

# CONTACT

Manweb's monthly newspaper  
for staff and their families.

MID MERSEY  
LIVERPOOL  
NORTH MERSEY  
DEE VALLEY  
HEAD OFFICE  
OSWESTRY  
GWYNEDD  
NORTH WIRRAL  
CLWYD  
MID CHESHIRE  
ABERYSTWYTH

Vol. 42 No. 4

April 1990

Market research reveals your views on the company

## PROUD TO WORK FOR MANWEB!

**THE vast majority of Manweb staff - 70 per cent - are proud to work for the company, according to a recent survey conducted by independent market researchers MORI.**

Last October employees were given the opportunity to express their views about Manweb in a confidential staff opinion survey. The objective was to find out what you **REALLY** think about the company - the good and the bad.

A total of 1,660 questionnaires were returned out of a total 5,500 given out. But although not everyone decided to participate, the level of response and its spread across the organisation was enough to ensure the findings were pretty accurate.

Stewart Lewis, a director of MORI, has summarised your views:

*What do you think of Manweb as an employer?*

More than 56 per cent of staff

rated Manweb as "one of the best" or as "an above average employer". Only 13 per cent thought it one of the worst or below average.

"We carry out many similar opinion polls, and Manweb came out slightly higher than the average company's score of 51 per cent," said Stewart.

You said the most satisfying thing about working for Manweb is good pay. A good working atmosphere and colleagues comes second, and job satisfac-

tion ranks third. Enjoying your work is obviously an important factor.

The thing you most dislike about working for Manweb is that internal communications are not always good, neither is co-ordination between different parts of the organisation and with Head Office. Concern about promotion prospects and a "them and us" feeling in the organisation came second and third in your list of dislikes.

*What do you think of cus-*

*tomers service?*

The vast majority of staff - 74 per cent - agree that the satisfaction of serving customers is one of the most important aspects of working for Manweb. This comment came up frequently throughout the survey.

Strong praise was given to the quality of workmanship and the maintenance of emergency supply. You are also positive about the present standard of keeping to appointments and making prompt deliveries.

But you raised criticisms about telephone answering, out-of-hours enquiries and, most especially, about the shops. Although shop staff themselves are positive about the help and advice they give, the rest of the staff are more critical - in some cases even more so than some of the customers who took part in a survey MORI carried out for Manweb last year!

Most staff believe there could be improvements in the overall standard of customer service, but you feel problems such as pressure of work, understaffing and a lack of resources are hampering your ability to make real improvements. Many of you also believe that fewer estimated bills should be sent out.

It was generally recognised that a great deal is done to help people with genuine payment problems, but many feel that the Customer Charter should be promoted more strongly, possibly with higher target standards than at present.

Many staff recognise the important role which Manweb plays in the community and feel that Manweb should have an even higher profile, for example by undertaking more local sponsorship.

*What do you think of Manweb's internal communications?*

Without doubt, the survey showed that internal communications are in need of improvement. This is of special concern at this time of great change, as Manweb moves into the private sector.

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## Minister unveils plaque

**IT'S official! Energy Minister Peter Morrison (right) unveils a slate plaque to mark the Vesting of Manweb as a public limited company.**

After the unveiling at Head Office, Mr Morrison, pictured with Manweb plc Chairman Bryan Weston, said Vesting Day - March 31 - had brought "sweeping changes to the electricity industry".

### Launched

Two new generating companies and 12 new distribution companies - including Manweb - were launched as public limited companies, he said.

The plc plaque, hand-carved from Welsh slate, has been installed in the reception area at Sealand Road.



Pizza the  
action

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First aid  
competition

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Head over  
heels!

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New look  
for shop

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## Changing faces

### A strategic move for Tony

TONY Smith (pictured right) has been appointed Manweb's Head of Strategic Studies within the Corporate Strategy Unit.

Based at Head Office, Tony, 33, is responsible for developing the company's overall business strategy.

In his new post he will be working closely with both the Corporate Strategy team and other departments, and has responsibility for analysing the many internal and external factors which will play a part in Manweb's development.

He said: "I will be helping to define objectives and plan strategies, working with people throughout Manweb. It is important that we understand the environment in which we will be operating."

Tony has experience in both consumer and industrial markets, joining Manweb from Avon Cosmetics in Northampton, where he



was Strategic Planning and Market Research Manager. Previously he worked for Lucas Industries and before that was a private consultant in the oil industry.

Originally from Birmingham, Tony, who holds a first class degree in International Relations and a Master of Business Administration, has also worked as a consultant in industrial engineering.



### Golfing engineer 'tees off' his retirement

LONG-serving Dee Valley 1st Engineer Ieuan Evans has retired after 47 years with the industry. Starting with North Wales Power Co. in 1943, Ieuan (62) came to Manweb on its creation in 1948.

Based in the District Office at Rhostyllen, he progressed from Junior Engineer to become Assistant Section Engineer then Section Engineer.

He was 1st Engineer, Mains Section Wrexham/Corwen in 1987 and after two years as 1st Engineer Production became 1st Engineer, Mains.

Ieuan and wife Gwyneth live in Wrexham and have a daughter Bethan, who also works for Manweb in Dee Valley Customer Accounts.

A keen golfer, Ieuan is retiring captain of Manweb's Head Office Golfing Society and his other hobbies include DIY and gardening. He is also a past President of the North Wales Society of Engineers.

Colleagues presented Ieuan with retirement gifts of a carriage clock and silver tray and there was also a bouquet for wife Gwyneth.

Ieuan (5th from left) is pictured with wife Gwyneth (6th from left) and daughter Bethan (3rd from left) receiving his retirement gifts from Dee Valley District Manager, Dr Jim McLennan while colleagues look on.



### Lister Drive trio clock up 120 years' service

A TRIO from Lister Drive Metering who between them have clocked up nearly 120 years' service in the electricity supply industry have retired.

Austin Kennedy (62) joined the industry in 1942 as a temporary junior with Birkenhead Corporation Electricity Supply, where he recalls his wages were just 17 shillings and 3d a week (about 87 pence).

Following National Service, when Austin served with the Army Service Corps on the Berlin Air Lift, he returned to the ESI with Manweb, working on Meter Test in Birkenhead and as a Fitter.

For the past 18 years, he has been a Craftsman, Metering, at Lister Drive Meter Test.

Austin, whose wife is also retired, lists his hobbies as photography, winemaking, dancing and listening to music.

Geoff Butter (59) also joined the ESI before nationalisation, at Liverpool Corporation Electricity Supply Department's Clarence D Power Station and served his time at the then Lister Drive Power Station.

From 1950 to 1952 he did National Service with the RAF, before

returning to Manweb as a Contracting Electrician. In 1959 he became an Insulation Inspector, and moved to Meter Test as a Craftsman, Metering, in 1980. Geoff's wife is also retired, and his hobbies include gardening and fishing.

Craft Attendant Robert Wycherley (62) joined Manweb in 1962 as an Assistant on van deliveries. He became a Meter Tester's Assistant in 1965 and a Chargehand in 1969.

Robert, whose wife is also retired, is a keen gardener and DIY enthusiast. Colleagues clubbed together to buy the trio gifts of Argos vouchers and chocolates for their wives.

Pictured receiving their long service awards from Metering Engineer, Production, John Ebbs, are (L-R) Geoff Butter, Austin Kennedy and Robert Wycherley.

### Goodbye gift has really clicked with George

RETIRING after 40 years with Manweb is 1st Engineer, Power System Technical Section, George Evans.

George (56) joined Manweb as a Student Apprentice in 1950. In 1956 he was appointed to the post of Junior Engineer at Legacy Technical Department, and in 1962 became 4th Assistant Engineer, Technical.

In 1968 he moved to Planning, by this time having risen to 3rd Engineer. He became 2nd Engineer in 1972, and was upgraded to 1st in 1975.

Most recently he has worked on protection, measurement and special investigations.

George and wife Beryl live in Wrexham and have two daughters and twin sons, with daughter Jane sharing George's love of golf. His other interests include photography and colleagues bought George a zoom lens as a retirement gift.

As well as golf and photography, George plans to keep his hand in teaching and lecturing on electrical protection.

George is pictured (right) with colleagues receiving his farewell gift from Plant Development Manager, Stan Roberts.



### Ode to Sid

OSWESTRY Office Manager Sid Warburton had a poetic send-off when he took early retirement recently.

The "Bard of Oswestry", former Manweb Engineering Foreman Henry Blackwell, turned up disguised as an "old codger" to recite a verse or two at Sid's presentation evening.

Sid, who received a cheque with which he plans to buy electrical D-I-Y equipment, joined Manweb in 1949 as a Stores Clerk at Welshpool and the following year was appointed Storekeeper/Clerk until 1964.

He became a Clerical Assistant in Consumer Accounts in 1970 and in 1973 became District Administrative Assistant in General Services, later becoming Office Manager.

A former local football referee, Sid, 62, is married with one son. He and wife Mollie are pictured with (left) Henry Blackwell in disguise and (right) District Manager Lyn Price.





## Treasury's new man

MANWEB has expanded its Treasury team with the appointment of David Lawson as Assistant Treasury Manager.

Based at Head Office, David, 27, (pictured above) is working with Treasury Manager Dennis Hughes and Treasury Analyst Elaine Lewis, aiming to ensure Manweb manages its treasury operations efficiently and profitably.

"I'm pleased to be joining Manweb at such an interesting and exciting time," he said. "Together with the rest of the Treasury team I'll be looking at Manweb's funding packages and possible borrowing requirements or investment opportunities."

David holds a BSc honours degree in Economics from Bradford University, and prior to joining Manweb worked with Barclays Global Treasury Service in London, where he had responsibility for corporate dealing with major national and international customers. Before that he worked for the Vauxhall/General Motors group, which included a spell at General Motors' Regional Treasury Centre in Brussels.

Originally from Hull, he is married with a daughter, and lives in Macclesfield.

# Top class send off for Barbara

Clerical Supervisor Barbara Jones celebrated her retirement in style when her colleagues at Dee Valley District clubbed together to hire a Rolls-Royce for the occasion.

Barbara and husband Tom, who don't own a car, were chauffeur-driven home to Minera, Wrexham, in the luxury vehicle after a retirement presentation at the District Office.

Popular Barbara, who worked in Customer Accounts, had clocked up 43 years' unbroken service in the electricity supply industry, having started her career in the Financial Department of North Wales Power.

Customer Accounts Manager Andy Pooley said: "When Barbara started work, those huge old counting machines were still being used. Over the years she has had to adapt to many changes, including when computers were introduced.

"She is an extremely generous and caring person, and her friends at the District will really miss her."

Barbara demonstrated her generosity by taking the day off on the eve of her presentation party to cook and prepare a delicious buffet for her colleagues.



Above: Rolling into retirement... Barbara with the luxury car. Below: Customer Accounts Manager Andy Pooley presents Barbara with a bouquet and other gifts, watched by Dee Valley colleagues. Standing next to her is husband Tom.



## End of the line for ex-railway driver!

NEW Crane Street cable jointer George Edge has retired after 34 years with Manweb. George (65) came to Manweb as a jointer in 1956, after having worked as a railway engine driver.

A keen walker, footballer and cyclist, he regularly used to cycle from his home in Holt to New Crane Street.

Among George's other interests is horse racing and colleagues collected a 100 guinea "purse" as a farewell gift. But

George plans to spend the cash on a greenhouse - not a flutter on the horses!

George is pictured (right) being wished farewell by 1st Engineer, Chester Section, Mike Jones and colleagues at New Crane Street.

## Long-server steps down

SYSTEM Development Support Manager John Young has retired after an impressive 45 years in the electricity industry.

John (62) started as an apprentice with Wrexham Corporation Electricity Department in 1944, joining Manweb at Wrexham Area 4 on nationalisation.

In Manweb's early years John worked on the rural development programme and became Assisting Section Engineer in 1949.

He held various engineering positions including Temporary Assistant Section Engineer at Whitchurch and a secondment to the Construction Section as Field Engineer, and was promoted to Second Assistant Engineer (Planning) in 1963.

In 1971 he moved from Wrexham to Head Office as Second Assistant Engineer, becoming Senior Assistant Engineer

in 1973. He was Principal Engineer from 1975 to 1989, when he became System Development Support Manager.

John is married with three children, two of whom, Alan and Barry, also work for Manweb. He was for many years a keen cricketer, playing for his local Marchwiell team in Wrexham. Even following his retirement from the first 11, John was often called to the creases as a reserve.

His other interests include golf, DIY and renovating cars.

Colleagues bought John a television set as a present and he is pictured being wished a happy retirement by Director, Network Services, Denis Farquhar.



## Derek decides to call it a day

CONTRACTING and Services Manager Derek Holman has retired after 17 years with Manweb.

Originally from Essex, Derek (57) entered the electricity industry with the United Kingdom Atomic Energy Authority in 1957, working at Harwell, London and Risley.

He came to Manweb in 1973 as Assistant Chief Commercial Officer. He was Acting Deputy and then Deputy Chief Commercial Officer before becoming Contracting and Services Manager.

As well as his regular duties, Derek was also particularly involved in graduate training.

"Derek spent a lot of time ensuring graduates were given every opportunity. He was always on hand to give advice and support, and he was known and liked for the help he was always ready to give," said

Contracting and Servicing Manager Allan Littler.

Derek holds an Honours Degree in Economics and History from Keele University and is also a qualified Russian Translator.

He lives near Warrington and is married with two sons. His interests include cricket, tennis and DIY.

Colleagues presented Derek with gifts including a computer and a "workmate" bench.

Derek (plus special personalised retirement card!) is pictured (2nd from left) with (l-r) Head of Energy Marketing Bryan Ogden, Contracting and Servicing Manager Allan Littler, Director, Trading Peter Hopkins and Oswestry District Manager Lyn Price.



\* Shop Operations Manager Bill Wakelin has retired after 41 years with Manweb.

Bill joined as a service electrician at Llandudno Commercial in 1949.

He held service and sales positions in Manweb becoming Dis-

trict Sales Supervisor at Llandudno Junction Shop in 1969, and took over responsibility for Gwynedd in 1970.

In 1975 he became Regional Sales Controller at Head Office and the post was later redesignated as Shop Operations Manager.

Bill and wife Joan live in Wrexham and have two daughters, Caroline and Jane. He is a firm fan of Wrexham Football Club and was in the past a keen footballer, playing for Manweb's Llandudno team. His other interests include DIY.

Colleagues presented Bill with retirement gifts of a video recorder and cash, which he plans to spend on patio furniture.

He is pictured (centre right) being wished a happy retirement by Director, Trading Peter Hopkins and other colleagues.

## Pensions transfer

FOLLOWING the reorganisation of the electricity industry, with effect from the Transfer Date the operations of the Merseyside and North Wales Electricity Board have been transferred to Manweb plc.

From March 31, 1990, you are employed by Manweb plc. As a result you will no longer be contracted-out of the state scheme under the contracting-out certificate held by the Electricity Council, but you will remain a member of the Electricity Supply Pension Scheme and Manweb plc will apply for a contracting-out certificate in its own right. There will be no change in your benefit rights.

Because the circumstances of the change involve no alteration to your right to benefits, the election is being made under regulation 11 of the Occupational Pension Schemes (Contracting-out) Regulations 1984 and the normal requirements for a period of notice, consultation and related time limits do not apply.

## Going up in the world

THE lifts at Head Office are going up in the world, with the start of a major refurbishment programme this month.

Lift number one and the Chairman's lift are first in line for a facelift, followed by - in sequence - numbers two to four. By working on one lift at a time, inconvenience to staff should be kept to a minimum.



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# Italians get a pizza the action!

IF you've noticed a distinct Italian flavour to the Head Office restaurant this month, it's hardly surprising.

Manweb has been playing host to two young catering students from southern Italy, on an exchange visit to Chester as part of their studies.

During their four weeks at Sealand Road, 20-year-old Mariana Zammarelli and her friend Mariano Voiro, 21, have been trying their hand at restaurant, kitchen and trolley work, while at the same time polishing up their English.

The exchange visit, arranged through the European Social Fund, was organised by the North East Wales Institute, Deeside, who last year sent a group of students to Italy.

Robert Walford, NEWI's Co-ordinator for Transnational Courses, said: "Mariano and Mariana are part of

a group of Italian students spending a month in and around the Chester area. The purpose of the exchange is to give them some experience of our hotel and catering industry, which is quite different from their own.

"Catering here is on a much larger scale than where they come from. Their home town is uncommercialised as yet, and things tend to be much more leisurely. But they have coped quite well at Manweb and it has been valuable experience for them."

Pictured preparing an English dish - Cornish pasties - are Italian visitors Mariano (left) and Mariana.



## congratulations

### Wedding bells

WEDDING bells were ringing in Mid Cheshire District when Michael Almond, an Electrician in the Debt Control Section, tied the knot with Nantwich Shop Manageress Linda Hill on February 14 - Valentine's Day.

The couple, who have both worked for Manweb for 10 years, were married at Antrobus Methodist Chapel near Northwich



### Long service

CONGRATULATIONS to the following Manweb staff who have clocked up 20, 30 or 40 years' service in the electricity supply industry.

40 YEARS: Mid Mersey - James Tart, Shift Electrician.

30 YEARS: Liverpool - Leslie Bell, Craft Attendant; Dee Valley - Tony Patrick, 1st Engineer, Energy Marketing; Mid Cheshire - Raymond England, Linesman; Clwyd - Gladys Teresa Evans, Office Cleaner; Aberystwyth - John Reed, Craftsman Overhead Lines, and Richard Bryan, Driver; Head Office - John Leslie Old, Meter Mechanician.

20 YEARS: North Wirral - Jack Williams, Motor Mechanic; Head Office - Doug Gregg, Environmental Services Manager, Merelyn Griffiths, Clerical Assistant, and Elaine Aston Slatcher, Admin Assistant.

# Obituary

IT is with sadness that Contact reports the deaths of two Manweb employees.

**Eric Robinson**, a popular Engineer in the Supply Section at Bridle Road, Bootle, died very suddenly at the age of 59, leaving a widow Eve and daughter Gill. He had worked for Manweb for more than 40 years.

A spokesman for North Mersey District said: "Eric will be sadly missed by all who knew him. He had a wonderful sense of humour and continually played practical jokes on all and sundry. His sudden passing shocked us all and our sincere sympathies are sent to his family."

**Tommy McLaughlin**, a Meter Operative at Liverpool District, died in hospital on April 15 after a long illness. Tommy, who was 59, leaves a widow, Eileen, who also worked for Manweb - in the Customer Accounts Department at Liverpool - many years ago.

Tommy joined Manweb in 1979 after working as a Security Officer. His funeral was held on April 23 at Anfield Crematorium.

We are also sad to report the deaths of the following retired staff.

**Humphrey Edward Davies**, 67, a former Clwyd Shift Switchboard Attendant who retired in 1984, died on February 10.

**John Leonard Fagan**, 81, who was an electrician at Liverpool until his retirement in 1973, died on February 12.

**Walter Gerard Loose**, who retired at Dee Valley, where he was a Chargehand Linesman, in 1975, died on February 22 aged 80.

**Samuel Leslie Knight**, 77, a former Section Engineer at Mid Cheshire, retired in 1973. He died on February 21.

**Frank Nuttall**, 70, was a Foreman at Mid Mersey until his retirement in 1982. He died on February 28.

**Ernest James Neary**, 77, died on February 16. He was a Foreman at Liverpool until his retirement in 1977.

**Albert Sidney Powell**, 81, was a Chargehand Labourer at Liverpool until he retired in 1970. He died on February 1.

**Hugh Struthers Dunning**, 78, died on March 2. He was a Commercial Supply Engineer at North

Wirral until his retirement in 1974.

**Leslie Hartley**, 75, was a Stockchecker at Head Office until he retired in 1978. He died on March 9.

**John Bertram Pearson** died at the age of 81 on March 9. He worked as a Fitter's Mate at Clwyd until retiring in 1973.

**Henry George Nulty**, 78, was a Mate at North Wirral until he retired in 1976. He died on March 12.

**Francis Billam** died on March 14 aged 75. He was a Foreman at Pumpfields until retiring in 1979.

**Hugh Lauder Paterson**, 90, was a Clerical Assistant in the old Area 1 until retiring in 1965. He died on March 12.

**Frederick George Waugh** died at the age of 88 on March 16. He retired in 1966 as an Installation Inspector at Area 1.

**Stanley Herbert Kempton**, 83, was a Shift Switchboard Attendant at North Wirral until his retirement in 1970. He died on March 21.

**Fred Owen**, 71, died on March 24. He was an Administrative Assistant at Head Office until retiring in 1976.

**Frank Lester Astbury**, a 2nd Engineer at Head Office until his retirement in 1984, died on March 25 aged 70.

**Robert Owen Jones**, 77, was a Linesman at Clwyd until retiring in 1972. He died on March 14.

**William Charles Sadler** died on March 23 aged 65. He was a Craftsman Joints at Aberystwyth until his retirement in 1984.

**George Frederick Lamonby**, 80, was a Storekeeper at Gwynedd until retiring in 1972. He died on April 3.

**Harry Crewe**, 77, died on April 7. He was a Driver at Oswestry until his retirement in 1975.

**Irene May Bate** was a Clerk at Head Office until retiring in 1989. She died on April 12 aged 63.

\* Due to shortage of space in last month's Contact Vesting Special we were unable to include some regular features, including the obituary column.

## Lucky draw winners

THE lucky number 2272 landed retired employee J. Fisher the top prize of £300 in the EEIBA's January draw. The other winners were as follows:

£200 - J.S. Ellis, retired (117); £150 - G.R. Jones, retired (2184); £100 - A. Hughes, Clwyd (2735); £75 - J.M. Parry, Aberystwyth (2493) and E. Humphreys, retired (259); £50 - J.A. Etere, Oswestry (2624) and W.V. Calcott, Head Office (541); £30 - G.P. Wolley, Oswestry (1062), D. Crangle, retired (827), M. Giblin, Liverpool (1193) and J. Smith, retired (2030); £25 - G.A. Birtwistle, Head Office (346), K. Shone, Head Office (954), E.P. Hough, retired (1789), M.G. Beard, Oswestry (665), J.Jones, Mid Cheshire (814), D.M. Quinn, North Wirral (199), B. Barton, retired (222) and G. Eccles, retired (2144).

The winners of the February EEIBA draw were as follows:

£300 - K.A. Walker, Head Office (879); £200 - M. Mouncey, retired (1461); £150 - A.J. Moore, Head Office (2640); £100 - M. Quinn, retired (2084); £75 - B. Pealing, retired (2315) and J.M. Phillips, Aberystwyth (440); £50 - D. Brodie, retired (1693) and S. Richardson, retired (1856); £30 - B. Robinson, Head Office (535), D.C. Tait, retired (223) and A. Carroll, Liverpool (2665); £25 - D.A. Jones, retired (1437), M.E. Gerrard, retired (1861), R. Morris, retired (2028), M. Henderson, retired (74), J.M. Duffus, Mid Cheshire (813), E. Pound, retired (2325), D. Roberts, retired (1398), C. Maxon, retired (1581) and A.M. Funnell, Head Office.

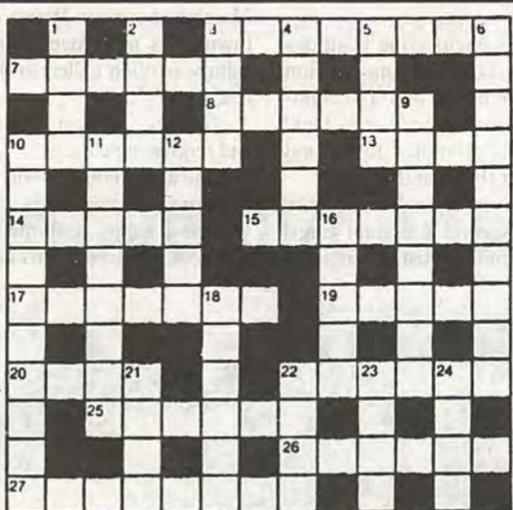
## Crossword No. 20

### ACROSS

3. He sends abroad goods he's had to carry (8), 7. Airman puzzled as to where to keep a boat (6), 8. Entertainment at the Piccadilly end (6), 10. Get hold of a few eggs (6), 13. Issue a return for the period (4), 14. Wander into a bank (5), 15. Fire in the street sometimes (7), 17. Persuade Lew to go out and capture attention (7), 19. Possible snag when you hold a ball (5), 20. See the ship as a total wreck (4), 22. Had the centre half included in hostility (6), 25. Undertake to give employment (6), 26. Intimidated by a loud attack (6), 27. Regret trouble with the old man becoming an ornamental plasterer (8).

### DOWN

1. Complain at a security hold-up (4), 2. One of the chosen people, would you say? (4), 3. Every bill included in a demand for a fresh statement (4), 4. Tight-lipped member of the ship's company? (6), 5. Defeat right away (4), 6. Had another look for the necessary facts (10), 9. Threatening bad behaviour with strange rites (8), 10. Hit by a fish - rubbish! (10), 11. Just one piece of poetry in creation? (8), 12. Quoted an edict in error (5), 16. Bill takes a car out in Ghana (5), 18. Transport permitted around



the eastern Mediterranean, 21. Bar weapons being brought up here (4), 22. Approve of what's said? You can say that again! (4), 23. Depression rises when the King is a foreigner (4), 24. The way to become an outsider (4).

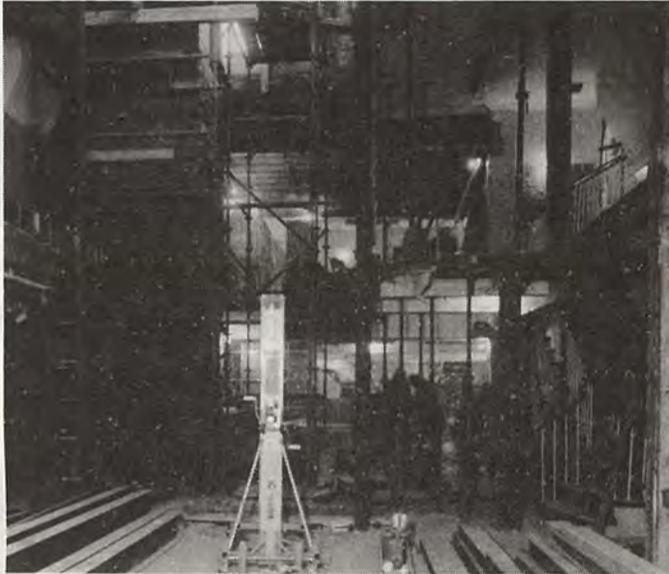
Solution on page 12

# Shops get smart new image

It has been a busy 12 months for Manweb's Architectural and Building Section. Under the direction of Architectural Manager Ben Foster, the section, part of the recently created Property Services Department, has undertaken the refurbishment of 10 Manweb shops. Civil Engineer Phil Woodward, who has been closely involved in the revamping of Manweb's shops, writes:

**THE most ambitious project has involved the rebuilding of Chester shop. This building is the oldest owned by Manweb. Although the main structure dates back to 1450, the basement was constructed in Medieval times.**

**These historic premises in Northgate Street have been substantially strengthened and the layout altered to dramatic effect. The ground floor sales area has been opened up with the relocation of the lift shaft, and a feature 'octagon' opening in the ceiling gives a light and airy atmosphere.**



A new staircase leads to an enlarged first floor, and both sales floors are enhanced by recessed light fittings and Tonduluce tubular display lighting.

The latest in heat pump technology provides a pleasant air conditioned atmosphere to shop and work in.

The project was carried out by Fairclough Building Limited and completed ahead of schedule and within budget.

The final project of the current financial year was the awkward refurbishment of Huyton shop. This involved carrying out the work whilst the shop remained open for business.

Huyton shop now has all the usual features of a modern Manweb showroom, including Tonduluce tubular lighting, a heat pump system and an attractive display cabinet.

The project also involved the construction of an office



**Above: Staff at the new-look Huyton shop, l-r, Sharon Byrne, Philomena Boardman, Pat Ellison, Manager Harry Huxley, Jonathan Lampkin, Lisa Drew and Olive Irving. Below: Huyton shop, which remained open for business, during the refurbishment.**

for the Regional Shop Manager, plus training facilities on the upper sales floor.

The Huyton shop contract was carried out by Tarmac Construction Limited following their successful completion of St John's, Bootle and St Helens shops.

All the shops recently refurbished by the Architectural and Building Section project a smart, uniform image. This has been achieved by the use of light and dark grey formica cladding complimented by the use of Ash timber and trim.

This, combined with the careful use of mirrors, projects a modern, open and spacious environment to display goods.



**Above: Chester shop before . . . Below: . . . and after. The octagonal opening in the ceiling reveals part of the upstairs showroom.**



**Director Trading Peter Hopkins (centre) during a visit to the completed Chester shop, with, l-r, saleswomen Marion Davies and Margaret Dunne, Manager Ian Traynor, Saleswoman Laura Holmes, Shop Operations Manager Paul Sharkey and Regional Shops Manager Keith Leonard.**



**Aiming to provide the latest in high street electrical retailing . . . Wrexham Shop Manager Roy Jones (centre) and his staff.**

## Back to the future

**WREXHAM shop has gone "back to the future" with a total refurbishment which draws on classic design influences.**

Combining "futurist" style with the latest in easily accessible open display shelving, the shop also features Manweb's in-store computer system, aiming to give customers the most up-to-date high street electrical retailing.

Manweb drew up plans for the new-look store with London-based consultants John Michael Design.

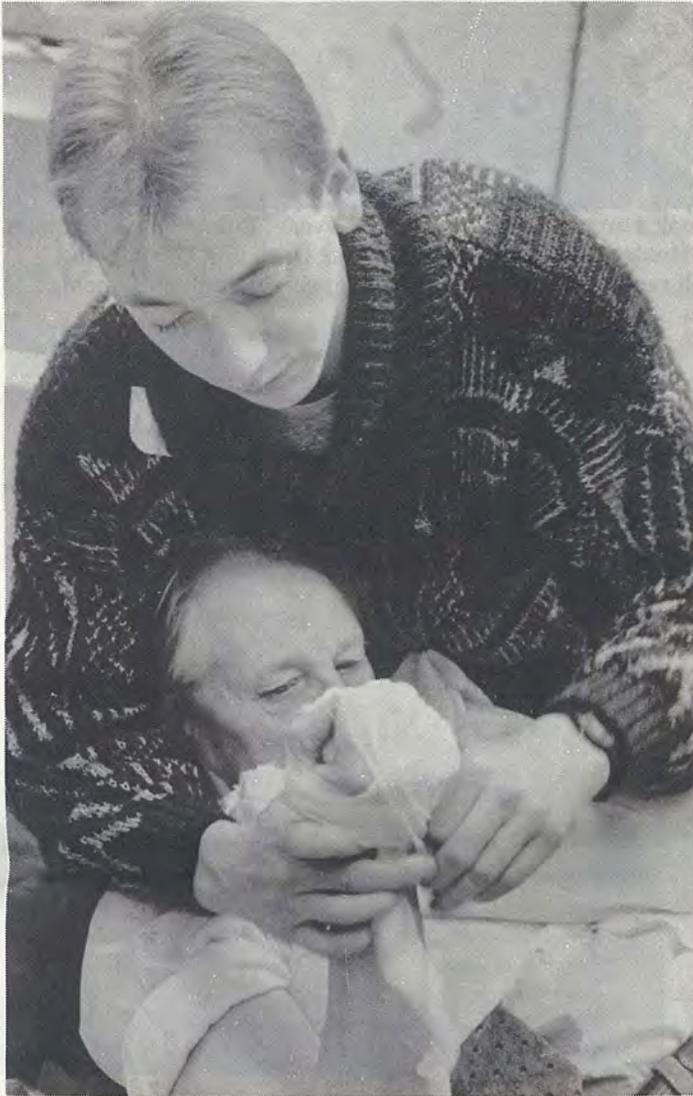
"We've disregarded our usual rules for shop design and given John Michael a free hand," said

Manweb Advertising and Promotions Manager Bill Gaywood.

"We've got a new layout, new colours and new materials, but the test will be what our customers think. I'm sure the new design will prove popular with them and could be the model for other Manweb shops in the future."

The shop, which remained open throughout the refurbishment, was officially relaunched on April 6.

# Wirral women win a place in national first aid finals



Cooper Cup winner Steve Holmes treats a hand injury.

**THE** blood flowed freely at Capenhurst but fortunately none of it was real, when Manweb teams attended the 41st Electricity Supply District First Aid Competitions.

Liverpool and North Wirral Districts as well as Hoylake Training Centre pitted their medical wits against sides from Fiddler's Ferry, Heysham and Ince B Power Stations, and Capenhurst and Norweb.

The competition was organised by the Merseyside and North Wales and North Western Districts of the Electricity Supply St John's Ambulance Association.

### Strong

Teams were presented with a variety of accident scenarios designed to test their diagnostic skills and first aid abilities.

An expert panel of doctors and a nursing officer acted as adjudicators, while

the accident victims were played by "professionals" from the Casualties Union.

"Move a broken arm the wrong way and they scream like its the real thing!" said Manweb's Welfare Services Manager Jim Wilcock.

Manweb fielded strong teams in all categories with North Wirral Ladies winning their section to go on to the national finals at Llandudno (results in next month's Contact).

Also a winner was North Wirral Electrical Fitter Steve Holmes, who received the Cooper Cup for the best individual performance by anyone not placed elsewhere in the top three.

An impressive performance was turned in by Hoylake apprentices Heath Ralphson and Jason Bennett (both Mid Cheshire) - the first apprentice team to compete for a number of



# Apprentices on top form

**FIRST** year apprentices Heath Ralphson and Jason Bennett won their place in the 41st District First Aid Competitions by coming first in a special Manweb apprentices competition at Hoylake.

The duo, both from Mid Cheshire, beat three other apprentice teams, winning the Alf Adamson First Aid trophy.

The cup was purchased and presented by Alf Adamson. The St. John's Society Officer and retired British Rail employee has for many years held First Aid courses for Manweb apprentices and put in many hours coaching

the teams for the competition.

In appreciation of Alf's dedication to the apprentices' first aid training Hoylake Training Centre Manager Alec Smitton presented him with an engraved tankard.

Winning apprentices Heath Ralphson (left) and Jason Bennett are pictured proudly displaying the Alf Adamson Cup.

Story by Graeme Cooper  
Pictures by Mike Hall



Young Chef David Thompson (centre) receives his prize. Also pictured are (l-r) Rob Sutton, of Cater Clothes, Sally Trevett, of South Wales Electricity, Chris Liddicoat, Manweb Commercial Sales Development Manager, runner-up Nick Davies, third-placed Oliver Pinchon, and Paul Loveluck, of the Wales Tourist Board.

## Young chef turns the heat on his rivals

by Jackie Unsworth

**CHAMPION** chef David Thompson gave his rivals a roasting when he won a prestigious all-electric cookery contest.

David, 20, who works at Bodysgallen Hall, Llandudno, took the Young Welsh Chef of the Year title after serving up a mouthwatering menu to the judges.

Sadly, North Wales fared less well in the senior section of the annual competition, when for the second-year running a chef from the same South Wales Hotel took the culinary crown.

The contest, held at the National Sports Centre, Cardiff, was organised by Manweb and South Wales Electricity, in conjunction with the Taste of Wales and the Cookery and Food Association.

Cooking on electric appliances, competitors were challenged to create a three course meal for four from traditionally Welsh ingredi-

ents costing no more than £28.

David Thompson, who trained at Llandrillo College - where 1988 Welsh Chef of the Year Stuart Langfield is a lecturer - impressed the judges with his delicious dishes of rolled salmon and turbot in chive sauce, followed by roast Welsh lamb with sweetbreads and minted juice, and, to finish,

white chocolate mousse served with strawberry sauce.

He beat Nick Davies, 21, from the Pavilion Restaurant, Aberystwyth, and Oliver Pinchon, 19, of the Bryn Howel Hotel, Llangollen, and took the first prize of £250 and a set of chefs' knives.

The winner of the senior competition was Andrew Jones, of the Celtic Manor, Newport, Gwent, who beat Mid Wales contender, restaurant-owner Gwen Davies - the first ever female finalist - of Ty Bwyta'r Hen Efail, Machynlleth, and Jeremy Davies, also from the Bryn Howel Hotel, representing North Wales.

Andrew, who picked up a £1,000 prize, served up a timbale of salmon and turbot with a marinere of mussels, roast best end of lamb with a peppercorn and tarragon crust, followed by ginger sable with poached pear.



A trio of top chefs . . . from left to right Jeremy Davies, winner Andrew Jones, and first-ever female finalist Gwen Davies.

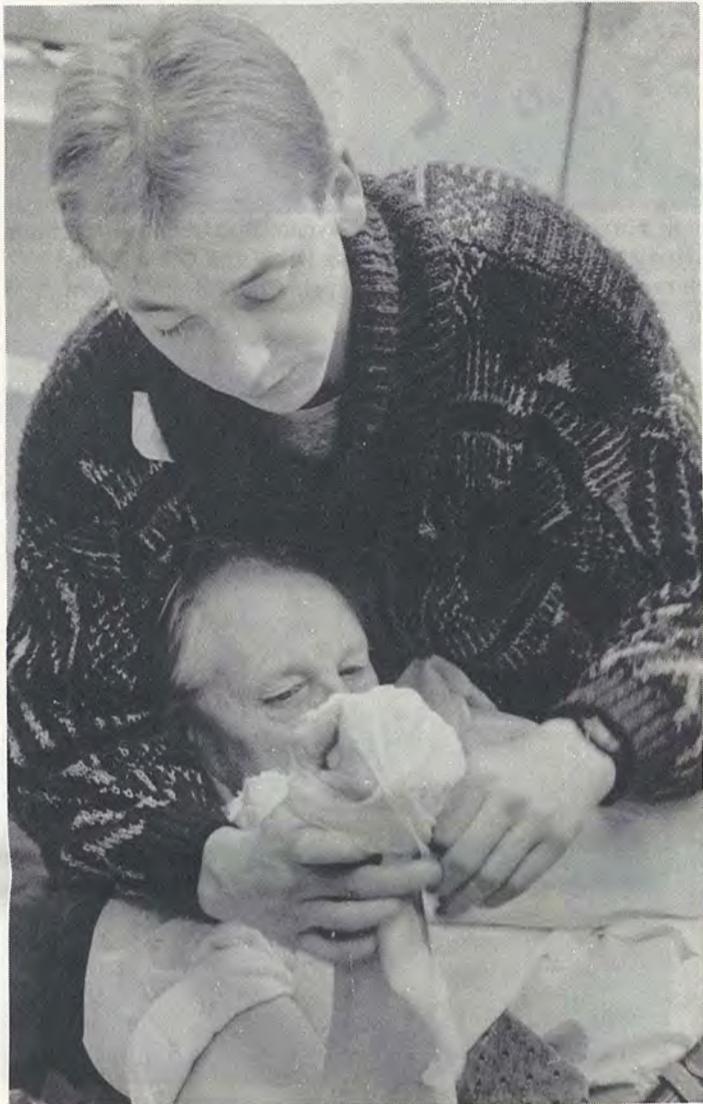
Pictures  
courtesy of  
South Wales  
Electricity



Above: Heath Ralphson phones for help while Jason Bennett makes a burns victim comfortable.

Left: North Wirral First Aider Steve Morgan applies a triangular sling to a casualty who also has head injuries.

# Wirral women win a place in national first aid finals



Cooper Cup winner Steve Holmes treats a hand injury.

THE blood flowed freely at Capenhurst but fortunately none of it was real, when Manweb teams attended the 41st Electricity Supply District First Aid Competitions.

Liverpool and North Wirral Districts as well as Hoyle Training Centre pitted their medical wits against sides from Fiddler's Ferry, Heysham and Ince B Power Stations, and Capenhurst and Norweb.

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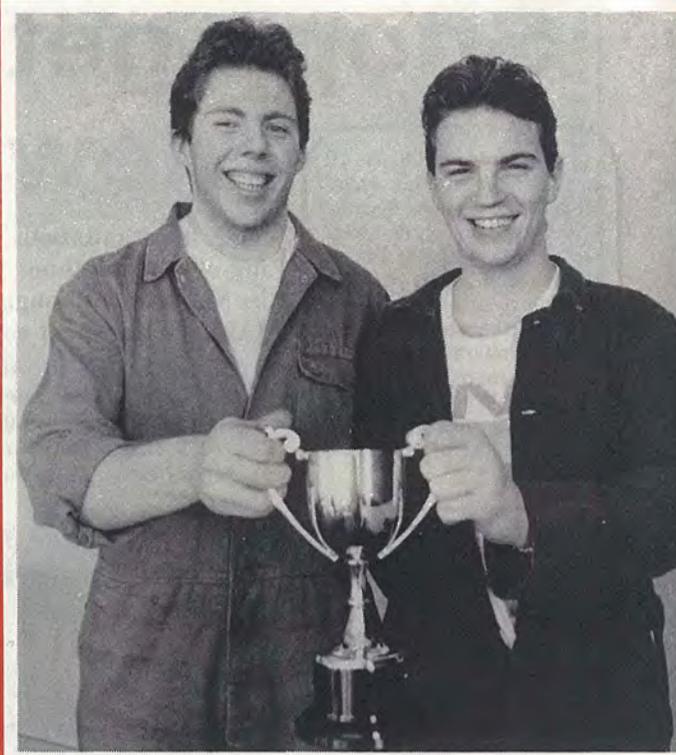
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## 41st Electricity Supply District First Aid Competition

### RESULTS

The overall placings were:

		Points
Mens Pairs	1 Research Centre, Capenhurst	221.5
	2 Manweb Liverpool District	176.5
	3 Manweb North Wirral District	166.0
Ladies Pairs	1 Manweb North Wirral District	131.5
Open Pairs	1 Research Centre, Capenhurst	194.5
	2 Manweb North Wirral District	177.0
	3 Ince B Power Station	161.5

years (see story above).

Jim Wilcock said: "The teams don't have any idea in advance of the situations they will be faced with. They are given certain information, such as 'there's a phone box half a mile down the road, or that a neighbour will telephone an ambulance,' but the idea is

to test their skills and diagnoses of the incidents.

"It calls for them to use the minimum of equipment and the maximum of improvisation."

As well as winning the Ladies Pairs, Manweb put strong showings in both the Men's and Open Pairs.



Manweb First Aid teams with Capenhurst Centre Director Dr. Lopez-Cacicedo (centre) and Mrs. Lopez-Cacicedo (5th from left). Receiving his trophy from Dr. Lopez-Cacicedo is Steve Holmes while the North Wirral Ladies team are (l-r) Lynn Jones, Rachel O'Connell and Sandra Holmes.



# People in profile

**Graeme Cooper**  
**completes his special series on the Structure of Manweb with a look at the Finance Department**

# Finance



**Finance Director - John Roberts.**

**MANWEB'S Finance Department ("Finance") took on its present form as part of the pre-privatisation restructuring in 1989.**

Under the leadership of Finance Director John Roberts it is Finance's job to ensure Manweb's financial interests are protected.

While the three main business divisions each have financial responsibility for their areas it is the job of Finance to appraise and consolidate their activities, aiming to ensure the divisions operate as efficiently as possible and by providing support in key areas. Expert back up is given in areas

such as taxation and Finance Projects.

In attempting to identify needs and requirements the Finance Department works closely with the divisional accountants examining areas which could be developed profitably and implementing systems to improve accounting procedures.

As well as coordinating and supporting financial operations the Finance Director and his staff will



**Corporate Finance Manager - David Light**



**Financial Manager - Bob Evans**



**Chief Internal Auditor - Kevin Healy**



**Treasury Manager - Dennis Hughes**

**RESPONSIBLE** for analysing Manweb's business performance at the divisional and corporate level, David Light heads a five strong team which includes Corporate Management Accountant Graham Morris and Corporate Accountant Peter Nowlan.

"Within Manweb Corporate Finance has responsibility for reporting to the Directors on business performance at divisional and corporate level," says David Light.

His team coordinate and analyse information provided by financial accounting and divisional accountants, combining it with corporate information to achieve a picture of Manweb's overall financial performance to present to the Directors.

In order to do this, new Management Information Systems are being introduced which in particular will compare achievements with budgets and highlight Key Performance areas. This will assist the Directors in making business decisions.

The current budgeting system has been developed over the past months by Peter Nowlan. It is considered that accurate budgeting will be a key success factor post-privatisation.

One of the main areas of Corporate Finance's current work is with the Capital Structure negotiations, which will be important for Manweb's future prospects post-privatisation. This has involved Graham Morris' full time commitment in assisting John Roberts, the Finance Director, in discussions with the Department of Energy.

Part of the team's work involves analysing the viability and profitability of possible major investment projects proposed to the Directors. In addition, they will monitor possible returns on capital expenditure.

Corporate Finance has developed a corporate cross charging policy within Manweb. This aims to allocate Corporate costs to the users on an ongoing equitable basis.

Ultimately David Light and his team are responsible for ensuring that the financial activities of the divisions and corporate services are viewed as a whole. In this Corporate Finance work closely with Arthur Ellinson's Corporate Strategy team.

**FINANCIAL** Manager Bob Evans is currently working on special privatisation projects prior to his forthcoming retirement in July.

The areas of Audit and Accounting for which he was previously responsible now fall within the remit of Financial Controller John Couch and his management team.

One of Bob Evans' ongoing projects is identifying and updating information for Manweb's Long Form Report, and liaising with the Board's Reporting Accountants, Spicer & Oppenheim.

"The Long Form Report contains a great deal of information on all Manweb's activities and we have a rolling update programme in preparation for flotation," says Bob Evans.

With his detailed knowledge of Manweb's operations he is considered ideally placed to gather and coordinate the Long Form Report data, and he has also been assisting in the preparation of Manweb's Prospectus.

It is vital that every piece of information contained in the Prospectus is true, accurate, and verifiable.

The same criteria apply to all information released prior to Manweb's flotation, and another of Bob Evans' responsibilities is representing the Finance Department on the Vetting Committee, which deals with all relevant pre-flotation material.

Again drawing on his knowledge of Manweb's systems and structure, Bob Evans is actively involved with the Board's Capital Expenditure programmes, working closely with both Finance Department managers and management throughout Manweb.

The information for all of these projects must be produced to a strict timetable, to meet numerous pre-privatisation deadlines, and with his coordination and liaison role Bob Evans aims to obtain up to date information from the right people at the right time.

THE internal Audit Department is a service department within Manweb responsible for helping management at all levels to control as effectively as possible those areas for which they are responsible. The aim is to provide feedback about the management and control of the business, to report deficiencies and to make recommendations for improvement.

Chief Internal Auditor is Kevin Healy. "Although we are within the Finance Director's department we stand outside of any executive function, so that we can provide an independent appraisal service," he says. "We are effectively a control which works by evaluating the adequacy and effectiveness of other controls, and part of our job is to review systems and highlight any problems we find to the appropriate manager."

Internal Audit is concerned with improving business performance, it provides professional opinion on the reliability and relevance of management information used for decision making, it assesses controls over the protection of Manweb's assets and interests, it reviews systems to help reduce the risk of fraud and irregularities, particularly computer-related fraud and provides a source of advice on management control issues.

Internal Audit has three main operational groups, all geared to appraising and promoting control at reasonable cost, they are based at head office in Chester and operate throughout Manweb.

The Computer Audit Team, led by Computer Audit Manager, Osian ab Ifan, assess the effectiveness and security of computer based systems of all types throughout Manweb's activities.

Bill Harrison heads the Special Investigations team which examines possible fraud or theft and any other suspicious circumstances, while the Project Team - divided into two groups - is led by Paul Dewar and Stuart Carr and takes care of the mainstream audit work, reviewing all the business systems.

"We're here as a service to all levels of management," says Kevin Healy. "If the controls aren't working properly it becomes impossible for managers to manage effectively - it's our job to review those systems and report when they are not working."

**TREASURY** Manager Dennis Hughes and Treasury Analyst Elaine Lewis aim to manage Manweb's money as efficiently and profitably as possible.

The Treasury function is relatively new to Manweb, as prior to April 1989 these arrangements were handled by the Electricity Council for the industry as a whole.

Manweb obtains money from different sources, mainly from the sale of electricity, and electrical appliances and contracting services.

"When we have cash surpluses on a day-to-day basis, our aim is to invest it as profitably as possible and with a view to having it available to cover for the days when we forecast that we will be short of money," says Dennis. "It's expensive to have to borrow money and that's why cashflow forecasts are important."

Each of the divisions, as well as the corporate functions, contribute to producing Manweb's cashflow forecasts, and Treasury uses these to help eliminate borrowing and maximise surplus cash to fund Manweb's development projects or for investment elsewhere.

Treasury is responsible not only for funding day-to-day operations but also for raising funds for further investments in the business, and works closely on these with Corporate Finance.

As part of its financial strategy, Treasury will be analysing the financial 'risks' and 'opportunities' of Manweb's activities in terms of interest rates and foreign exchange rates. Having identified 'risks', Treasury will take appropriate action to try either to minimise or eliminate possible adverse effects on Manweb's finances and, having identified 'opportunities', will seek to take advantage where appropriate.

Any purchases of services or equipment from overseas will be influenced by exchange rates, and these will represent opportunities to exploit favourable conditions and to minimise risks from unfavourable trends.

Treasury is now developing long-term strategies, examining the best ways to provide finance for Manweb's current activities and future development and how to maximise Manweb's income. With this in mind, the Treasury team has recently been strengthened with the appointment of David Lawson as Assistant Treasury Manager.

# Department

be responsible for Manweb's relations with the City and financial institutions.

These will become increasingly important after Manweb enters the private sector, and it is vital that Manweb operates and is seen to operate as a well-managed, profitable organisation.

Manweb plc will have responsibility for all its financial affairs after privatisation including the raising of capital for any major projects, such as shop or system refurbishments.

John Roberts sums up the

situation. "After privatisation there'll be no more help from the Government. If we need money it will have to come from elsewhere - from the City, from banks, from overseas and to get that money it won't just be good enough to show that we will be improving our service to the public, we must also show that Manweb is profitable and commercially viable."

But while Manweb will be responsible for its own borrowing it will also have the freedom to invest any surplus capital to gain extra profit.

The Finance Department covers many diverse areas of the Board's operation. Some of these have undergone restructuring, and other totally new functions including Taxation and Corporate Finance have been taken on with a view to assisting Manweb plc to operate in its new environment.

However, Manweb considers central to all its activities will be the need to operate efficiently and profitably. This is essential both for the success of the business and to ensure investors see Manweb plc to be a worthwhile investment.



Corporate Strategy Adviser -  
Arthur Ellinson

ASSISTING the Executive with the development of Business Strategy is the responsibility of Corporate Strategy Adviser, Arthur Ellinson.

"The Section has three main areas of activity - corporate strategy itself, the corporate planning process and administration of the privatisation project," he says.

Working with Arthur Ellinson on the Corporate Strategy itself are Head of Strategic Studies Tony Smith and Business Analyst Gillian Ellsmore. The strategy team will be analysing factors such as emerging businesses competition, opportunities for growth, new relationships amongst companies in the privatised electricity supply industry, organisational structures and market and economic trends. Taking this analysis, the team will evaluate strategic options in order to offer advice to the Executive.

"I believe success in any competitive situation can only be secured if a well founded strategy is translated into plans, designed to secure the required improvements in performance, effective control and good communications," says Arthur.

"Dr. Jeff Morgan, Business Planning Adviser is seeking to develop Manweb's planning framework to enable Divisional Directors and Heads of Corporate Services to develop their business plans in accordance with Manweb's overall strategy."

The Privatisation Office, staffed by Alan Chapman and Ian Linford, deals with documentation and issues associated with privatisation. The team monitors Manweb's progress against an overall timetable, trying to ensure that vital deadlines are met in the run up to flotation.

"Along with Amanda Johnson our Secretarial Assistant, we are a small team and as with so many people in Manweb, we are busy seeking to understand the new commercial environment into which we are moving. A clearer picture of this new world will emerge during 1990 and the future looks to be very challenging," says Arthur.

"So basically our task is to take the corporate view, identifying and analysing strategic information in an attempt to ensure the Board receives the right advice at the right time. In this way we will endeavour to make our contribution to what we believe will be the success of Manweb plc."



Financial Controller -  
John Couch

FINANCIAL Controller John Couch has overall responsibility for three main areas of Manweb's Financial operation: Financial Accounting, the Project Group and Corporate Taxation.

Each of these sections functions independently, and it is John's job to co-ordinate them and ensure Manweb's financial information systems are up to date and able to provide the right information quickly and in a readily accessible format.

"While existing systems were appropriate for the Board as a state-owned industry, after privatisation Manweb plc will need access to information in many different ways. We will have to produce accounts monthly, quarterly and yearly to meet not only our own needs but also those of the Companies Act, the Stock Exchange and the Director General of Electricity Supply," says John Couch.

"The new accounting system we are developing is scheduled to replace Manweb's existing Financial Management Accounting (FMAC) and Financial Management Information system (FMIS) from April and we are arranging a series of training sessions for users to familiarise themselves with the new system."

"I believe the close co-operation of the Project Group, Divisional Accountants and the Information Services support team are important in developing a system to help managers analyse and control costs through on-line enquiries and access to financial information giving an instant breakdown of expenditure."

The introduction of a company-wide Fixed Assets register and the development of a Corporate Tax team capable of handling our plc taxation requirements are two of the other major changes taking place.

After privatisation Manweb plc will need to operate within extremely tight time frames, and Manweb sees this ability to react quickly is crucial if it is to function efficiently.

"We must have systems which are capable of adapting to change," says John. "It's no use taking six months to change things, and we are now setting up on-line systems which will be able to adapt in a matter of weeks or days to new requirements."

## Pair with a taxing role

ALSO reporting to John Couch are Manweb's Taxation Accountants - John Gorman and Helen Connolly.

Taxation is an ever changing environment, with numerous disciplines such as corporation tax, capital gains tax, VAT and income tax to be considered, though the Taxation Accountants do not deal with staff's personal tax matters.

There is a great deal of crossover between the various areas of taxation, and it is vital that information is produced on an accurate and timely basis - to satisfy both Manweb's own internal accounting requirements and those of Customs and Excise and the Inland Revenue, who are responsible for collecting taxes.

Some areas will be new to Manweb as it enters the private sector, but Manweb considers one of the most notable changes brought about by the Electricity Act is that Manweb plc will have complete responsibility for ensuring it fully understands and complies with tax laws. Should it fail to do this the financial penalties are severe.

Previously the Electricity Council produced guidelines for all the Area Boards, and also provided a back up support service on taxation. Now Manweb's own tax specialists are playing an



John Gorman and Helen Connolly -  
Taxation Accountants.

increasingly important role in advising the company. As John Gorman explains, it is vital to keep up with developments in taxation. Alterations can represent millions of pounds to Manweb.

"Tax law can be altered by legislation and court rulings. These happen continually - it isn't just a case of things being changed once a year in the Budget," he says.

A major change affecting Manweb has been the introduction of VAT on the sale and purchase of electricity, and the effects of this need to be allowed for in Manweb's tax and accounting systems.

"We take both a proactive and reactive approach to changes in taxation," says Helen Connolly. "We are constantly looking at the implications of changes. Any alterations can be relevant, and a small change in one area of taxation can have big effects on Manweb."



Project Manager -  
Bob McMahon

BOB McMahon heads the Financial Project Team which was formed just over two years ago to assist in the implementation of improved financial systems.

In addition to Bob, the Project Team comprises four full-time members of staff, Carol Westley, Rob Jones, Mike Artell and Karen Martin. However, depending upon the particular project, the team can incorporate personnel from other departments, outside consultancies and Information Systems to add to their own specific skills. This combination of technical expertise, combined with the in-depth knowledge of Manweb which the team has brought to the "project group," is a solid base on which to develop the systems Manweb considers necessary for the future.

The team is currently engaged on the implementation of new General Ledger and Fixed Asset Register systems. The two systems are computer software packages purchased from Quality Software Products (QSP). The QSP packages were selected after a detailed investigation of various alternatives available, including in-house solutions. Selection was made by a joint team from Finance and Information Services using three main criteria - performance, cost and implementation timetable, with the latter being particularly relevant in the light of the tight deadlines imposed by privatisation.

"We hope the packages will be capable of giving Manweb the financial information it needs for statutory accounts and regulated accounts as well as providing managers with the most timely and accurate system available to assist them in managing the business," says Bob.

Corporate Finance are currently defining the sort of information and reports that will be required and the project team are then adapting the system to meet those requirements. "The packages are in our view extremely user friendly and although one of their main selling points is their flexibility, it is hoped that most of the requirements can be identified in advance."

Once these systems are operational it is hoped that the team will be able to respond quickly to additional or changed requirements by fine tuning the systems. Based on both Corporate and Divisional requirements, on-line and hard copy reports will be available as required to meet the variety of user needs which privatisation will demand.



Accountancy Manager -  
Eifion Jenkins

REPORTING to John Couch, Accountancy Manager Eifion Jenkins is responsible for ensuring Manweb's central accounting function works efficiently - a job covering several key areas.

One of these is control of the general ledger, from which Manweb's external published accounts and internal financial accounts - including those for the Director General of Electricity Supply - are prepared.

"We have to make sure all the information is incorporated into the general ledger as speedily and as accurately as possible," says Eifion Jenkins.

Responsible for the actual maintenance of the ledger and production of the accounts are Financial Accountant Geoff Standing, Assistant Accountant (Nominal Ledger) Mike Mole and Assistant Accountant (Financial Reporting) Chris Shepherd.

Also reporting to Eifion Jenkins is Cost Accountant Dave Lucas, who ensures cost controls are adhered to and are functioning correctly.

Capital Accountant Ian West reports on new capital expenditure and maintains what will become Manweb's register of capital assets, which includes all network equipment as well as vehicles and buildings.

The Creditors Payments section deals with Manweb's accounts payable - everyone to whom Manweb owes money. Managed by Glyn Walley, this section checks that ordering and delivery of goods and services follow correct procedures before payment of invoices can be authorised.

Cash Income is for the most part taken care of within the Power Marketing Division's Income and Accounting section. Within the Finance Department Cashier Bev Johns deals mainly with cash going out from Manweb, either by cheque or by transferring amounts via electronic banking methods.

Also reporting to Eifion Jenkins is Special Projects and Development Accountant Keith Williamson who looks at various areas where the Accountancy Department may be able to improve its accounting systems 'troubleshooting' in any problem areas.

As well as seeking to ensure that Manweb's accountancy function runs smoothly and efficiently, Eifion Jenkins is involved in liaising with Manweb's external auditors for the preparation of the annual accounts.



# A healthy ingredient that costs . . . peanuts!

**PEANUT butter** is more than just a filling for a sandwich - it is a versatile cooking ingredient which can be used in numerous ways.

The USA is the world's largest exporter of peanuts. Originally they were grown in South America, and it is believed the Incas ground them up and mixed them with honey or cocoa to produce a primitive form of peanut butter.

Peanut butter is a highly nutritious food, providing an excellent source of protein, high levels of fibre and valuable vitamins and minerals, and the fat content is largely unsaturated. Unsaturated fat, as opposed to saturated fat, is believed by medical professionals to help reduce blood cholesterol levels in the body, therefore reducing the risk of heart disease.

**Hints and tips:**

1. When measuring peanut butter by spoon from the jar, put a little flour on the spoon or heat it first. You will find the peanut butter comes off more readily.
2. Use equal quantities of peanut butter, mayonnaise and natural set yoghurt to make a creamy dressing for chicken or salads.
3. Add peanut butter to cooked vegetables such as corn on the cob or jacket potatoes. This is especially good for vegetarians as it adds protein to the meal.
4. Crush garlic into peanut butter, add lemon juice and then use to make nutty garlic bread.
5. Spread peanut butter and honey on toast for a teatime treat.

**SPICY CHICKEN TIKKA**  
(serves 6)

12 boned chicken thighs. *Marinade:* 3oz (75g) smooth-peanut butter; 5oz (150g) carton natural yoghurt; 1 clove garlic, crushed; half a cucumber, peeled and shredded; half a teaspoon (2.5ml) cayenne pepper; 1 tsp (5ml) chopped fresh mint.

Mix together the marinade ingredients in a large bowl. Cut the chicken into pieces and add to the marinade. Stir well. Refrigerate for one hour. Transfer chicken to an ovenproof dish and cook in the oven at 375F, 190C, mark 5 for 15 minutes. Baste with marinade during cooking. Serve with cooked noodles.

**STIR FRIED BEEF WITH CORIANDER**  
(serves 4)

1 1/2lb (750g) rump or sirloin steak; 1 onion, finely chopped; 1 tbsp (15ml) oil; 1 green pepper, de-seeded and cut into strips; 1 red pepper, de-seeded and cut into strips; 3oz (75g) crunchy peanut butter; 1/4 pint (125ml) white wine; 1/4 pint (125ml) chicken stock; 1/4 tsp (1.25ml) ground coriander.

Cut the beef into thin strips. Heat the oil and stir-fry the onion until tender. Add the meat and cook until brown all over. Add the peppers and cook for one minute. Stir in the crunchy peanut butter, then add the wine stock and coriander. Bring slowly to the boil and simmer for two to three minutes, stirring occasionally. Serve with rice. For tougher cuts of meat, continue to simmer for an extra few minutes.

**GRILLED PEANUT AND HAM NUGGETS**  
(serves 3 to 4)

2 tbsp (30ml) smooth peanut butter; 1 egg, size 2, beaten; 12oz (350g) lean cooked ham, cubed; 3oz (75g) fresh wholemeal breadcrumbs.

Beat the smooth peanut butter and egg together until thoroughly mixed. Dip cubes of ham into the egg mixture, then coat in breadcrumbs. Cook under a moderate grill for about eight minutes, turning occasionally.

**PEANUT SALAD OPEN SANDWICHES**  
(serves 4)

1 spring onion, very finely chopped; 1 carrot, grated; 3 tbsp (45ml) smooth peanut butter; 4 slices malted wheat bread; crisp lettuce; cress; cucumber, peeled and sliced.

Mix the spring onion, carrot and smooth peanut butter together. Spread on bread and arrange salad on top. Cut each slice in half diagonally.

**PEANUT BUTTER BISCUITS**  
(makes 20)

2oz (50g) crunchy peanut butter; 2oz (50g) butter, softened; 3oz (75g) light, soft brown sugar; half a teaspoon (2.5ml) vanilla essence; 5oz (150g) self-raising flour; 2 tbsp (30ml) natural yoghurt.

Cream together the crunchy peanut butter, softened butter, sugar and vanilla essence. Mix in the flour with a fork. Bind the mixture with yoghurt and form into 20 even-sized balls. Arrange on a lightly greased baking tin and flatten lightly with the prongs of a fork. Cook in the oven at 350F, 180C, mark 4 for 12 to 14 minutes. Cool in the tin, then transfer to a wire rack.

**PEANUT AND BANANA TEABREAD**  
(makes 14 slices)

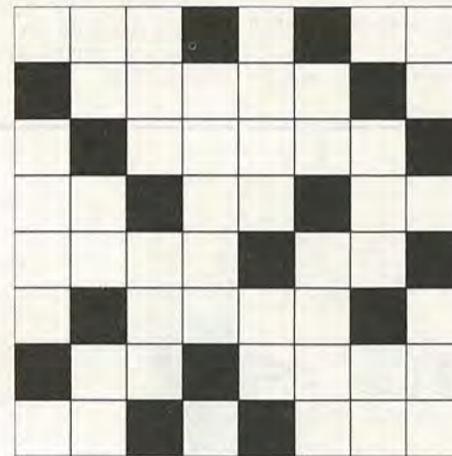
3oz (75g) wholenut peanut butter; 2oz (50g) butter, softened; 5oz (150g) caster sugar; 2 eggs, size 3, beaten; 3 medium-sized bananas; 8oz (225g) self-raising flour; 1 tbsp (15ml) lemon juice.

Cream together the wholenut peanut butter, softened butter and sugar, and beat in the eggs a little at a time. Mash the bananas and fold into the mixture with the flour and lemon juice. Turn into a lined 2lb (900g) loaf tin. Cook in the oven at 350F, 180C, mark 4 for one hour. Cool in the tin. Cut into slices and spread with wholenut peanut butter.

**PEANUT SALAD DRESSING**

5oz (150g) carton natural thick set yoghurt; 3 tbsp (45ml) wholenut peanut butter; 2 tbsp (30ml) tomato ketchup; 1 tbsp (15ml) Worcestershire sauce; 1 tbsp (15ml) lemon juice.

Mix all the ingredients together with a fork. Chill before using with any combination of vegetables or salad ingredients.



**Double your score**

HOW nifty are you with numbers? To solve this tricky puzzle all you have to do is figure out where the numbers below fit into the grid above so that each vertical and horizontal line totals 20. You need to work out where the single digits go - and what they are!

**ACROSS**

33337 41741 3173 5217 7343 172 247 22 24 31  
32 33 44 73.

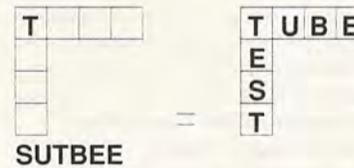
**DOWN**

31373 2371 3312 3752 122 137 173 234 32 32 41  
43 73 74 74.

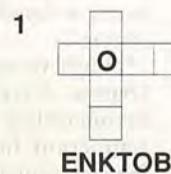
**Down and across**

IF you use all the letters beneath each diagram you can form a complete word, part of it reading across and the rest reading downwards. The first part of the word can be in either direction. An example has been worked out for you . . . see if you can solve the remainder.

Send your answers to BOTH the "Double Your Score" and "Down and Across" puzzles to: Fred's Puzzle Corner, Contact, Room 5E1, Manweb plc, Sealand Road, Chester CH1 4LR. The sender of the first correct entry drawn will receive a £5 prize.



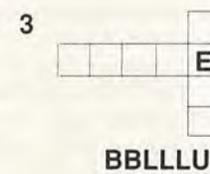
SUTBEE



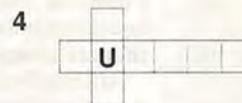
ENKTOB



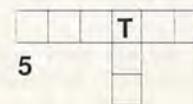
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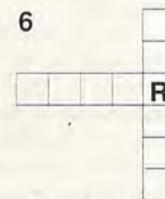
BBLLLU



ETBRPCT



ESLIMEO



KMAPSTUEE

\*THE winner of last month's Abbreviations competition is Runcorn Meter Reader Brian Marsh, who gave the following correct answers: 1. Non Fossil Fuel Obligation, 2. Director General of Electricity Supply, 3. Public Electricity Supply (Company), 4. Office of Electricity Regulation, 5. National Grid Company.

## Free Ads

## HOLIDAYS

**Brittany/SW France** - Caravans and mobile homes. Self-drive pack. Tel: Crewe Internal 178 or 0270 766675 (Ian Linford).

**Caravan** - Towyn, Near Rhyl, Six-berth, two bedrooms, shower, fridge, fully fitted. From £75 per week. Tel: 0978 362615/352653.

**Costa Del Sol** - Benalmadena studio apartment, suitable for two or three people. Excellent pool and facilities. Shops and bars with entertainment nearby. 10 minutes walk to beach. As advertised in Global and Sol holiday brochures. Telephone Joe Flanagan, H.O. int. ext. 2957 or 0244 41097 evenings.

**Criccieth** - North Wales House overlooking village green, Sleeps six. CTV. Beach and shops two mins. Tel: 0766 522 614 (Ann Tudor).

**France** - B&B, H/B, Caravans and camping. Tarn et Garrone Region. Close to junction 8 and 9 on Autoroute between Bordeaux and Toulouse. Excellent catering, including French, Indian, and vegetarian cooking. Much to see and do, or just relax in sunshine. Ex-SEB employee. Tel: David Boniface, 010-33 (63-95-95-20).

**Pony Trekking** - And farm holidays. Accompanied one-hour to full-day treks for novices or experienced riders. Holiday cottages available. Self-ctng. or bed and breakfast or half-board. Lic. restaurant open to non-residents. Lunch, afternoon tea, dinner. Private parties catered for. Further details: Hwylfa Ddafydd Country Farm Holidays. Tel: Colwyn Bay 516965.

**Port Grimaud** - Six miles St Tropez. Four /six-bth. caravans, with electricity, h. and c. water, shower. on three star hotel site. Luxury coach travel from most areas. Tel: 0670 712399.

**Porthmadog** - Holiday bungalow, sleeps six. Black Rock Sands five minutes' drive. Convenient Ffestiniog Railway, Snowdonia National Park. For infmtn.: C.Jones, 2 Meadow Drive, Porthmadog. Tel: 0766 2519.

**Newquay** - Cornwall, family-run guest house with good home cooking. Family rooms. Friendly atmosphere. Sea views. 200 yards from town centre. Dinner, bed and breakfast from £70 per week. Former Merseyside family will make you welcome. Disc. for Manweb empls. Apply Avondale, 28 George Road, Newquay, Cornwall. Tel: 0637 872234.

**Algarve** - Privately-owned villa set in large gardens in the Monchique Hills. Spilt level/dining room, good kitchen facilities, utility room, two-good sized bedrooms, terraces with garden furniture. Panoramic views of the West Coast, 24 kms away, Swimming pool. Maid service. Food hamper provided. Flights arranged. Tel: 0352 55090 or 074570 474.

**Anglesey** - Self catering and coarse fishing holidays. Two lakes on 15-acre site overlooking Snowdonia. Touring caravans and tents welcome. Brochure available. Tel: 0248 713410.

**Weston-sup'r-Mare** - Static caravan on farm. Six berth, sep. dbl. bedroom, shower, toilet, TV, etc. All season price £70 per week. Tel: 093472 292.

**Newquay** - Cornwall. Luxury caravans with shower, and economy vans. Colour TV, flush toilet, etc. Pleasant site near town and beaches. Cleaned and maintained by owners. From £50 per week. Tel: 0637 876589 (Gill).

**Spain** - Luxury villa, three dbl bedrooms and two two bathrooms. Private swimming pool. Quiet area "Calpe" Costa Blanca. Walled gdns, terraces ect. Five minutes from uncrowded beaches. Available from £150 per week. Telephone 0736 664177.

**Dolgellau** - Traditional farmhouse cottage set in a seven-acre smallholding in Snowdonia National Park. Sleeps seven plus cot. Tastefully modernised. Fully-fitted kitchen, inc dishwasher and microwave. Storage heaters and large inglenook fireplace. Ample parking and grounds. Kennel for pet by arrangmt. Easy access to moun-

tains and sea Beautiful scenery and lovely walks. Prices from £100 to £220 per week. Tel: 0341 423912.

**French Riviera** - Six-berth caravan, all amenities on site, within easy reach of Monaco, St Tropez, etc. Golf, riding close by. SAE to M.Williams, The Lodge, Lingen, Bucknell, Shropshire, or tel: 0544 267579.

**Newquay** - Cornwall. Guest house, sea views, two minutes from beaches. Quiet area close to town, good food, comfort, prkng. BB/EM £65 - £80 per week. ESI staff. Tel: 063787 4291 (Mr Pleasants).

**Anglesey** - Tal-y-Bont Cottages, Dwyran. Luxury cottages set in a 17-acre smallholding, 11/2 miles from shingle beach of Menai Straits and four miles from sandy beaches of Llanddwyn. Nature reserve, bird sanctuary, sea zoo, shops and restaurant nearby. Weekly prices - July/August £220, September 1 to 15 £180, September 16 to 30 £160, October £130. Telephone Deeside 819768.

**Llandudno** - Rosaire Private Hotel. Family run and situated in lovely garden area of town, yet close to all entertainment and shops with no hills to climb. Free car park. Tea/coffee facilities. Some en suite rooms available. Excellent home cooking, served at separate tables. Telephone 0492 77677 or write for brochure to Mr and Mrs W.G.Evans, 2 St Seiriols Road, Llandudno, Gwynedd LL30 2YY.

**Anglesey** - Bed and Breakfast/self catering summer let. Secluded farmhouse with panoramic views of the Snowdonia range. Within 10 minutes of the main town Llangefni and sandy beaches. Idyllic for bird watchers, Tel: Bodorgan (0407) 840038.

**Presthaven Sands** - North Wales. Caravan to let. Colour TV. Shower. Fully fitted. Good site facilities. Tel: 061 366 8789.

**City of Chester** - Self catering flat. Centrally heated. TV, fridge, linen provided. Parking, all inclusive. Tel: 0244 42538.

**Luxury Caravans** - Eight berth. Llanrhystyd, West Wales (on the Cardigan coastline). Pleasant site (no club) nine miles from Aberystwyth and 11 miles from Newquay. Near to beach with beautiful scenic views. Families only. Sorry, no pets. Contact K. A. Cull on 0939 33005.

**Near Snowdon** - Quiet valley. Modern flat, all facilities. Sleeps four. Beautiful views, free fishing. Contact Mrs A Bohannon, 0286 85537.

**South of France** - Six-berth caravan to let on site with all amenities. Easy reach of Monaco, Monte Carlo, St Tropez etc. Some dates July and August. Telephone 0544 267579 after 6pm. ESI staff only.

**Costa del Sol** - Puerto Cabopino, situated between Marbella and Fuengirola. Superior 2-bedroom apartment, plus settee in lounge converts to 2 single beds. Superb views over yacht marina and sea, lovely beach and swimming pool. Ideal for family or golfing holiday. Supermarket, video bar, restaurants etc on site. Fully equipped for self catering. Available for 2 weeks, Saturday October 13 to Saturday October 27. Rental includes electricity, linen, towels and weekly maid service. Contact J. Bird, Southport (0704) 38645.

**Caravan** - 6-berth to let. Fully equipped with electricity, cooker, fridge, inside flush toilet. Beautiful and peaceful countryside. £8 per day. Contact Mrs. R. Evans on 049084 208.

**Snowdonia National Park** - Comfortable modern flat, all facilities. Sleeps 4. Beautiful quiet valley, 6 miles from Caernarfon. Close to shop and pub. Free fishing. Tel 0286 85537.

**Caravan** - New 31', 6.7 berth. All maons services. Gas, electricity and colour TV included. Sited on Haven's Ty Mawr Holiday Park near Abergele (Dragon Award). Free entertainments, heated indoor swimming pool, family club, disco, children's Tiger Club etc. Near all major resorts. Telephone Chester 372860 for details. Families only (sorry, no pets). Discount for Manweb employees and families.

**Toomargoed, Rhyl** - Take that break you've been promising yourself. Relax in a family hotel and enjoy good home cooking and fully licensed bar. Weekly rates for B & B and evening meal from £50, weekend or mid-week breaks from £30 per person. Ring Len or Sandy on 0745 334103 or 678 3003.

**Sailing Holidays** - Artemis. Comet's 850 (28ft) Bareboat Charter. Moody 37, Bareboat or skippered charter. Corfu based. Tuition available. Full inventory. Contact H. J. Hargrove on 0270 67556.

## FOR SALE

**Sun Bed** - Top grade model. 20 tubes in total for a safe tan. 10 x 6ft tubes under, plus 10 x 6ft tubes over pine frame. Cost £1,000. Will accept £275 for

## DRIVING TUITION

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For details telephone 0836 259896 (daytime) or 051 339 8135 (evenings).

quick sale. Room needed. Contact Brian Crabtree on Farndon (0829) 270541.

**Camera** - Olympus OM10 with flash, carry bag, self timer and instruction books. £110 ono. Contact Bob Cook at North Wirral District ext. 2298 or 051-639 6433 after 6 p.m.

## CARS

**Nissan Sunny Coupe** - 1.5 SGL Maxima. C Reg., 39,000 miles, vgc, full service history, £2,750. Reason for sale - surplus to requirements. Contact Brian Crabtree on Farndon (0829) 270541.

## FOR HIRE

**Rolls Royce** - White, for weddings, etc. Contact D. H. Davies on Ruthin 2040.

## ACCOMMODATION

**To Let** - Room in pleasant house. Walking distance to town centre and Manweb, Chester. £40 per week inclusive. Contact Tim Reading on Chester 376017.

## WANTED

**Back Mudguard** - Deep valance type for D1 BSA Bantam Motor Cycle. Contact Mr. R. Steele on 0691 777765.

## PERSONAL

**Astbury** - Mrs. E. Astbury is deeply grateful for the many comforting messages received and tokens of sympathy shown by colleagues and friends in her recent

sad bereavement.

## TUITION

**Driving Lessons** - Arnold Hughes, D.O.T. A.D.I., School of Motoring. Expert Tuition. Door to Door service. Refresher and motorway lessons if requested. Discount for Manweb employees. Telephone Warrington 50178 or 39421.

## LEISURE

**Sea Fishing** - On board Miranda out of Holyhead, Anglesey. Deep sea, reef or wreck fishing. Trips arranged for 4 to 12 hours, licensed and insured for parties of 12. Boat hire from £50. Rods, tackle and bait available. Contact Kevin Wright, Miranda Sea Angling, Mon Elan, Moelfre, Anglesey, Gwynedd, Tel 0248 88459.

**Tennis** - Liverpool Electric Supply Tennis Club welcomes new members, established or beginners. club sessions Sunday am/pm and Wednesday evenings. League matches played mid week evenings. Contact Ken Rigby at Lister Drive, int. ext. 2170 or 051 254 1900.

**Season Tickets** - 1990 for Afon Dwyryd in the Vale of Ffestiniog. Salmon, sea and trout and trout. Excellent runs of sea trout throughout the summer, also enviable run of salmon. Only three tickets available at £300 each for 21/2 mile stretch of private beat, both banks. Contact Gareth Price on 076676 2451.

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## HAMBONE by Mike Flanagan



# CONTACT Sport



## Gymnast Gordon feels head over heels

by Jackie Unsworth

**GYMNAST Gordon Park is feeling "head over heels" after winning a pair of gold medals and a trophy in a recent acrobatics event.**

Gordon, a 2nd Engineer in the Special Developments Section of Network Services at Head Office, took the top awards in the Tumbling and Mixed Pairs events during the Welsh Sports Acrobatics Championship, held at Plas Madoc Sports Centre near Llangollen.

A former English Schools champion, 25-year-old Gordon took up gymnastics when he was nine, joining a local club in his home town of Southampton. Up to the age of 15, when he decided to concentrate on his school work, he mastered traditional gymnastics, becoming an expert on the parallel and high bars.

Later, as a student at Cambridge University and sponsored by SEEBOARD as a technical staff trainee, he revived his interest, becoming Captain of the gymnastics club and win-

ning the Varsity match against Oxford.

Following another long break, Gordon, who has worked for Manweb for just over a year, joined Wrexham Olympic Gym Club last November, and soon got back into the swing of things.

He said: "When I joined Wrexham Club, I decided to take up Sports Acrobatics, which is quite different from the traditional gym work in that it involves circus-type exercises - tumbling, floor and balancing work. It's slightly easier and a lot more fun!"

Gordon, whose wife Sandra until recently also worked for Manweb, in Marketing Services at Head Office, was selected for the Welsh National Sports Acrobatic Squad in January and is now likely to take part in national competitions in the



Going for gold . . . gymnast Gordon Park with the medals and trophy he won in the Welsh Sports Acrobatics Championship.

tumbling and pairs events. To prepare him for the tough competition, rigorous training sessions at the National Sports Centre in Lilleshall, Shropshire, are now on the agenda.

The recent Welsh event at Plas Madoc was his first competition in several years and, although delighted to win a couple of golds, Gordon was disappointed to narrowly miss picking up the trophy for the overall highest score for Tumbling. The consolation, however, was the trophy for the best pairs score!

## Best feet forward

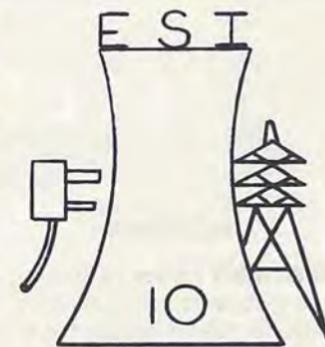
SUNDAY, October 7, 1990 is a date for your diary. The annual ESI 10-mile Road Race will be held on that day and, in its seventh year, the popular event will return to Ferrybridge Power Station, Yorkshire, where the race was first held in 1984.

Details and application forms will appear in Contact in the coming months.

Reorganisation of the electricity supply industry has

resulted in the champion Beckwith Knowle team - winners of the 'Wylfa Shield' in 1989 - being broken up. The shield is presented to the fastest team from any ESI location, so now is the time to start training!

Further details are available from Colin Todd at Ferry-



bridge, on CTN 614-371 or 0977 674141, or from Geoff Gee on CTN 211-5547 or 01 634 5547.

## Kart racing for charity

MANWEB staff are being offered the chance to experience the thrills and spills of indoor karting...and at the same time raise money for charity.

A special "Race for Life" event has been organised in aid of Mersey Kidney Research at the new Deeside Karting Centre on Saturday, May 12. Each entrant will be guaranteed five practice laps of the circuit and four races (four laps per race).

The winners of the heats will then go through to the finals and there will be trophies and champagne at stake. Entry costs £40 per person, and tickets are available from the Deeside Indoor Karting Centre, tel. 0244 531652 or from Peter Lyne on 051 648 3457. Full race suits including helmets and gloves will be provided.

## Crossword Solution

**ACROSS:** 3. Exporter, 7. Marina, 8. Circus, 10. Clutch, 13. Time, 14. Drift, 15. Brazier, 17. Wheelie, 19. Catch, 20. Loss, 22. Hatred, 25. Engage, 26. Afraid, 27. Pargeter.

**DOWN:** 1. Rail, 2. Pict, 3. Each, 4. Purser, 5. Rout, 6. Researched, 9. Sinister, 10. Codswallop, 11. Universe, 12. Cited, 16. Accra, 18. Levant, 21. Guns, 22. Hear, 23. Turk, 24. Exit.

## Unit's teddy tonic

IT was just what the doctor ordered when a batch of toy bears arrived at Arrowe Park Hospital, Wirral. . . courtesy of Manweb plc.

The teddy "tonic" was prescribed for the Children's Unit following a BBC radio appeal to find suitable homes for a dozen furry bears, left over from an electricity promotional campaign.

The Children's Unit was nominated by Mrs Iris Taylor, of Kingsley Road, Poulton, Wallasey, whose 10-year-old daughter Sarah has been a patient at the hospital on several



occasions, and as a result four of the bears were allocated to Arrowe Park.

The rest were earmarked for use by social worker nun Sister Frances, of St Margaret's Convent, Rockferry, in her work with deprived children.

Sister Frances was nominated by Mrs Mary Lonergan, Secretary at St Laurence's School, Birkenhead, as a tribute to her "energy and devotion"

in helping deprived families.

Pictured with the teddies at Arrowe Park Hospital are (l-r) Nurse Manager Mrs Mary Stubbs, Sister Barbara Jones, Chris and Laura McCourt, Manweb's North Wirral Energy Marketing Engineer Ian Cross, Nurse Helen Hosker, Joan and Julie Hind, and (front row) James and Robert Cutts.

## Proud to work for Manweb

Continued from Page 1

You want more personal contact as a way of finding out information - especially from your immediate boss, through team briefings and by visits from senior managers.

You also felt you don't have enough opportunity to let Manweb management know your views.

"Too much talking and not enough listening" is the message to management, as we often find in organisations going through a period of important change," said Stewart.

What do you think of privatisation?

You expressed mixed views about privatisation. The majority of you are interested in buying shares because it's a good financial decision. A secondary consideration is that it gives a sense of involvement in the organisation. Some have decided not to buy shares as a matter of principle because they disagree with

privatisation.

But the biggest concern you expressed is whether there will be a continued commitment to customer service after privatisation. Customer care, emergency services and safety are areas of particular concern.

There are also worries that there will be less commitment to looking after staff well. Others think that privatisation will bring benefits in terms of better management and that Manweb will become more forward looking and modern.

Concerns about privatisation are all underpinned by the concern that in becoming more profit-orientated there will be conflicts of priorities for the management.

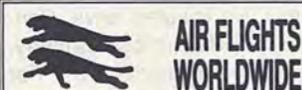
So, what conclusions did we draw?

Stewart said: "The poll has certainly highlighted some areas which you, the Manweb staff, feel could be improved.

"Whilst there is considerable apprehension about the future, there is clearly a great deal of staff commitment and good-

will within Manweb - and only by finding out what you REALLY think can informed changes take place."

Manweb's management have been looking at the results of the survey to see how they intend to act on the views of staff. This will be covered in detail in next month's Contact.



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