park, thanks to Manweb's support of the Chester Summer Music Festival. The free day of music at Grosvenor Park regularly attracts an audience of thousands, among whom are Manweb staff and their families.

The Manweb Studio Theatre at Chester's Gateway Theatre has just opened with a performance of Terry Pratchett's *Mort*.

Other arts events supported by Manweb this year include music festivals at Beaumaris, Criccieth and St Asaph; Middlewich Folk and Boat Festival; Urdd Eisteddfod; International Eisteddfod; and Gwyl Gerdd Dant.

Offers for some of these events will be advertised shortly via the Lotus Notes Bulletin Board and next month's Contact.

Chairman's fact-finding visit – Page 3 Cancer charity support – Page 7

NEW ASSET MANAGEMENT SYSTEM TO BOOST CUSTOMER SERVICE



Above left, staff at work in the Power Systems Management Centre. Above right, Data Capture Leader Chris May studies the new system diagrams with, left to right, TroubleCall Project Manager Eric Bell, TroubleCall Business Champion Gordon Christie and ICOND Project Manager Paul Sands.

Improving ways to handle faults

EXCITING changes are being brought in to improve the ways in which Manweb deals with faults across the region.

The Asset Management 2000 Programme (AM2000) introduces systems that will boost the service given to customers when faults occur.

AM2000 is a major Power Systems change programme that has recently introduced a number of large process and systems changes into Scotland. Since early last year, the programme has been driven from Manweb.

One of the biggest changes is to the faults process, allowing Manweb to give its customers

both a faster response and much-improved information during fault conditions.

When "no supply" calls are logged by the call centres, the system will use its knowledge of the network and property data to link customers with substations, and the information will be passed instantly to Power Systems operations centres.

The new systems will provide accurate predictions of the likely fault location, as well as how many customers are off supply. This information will be applied to all the customers affected, automatically providing call centre staff access to information relating to any fault.

If any other customers affected by a fault make contact, call centre staff will be able to quickly reassure them that the fault is known about and being attended to.

Restoration

In addition, when industrial staff get to site, they will be expected to call back with an estimated supply restoration time. This information will also be applied to customers affected by the fault, and will automatically appear on screen when Call Centre staff access the customer's record.

Peter Evans, AM2000 Implementation Manager, said: "These developments are exciting for both Energy Supply and Power Systems because they represent a genuine advantage for both of us. The TroubleCall User Group reflects this, with both Energy Supply and Power Systems representatives. We have looked at the best systems and processes from around the world and improved them for our customers. These changes will allow us to deliver real improvements in the service we provide for our customers."



How it used to be - Richard Coles, Data Capture Support, and Mark Caulfield, Business User TroubleCall, look at the old wall diagrams.

Technology provides vital link

THE biggest changes to the faults process are being introduced by two AM2000 Projects, TroubleCall and ICOND.

These projects, based at the old North Mersey District Office at Bridle Road in Bootle, will be delivering the process changes, along with associated computer systems, over the next 18 months.

Eric Bell, TroubleCall Project Manager, said: "The TroubleCall system provides a vital electronic link between our call centres and operational staff during fault incidents. The technology is extremely advanced."

The ICOND project, managed by Paul Sands, will introduce on-screen system diagrams to replace the wall diagrams and coloured pins previously in use. ICOND will be linked to the TroubleCall system to provide Power Systems staff with a visual representation of the state of the 11kV network. Paul said: "We will be able to manage the network more efficiently and keep customers better informed through the medium of these new, world-class technologies."

For further information about these two projects, or the changes to the faults process, please contact the AM2000 office at Bootle, on 0151-521 8556, or any member of the TroubleCall or ICOND User Groups, who are listed on the Lotus Notes Bulletin Board.

Manweb Chairman meets staff at Chester and in the Wales region



Calling in at Rhyll. Above left, Manweb Chairman Duncan Whyte chats with Customer Service Supervisor Dave Ogden and representative Gill Jones. Above right, Mr Whyte is greeted by Rhyll Depot Network Manager Graham Smith and Finance Manager David Jones.

'Hot glove' start to fact-finding visit

MANWEB Chairman Duncan Whyte recently made a fact-finding visit to Chester and the Wales Region.

Accompanied by Wales Regional Manager Alan Laird he began his tour by watching an early-morning "hot glove" assignment in progress in open country at Gwyaenisor near Prestatyn.

Network Manager Graham Smith was present as he was briefed on the installation of a pole-mounted recloser on an 11,000-volt line, an operation carried out by liveline engineers from Rhyll depot.

Tour

The group then travelled to Rhyll to visit the high street Customer Service Centre and Power Systems depot where Mr Whyte was given a tour of the site by Graham Smith and Dave Jones, Finance Manager.

A visit to Caernarfon Customer Service Centre was followed by a tour of the Caernarfon Power Systems depot with Network Manager Colin Blundell.



Duncan Whyte watches liveline engineers from the Rhyll depot engaged in "hot glove" work on a line in countryside near Prestatyn.



Duncan Whyte is pictured inspecting building work underway at the Caernarfon Depot with Network Manager Colin Blundell, left, and Building Engineer Selwyn Jones.

Hundreds reply to survey

A QUESTIONNAIRE was enclosed with the March edition of *Contact* to find out what readers think of this staff magazine.

Hundreds of completed forms have been returned. These comments are now being collated and will be published in *Contact* soon. This feedback will enable Manweb to produce a magazine that caters more directly to readers' needs.

The readers who returned their forms by the April 17 deadline were entered into a draw for £20 Marks and Spencer vouchers.

The winners are: Paul Skelland, ISD, Queensferry; Beryl Hughes, Pensioner, Crewe; Angela Ollier, Power Systems, Prenton; Terry Donnellon, Meter Reading, Lister Drive; and John Lundy, Settlements, Rhosyllen.

Changes announced in senior team at contracting services

SCOTTISHPOWER has announced changes in the senior management team of Contracting Services.

The business incorporates ScottishPower Contracting and Property Services, and Manweb Contracting and Property Services, all now branded as ScottishPower Contracting Services – one of the 10 largest in its industry sector with sales of some £70 million.

Guy Wilcox, Utility Operations Manager, is now responsible for all utility and domestic activities across the integrated business.

Tom Cook, Contracting Operations Manager, will have responsibility for all high voltage, commercial and industrial activities throughout the UK.

Kenny Stirratt becomes Commercial and Finance Manager in a new post which recognises the inter-relationships of the various commercial activities of the enlarged business.

Combined

Robert McNeill takes up the new position of Development Manager encompassing human resources, health and safety, environment and quality. He will also be responsible for the training and development of the staff while working towards Investors in People.

Allan Littler, Sales and Property Director, will adopt a combined role in sales and marketing and property and will focus on continuing to pursue growth in the company's specialist activities while also expanding facilities management, both internally and externally.

George Thomson retains responsibility for the developing gas and telecoms business within the utility operations.

£14 MILLION CONNECTION WILL SERVICE THE WORLD'S MOST ADVANCED MICROCHIP FACTORY



Network Manager Emrys Hughes, second left, opens the switching on event with a welcome in Welsh. Listening are, left to right, Welsh Secretary Ron Davies, Manweb Chairman Duncan Whyte, WDA Chairman David Rowe-Beddoe, LG Semicon Managing Director Joseph Jun and LG Electronics Managing Director C.B. Kim.



Welsh Secretary Ron Davies inspects the new power link with Manweb Chairman Duncan Whyte.



LG Semicon Managing Director Joseph Jun gave a speech in which he praised Manweb's fast work.

Welsh power link is a double first

MANWEB has achieved a double first, becoming the first UK electricity company to complete a major connection, in record time, outside its franchise area.

Manweb's Major Projects team at Prenton has overseen the £14 million power link to Imperial Park at Newport, south Wales, where the Korean-based LG Company is creating one of Europe's largest inward investments.



"Manweb is already exploiting the opportunities which have been presented through competition," said Welsh Secretary Ron Davies at the launch of the LG power link.

The link supplies power to LG Electronics, already in production at its PC monitor factory, and to LG Semicon Wales, which is due to open next year as one of the world's most advanced microchip production facilities.

In total the LG development is expected to provide direct employment for up to 6,000 with further employment opportunities for suppliers and support industries.

Manweb has created the link in record time for the Welsh Development Agency, which awarded the contract exactly a year ago. Secretary of State for Wales, the Rt Hon Ron Davies MP, threw the switch to set energy flowing into the site.

Success

Manweb Chairman Duncan Whyte said the LG contract was an example of the company's success in selling its engineering expertise in exacting markets.

He added: "Our approach is to work with large companies to help them meet their utility requirements. Our proposals for the link with LG were designed to provide the quality of supply demanded by their sensitive processes. We were able to provide this cost-effectively and

with minimal impact on the environment.

"Manweb and ScottishPower, in addition, are bringing together their experience in telecoms and gas to offer multi-utility infra-structure projects which are proving attractive to developers of new industrial and commercial sites throughout Wales and the rest of the UK.

David Rowe-Beddoe, Chairman of the Welsh Development Agency, said it was hard to believe that the contract had been completed in less than a year.

He said: "The link has been completed on time, on budget and with exemplary efficiency. Every single target has been met and I congratulate all of those involved on their skill and professionalism."

The work has been carried out with close concern for the environment as part of the Park is on a Site of Special Scientific Interest (SSSI). Regular audits are carried out and watercourses called reens, peculiar to the area, have been replaced inch-for-inch.

Extensive re-planting of native trees and shrubs is also underway whilst the habitats of 115 rare species, such as damselflies, have been protected.



There was plenty of media attention when Welsh Secretary Ron Davies threw the switch to energise the power link.



WDA Chairman David Rowe-Beddoe, who awarded Manweb the contract to build the power link, discusses the site with Welsh Secretary Ron Davies.



Power Systems Managing Director Alan Richardson discusses the power link with Welsh Secretary Ron Davies and Manweb Chairman Duncan Whyte.



Mark Williams in the wheelchair is up for the big push forward from Gill Jones, right, Helen Paddock and Albert Lock.

Plucky pair push forward to help buy wheelchair

CUSTOMER Service staff at Wrexham leapt into action when a disabled customer asked for help in raising money for a wheelchair.

Supervisor Gill Jones and Customer Service Representative Helen Paddock volunteered to stage a wheelchair-push themselves to bring in cash for cerebral palsy sufferer Mark Williams.

The plucky pair set off from the CSC on Lord Street and arrived two hours later at the Rhostyllen call centre, having pushed Mark taking it in turns with his helper Albert Lock.

Fun

Rhostyllen staff responded to their fund-raising efforts by donating a total of £137 towards the wheelchair which is specially designed for Mark and will cost £8,000.

"Mark is a customer at our CSC," said Gill, who once worked as a session teacher for people with learning disabilities.

"He can't speak but when we learned of his need for the cash it tugged at our heartstrings. He thoroughly enjoyed the journey to Rhostyllen and we had some fun bouncing him about."

The last lock up

THE last man to turn the lights out - Graham Lewis locks up for the last time at Queensferry Central Stores, which are closing due to restructuring.

Graham, aged 60, who is retiring as Stores Foreman, was given a send-off by colleagues who have come to know him over the years as "Mr Queensferry."

"I am leaving with mixed feelings," said Graham. "I have enjoyed every minute of my 35 years here - and I always said I would be the last to switch the lights off!"

Barry Judd, Manweb Performance Improvement Manager, said: "It's the end of an era for Central Stores, and we are sad to lose Graham. Everyone will miss him - he was a



stalwart of the depot and has helped countless people in his working life."

● Stores foreman Graham Lewis is pictured above locking up for the last time at Queensferry Central watched by colleagues.

Training prepares staff for challenge

A special team in Customer Services is gearing up to deliver training ready for the opening up of the energy market in September.

The 10-strong Training and Quality Team based at Warrington and Rhostyllen is getting ready to raise awareness in the new computer software systems which are being written in East Kilbride.

"These systems are being developed to operate in the new market and our task is to put a trainer slant on them," said Colin Moston, Training and Quality Manager who is leading the team together with Jon Pritchard, Quality Management Representative.

"We are already briefing staff on a regular basis and everyone is up for the challenge. The trainers will be briefed in the new systems in meter work



Training and Quality Manager Colin Moston with members of the special training team, left to right, Gerard Till, Amanda Forshaw, Alan Pendleton, Andy McDonald and Janet Jordan.

management, agent management, prepayment, the move to new billing processes, and the customer directory.

The new Business Continuity systems, which will assimilate the ISO9002 format already in

use by Manweb, will cover loss of customer to another supplier, metering, customer retention and revenue protection.

"The idea of gaining customers is new," said Colin, "and neither have we previously had to win customers from other suppliers.

"We are leaders in these new systems, and we are breaking new ground."

The team of trainers will all be briefed at East Kilbride at some stage.

To cover for the Customer Service staff who will all need training in the new systems, 40 new staff have been taken on in Customer Services.

More good news for customers

MANWEB has announced its second boost within two months for customers, with the news that bills for domestic users will fall on average by 3.5% from April 1.

The good news comes hard on the heels of February's one-off discount to domestic customers. This includes free cards for meter users, many of whom have written to express their appreciation.

In the latest reduction, Manweb's 1.1 million domestic customers on the standard electricity rate will see their unit prices fall by 4.2%, cutting the average bill by almost £10 to £266.64.

In addition, Manweb's 285,000 prepayment customers who already enjoy a 1.5% discount on their unit prices will have this discount increased by a fixed amount of £3 a year, from July 1. Prices to small business customers are frozen. Further reductions for domestic and business customers will be announced later this year.

Our customers give their views

"I am writing to thank you for the £8.40 card - it was lovely to come home to. It's not often that you get a nice surprise like that and it was very much appreciated."
B.D. McMellor, Bootle.

"For myself, a single parent with four children, it's a big help. Thank you."
D.R. Thomas, Prestatyn

"I am in my 88th year and I am most grateful to Manweb for such a cheering boost."
E.M. Williams, Harlech.

Support for lung cancer charity



SCOTTISHPOWER and Manweb are both enthusiastically supporting the only charity wholly dedicated to defeating lung cancer.

The Roy Castle Lung Cancer Foundation, based in a brand new purpose-built headquarters in Liverpool, (pictured) has set up the world's first lung cancer research centre. It will be officially opened on May 12 by Sir Cliff Richard.

Manweb staff have already given magnificently to the project for the past 18 months - about 100 donors within the Company have paid around £3,000 by allowing a regular sum to be deducted from their wages through Give As You Earn.

And Lister Drive-based John Drew, Ronnie Cleary, Brian King and Kenny King last year raised £2,000 for the centre by walking 127 miles along part of the Pennine Way.

Payroll Giving Co-Ordinator Irene Trevorrow said: "We would like to thank all the Manweb people who have given so generously so far, and we hope that staff not already involved



will consider signing up.

"For every £1 nominated through Payroll Giving the taxman gives 23p at the standard tax rate and it actually only costs the employee 77p. If everybody could give just £1 a month it would be wonderful."

Breakfast

ScottishPower is launching a further initiative in support of the Foundation. Head of Group Human Resources (Operations) Steve Dunn is holding a business breakfast with the aim of interesting other firms in the appeal.

The Roy Castle Lung Project, which costs £2 million to run annually and will take 10 years to complete, will monitor 7,500

individuals from high incidence areas to identify cell mutations in those most at risk of developing lung cancer, catch it in its pre-cancerous stage and intervene to prevent it developing.

● Cath Steele, who works in the Payroll Giving section at the Foundation, has a son Colin, aged 18, in Manweb's Hoylake Training Centre.



The late Roy Castle

CHARITY SELECTION FORM AND AUTHORISATION TO DEDUCT

Please deduct a total of £ _____ each month

FOR THE ROY CASTLE LUNG CANCER FOUNDATION.

Surname _____

Initials _____ Mr/Mrs/Ms

Home address _____

Postcode _____ Tel _____

EMPLOYEE NO _____

MANWEB SITE _____

I certify that my deduction does not exceed the maximum permitted in any one tax year, and is in addition to any previous request given.

Signed _____

Date _____

PAYROLL DEPARTMENT: Please copy this form for your records and send original to Payroll Giving Agency.

Coast to coast charity trek

TWO Manweb employees walked 190 miles "Coast to Coast" and raised £346 for charity. Overhead linesman Steve Sweeney and jointers mate Geoff Bourne started from St Bee's in Cumbria and finished at Robin Hood's Bay in Yorkshire 12 days later.

Their sponsorship money, half of which was donated by the Warrington depot, goes to Warrington Crossroads, an organisation supporting people who care for a disabled person at home.

Key role in new business systems



The Energy Supply Businesses Implementation Team at East Kilbride, left to right standing, Jim Shaw, Tracy Somers, Brendan O'Meara, Daniel Dempsey and Martin Docherty, and, left to right seated, Gay Hill, Gary Williams and Gillian Cooper.

MANWEB staff are playing a key role in setting up new business systems and procedures for the ScottishPower group in advance of the full opening of the electricity market to competition.

Working side by side in the team, managed by Gary Williams, Manweb and ScottishPower staff are putting in place the new systems and procedures and making sure they are successfully trialled and tested before being incorporated into the Customer Service operation of the ScottishPower group.

The main projects managed by Gary and his team include agent

management (eg co-ordinating the activities of other agents such as meter operators,) business continuity (eg ensuring billing systems comply with OFFER's requirements) and customer process development (eg ensuring that call centre processes comply with OFFER.)

Gary said: "Manweb and ScottishPower people are working hand in hand to make sure the new systems and procedures fit the business requirements. Staff from Manweb have been staying at East Kilbride during the week for months now and commuting back home at the weekends."