

HEFIN USES HIS HEAD!



Going...Hefin complete with flowing locks.



Gone...Our man in Caernarfon sports a short back and sides.

It was a case of 'hair today...gone tomorrow' when Caernarfon-based Drawing Office Clerk Hefin Pritchard decided to have a close shave for charity. Hefin volunteered to swap his collar length locks for a Kojak cut to raise money to help a local youngster who is undergoing chemotherapy treatment at Alder Hey Children's Hospital, Liverpool.

Hefin was amongst a group of six friends who had their heads shaved at their local pub in Llanrug, raising a total £1,200 in the process for 11-year-old Keith Williams, who has a brain tumour.

Delighted

"I used to have brown hair with grey streaks, but it has now grown back grey with the occasional brown streak!" said Hefin, who personally raised over £600.

He added: "I'm delighted we were able to raise so much money for this young boy and would like to thank everyone who sponsored me."

Chester bagged pipers

The ScottishPower Pipe Band took part in the Lord Mayor's Parade on Saturday, 11 May, during the Chester Carnival Weekend.

The Parade wended its way through the city centre, entertaining the crowds, before arriving at the showground on Chester Racecourse for a special musical performance.

RACE IS ON TO FIND WINNING FORMULA

Manweb staff have the chance to get into the driving seat by taking part in a Group-wide business game which is being launched by ScottishPower.

The game is based on the European car industry where the ultimate success of the company depends on a range of team decisions made on marketing, production, financial and human resource factors.

Teams can be made up of three to six staff who may be from the same location or groups of friends.

Computer-based

Starting in Mid May and ending in the middle of September, the computer-based business game is played over five rounds, and is user friendly and menu driven, which allows the teams to tweak their decisions to increase market share and profits.

The prize for the winning team and their partners will be a day out at the Formula 3 Finals at Silverstone in October.

Further details from Roy Jones in Staff Development (Office ID: JONER, internal tel. 700 2204) or from the local Open Learning Co-ordinators.

Teamwork is the name of the game

Teamwork was the key to success when ScottishPower and Manweb joined forces to compete in the Computer Weekly five-a-side football tournament.

Representing ScottishPower's Information Systems Division, the 10-strong squad - including Manweb's Ken Roberts and Billy Calder - ran away with the competition for the third year in succession.

But the real winners were the various charities that will benefit from the money raised by the tournament - likely to exceed £20,000!

They include the BCS Disability Group and NCH Action for Children. Money will also go towards helping the people of Dunblane.

The ScottishPower team managed to raise £1,500 for the charities.

The tournament was played over three days at Highbury, the home of Arsenal Football Club, with more than 160 teams competing.

Although they didn't play in the final game in which BAe-Sema was beaten 1-0, Networks Team Leader Ken and Telephony Engineer Billy, who now works for ScottishTelecom, took part in the first two days' knockout matches.

Ken said: "The competition was played to a very high standard and was very enjoyable. Hopefully we'll be involved again next year."

CONTACT

NEWSLETTER FOR MANWEB PEOPLE

APRIL/MAY 1996

BOOST FOR THE REGION

Manweb has launched a comprehensive sponsorship and community funding programme which will see over £325,000 being invested across the region over the next year.

The programme includes support for economic development initiatives as well as for charitable organisations and a host of community and arts events.

"As a major north west company, we recognise we have a responsibility to the community in which we operate and a role to play in responding to local needs. Our sponsorship programmes will help encourage economic regeneration and give support to a range of local initiatives aimed at improving the quality of life for people in this region," said Mike Kinski, Manweb's Chief Executive.

"In addition, Manweb's charitable funding will continue the company's tradition of giving priority to those projects which support older people, disabled people and those who are disadvantaged," he added.

Among the Merseyside organisations receiving support this year are The Mersey Partnership, Mersey Basin Campaign, St Helens Acorn Fund and Royal Liverpool Philharmonic Society. Those in North Wales include Urdd Gobaith Cymru at Wrexham, the Welsh National Opera, Deeside Enterprise Trust, the International Eisteddfod and the 50th Welsh Harp Festival in Caernarfon. In Cheshire, organisations such as the Chester Millennium Lighting Project, Halton Business Link and Chester Summer Music Festival will receive support.

Manweb is also supporting a Citizens Advice Bureaux initiative and Age Concern organisations, and will be helping performing arts groups with their work in local special schools.



Steve Keenan (centre) receives his certificate from Chief Executive Mike Kinski. Also pictured (right) is Staff Development Adviser Roy Jones.

Learners pass the test

The 'L' plates finally came off when the first Manweb employees to complete Open Learning courses received their certificates.

Nigel Hughes, of the Design and Project Group, is now fully-trained up in the computer package Windows 3.1, while Steve Keenan, who works in the Multi Service Project Group, completed a course in Project Management. Both Nigel and Steve are based at Head Office, although Nigel was previously at Rhostyllen.

There are now 522 staff enrolled on Open Learning courses at Manweb's 10 centres. This represents over 16 per cent of the workforce.

Staff Development Adviser Roy Jones said: "We now have 198 different courses available, and this is increasing with demand."

"The most popular courses are still computer skills although, with the summer holidays approaching, there is a lot of interest in the various language courses. For example, staff in Crewe and Warrington have asked us to provide Spanish courses, which haven't previously been available at those locations. In addition to Spanish, we have Welsh, French, German and Italian programmes on either CD Rom or audio cassette."

New programmes available this month at Open Learning Centres include Computing for the Terrified, Managing Meetings, Harvard Graphics, and Fundamentals of the Internet.

* A new computer-based training package for Logistics staff will be available from Open Learning Centres from 1 May. The SAP R/3 course will be introduced in two stages, the first phase aimed at Logistics and Help Desk staff. The second phase, available from 1 June, is for project managers, engineers and other staff who will use the new SAP R/3 system in conjunction with DOJM.

Chester in the limelight

Manweb's support for a scheme to light up Chester's heritage has been given a further boost after receiving matched funding of £25,000 from the Association for Business Sponsorship of the Arts (ABSA).

This vital ABSA award will be used to develop the detailed work needed before the project team, made up of City and County Council representatives, the Civic Trust and the City Centre Management Panel, can submit plans for an Architectural Lighting Scheme to the National Lottery Millennium or Heritage Commissions.

Manweb Chief Executive Mike Kinski said: "We are delighted that our sponsorship has unlocked the door to this further funding which will help create a wide ranging and in-depth study into how the lighting scheme will give a real boost to the local economy."

Using sensitive lighting methods and modern technology, the exciting proposals are aimed at highlighting Chester's unique attractions and the District's best historic



Pictured at a London reception receiving the pairing scheme award from The Lord Inglewood, Parliamentary Under Secretary of State for National Heritage (2nd from right) are, l-r, Stephen Langtree, of Chester Civic Trust. Alan Fox, Manweb's Business Energy Efficiency Manager, and Peter Figueiredo, Chester City Council Project Leader.

buildings, giving the area a distinct night-time identity.

The enhanced approaches will encourage tourists and local residents into the centre in the evenings, boosting trade, and better lighting linked with the use of closed circuit TV cameras will help reduce crime, making the city safer and more welcoming.

In addition, external lighting would also give the most famous buildings, such as the world famous Rows, familiar from day-time views, a new dimension.

An important element of the study will be to look at how the use of new technology can reduce night sky pollution and minimise energy consumption.

HAT-TRICK OF SUCCESS FOR WREXHAM

Manweb's Wrexham office scored triple success when it received three major training and quality awards.

The Welsh Regional Customer Information Centre has been presented with the Government-backed Investors in People award, which recognises the company's commitment to staff training and development.

Manweb's Business Centre, also based

at the Wrexham office, has received Investors in People (IIP) and, in addition, the International Standards Organisation's ISO 9002 quality award.

The IIP awards mean that all four of Manweb's domestic and business

customer service centres are now independently confirmed as placing the highest value on training and developing their staff.

The Business Centre serves customers from across the company's region. The awarding of the ISO 9002 Certificate recognises that Manweb's services to commercial energy users are of a consistently high standard.

Manweb's Chief Executive Mike Kinski is pictured (centre right) receiving the ISO certificate from Trevor Wilmer, Managing Director of Electricity Quality Assurance, who authorised Manweb's accreditation. Business Centre Martyn Jones is also pictured (centre) with other colleagues.



BLOT BITES THE DUST

By Jackie Unsworth

For decades, the skyline at Lister Drive, Liverpool, was dominated by huge chimneys and concrete cooling towers.

Although the cooling towers have long gone, two tall chimneys still overshadow the area, and the remaining section of the former power station alongside Manweb's Merseyside Regional Office has stood empty and virtually derelict for the last two years.

But now this blot on the landscape is set to bite the dust thanks to a commitment by Manweb to improve its Merseyside regional headquarters and a planned £86 million project to turn the adjacent area into a landscaped business park.

The bulldozers are currently in action, pulling down the old power station building, which was Manweb's Liverpool District Office between 1948 and 1992, to pave the way for the ambitious scheme which should create more than 3,000 jobs.

Consortium

Manweb is part of a consortium of landowners in the area - including Liverpool City Council, National Power, National Grid Company and MTL (Merseyside Transport Holdings) - working with English Partnerships to create the proposed business park for light industry.

Through English Partnerships, a £20 million bid is being made for Objective One funding from Europe. If the bid is successful, the balance will be met through private and public sector backing.

Known as Wavertree Cityside, the development will be linked by a new road to Wavertree Technology Park approximately half a mile away.

The road will cut a swathe through what is currently Manweb's car park, forming a new boundary. But, as part of the development, Manweb is taking the opportunity to smarten up its own site and make better use of the space available.

This includes creating a new access to the site, and putting a roof over the site's other, two-storey car park, which is attached to the Regional office.

Currently under-used, this car park will amply compensate for the area lost to the Cityside development.

In addition, there is to be a new entrance to the reception area, the canteen is to be refurbished, more meeting rooms are to be



The old Liverpool District Office when it was housed in part of the former power station building. Photo courtesy of Paul Wilkinson.

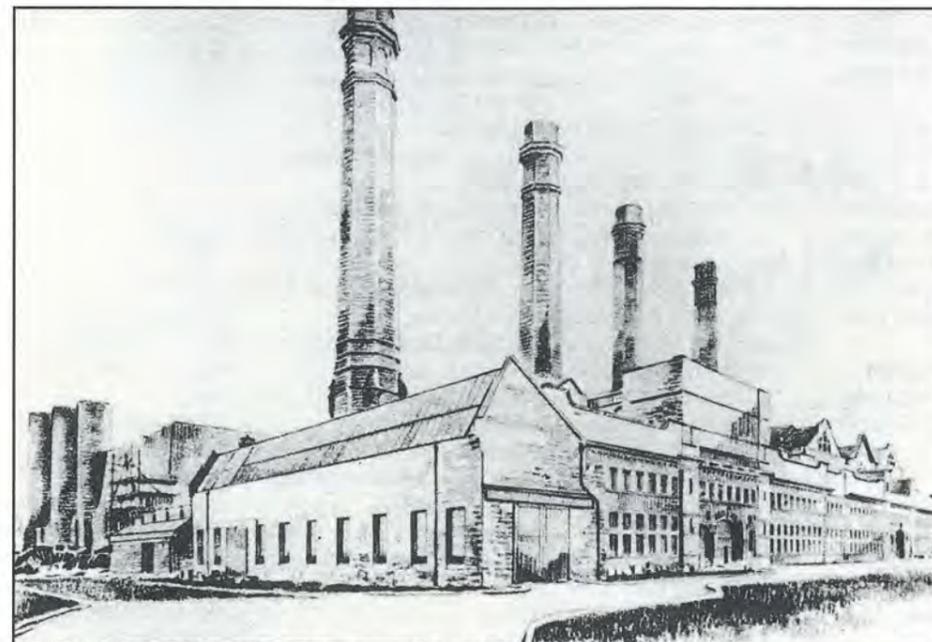
created, and a Drying Room installed. New security fencing will be erected, and the site will be landscaped.

Even the local wildlife will be catered for. Behind the garage there is a site of special scientific interest inhabited by a rare species of newt! This wetland area will be protected and will form a feature of the landscaping, complete with pond and bullrushes.

Merseyside Regional Manager Bill Tubey said: "Manweb is spending £1 million this year on improving its Lister Drive site. When complete, it really will be a much more attractive environment for staff. Lister Drive has for many years been a blot on the landscape, but we're about to see a significant change to the skyline, with a scheme that will be a tremendous boost to the area."

* The original Lister Drive Generating Station was built in three stages and in three distinct styles, which can be made out in the picture below. The oldest section, built in 1900 and demolished in the early 1960s, is on the right of the photo. It is on this part of the site that the existing Regional office now stands.

The second phase (in the centre of the picture), which is currently being demolished, was built in 1904. It housed Manweb's District Office from 1948 until 1992 when staff moved into the modern office alongside. The third phase of the power station, to the left of the picture, was completed in 1923 and demolished in 1972.



The original Lister Drive Generating Station.

Ringling the changes

A new ScottishTelecom unit has been established at Manweb's Warrington office.

This follows the integration of Manweb Telecoms Services previously based at Queensferry, and Information Services Premises Network and Telephony Planning sections formerly based at Chester, into ScottishTelecom.

The new unit at Warrington will initially consist of the Work Control, Customer Service, Project and Technical Support sections.

The Field Operations section and Telecoms Operations Centre will continue to be based at Queensferry.

The unit will be responsible for providing cost-effective fixed and mobile communication services to support the Manweb business with the highest standards of customer service.

* ScottishTelecom has acquired Teledata, the Glasgow-based supplier of value-added telephone services.

Teledata, which has a turnover of £12 million and 200 staff, provides a range of teleservice and support activities to customers throughout the UK.

Rod Matthews, Chief Executive of ScottishTelecom, said: "The Teledata deal has great synergies with our other operations."

BEST IN CLASS

As one of the initiatives to build a best in class business, Manweb has launched a new company Quality Policy.

The policy, which incorporates the values of the ScottishPower Group, highlights quality management and leadership as the key to achieving excellence in customer service and enhanced shareholder value. This will provide a positive working environment, inspiring employees to develop their potential and maximise their contribution.

The company pledges continuous improvement in quality and service and states that it will strive to deliver products and services:

- * On time
- * Right first time
- * Giving value for money
- * To the needs and expectations of our customers (both internal and external) and the community in general.

Full feature next month on Manweb's Quality Policy and initiatives.

READY AND ABLE TO DELIVER

Geographically, the largest of Manweb's three new Distribution Business regions is Wales, managed by Wrexham-based Regional Manager Alan Laird.

It takes in the old Manweb Districts of Aberystwyth, Gwynedd, Clwyd, the old Dee Valley South Section and Deeside. Chester, West Cheshire and Ellesmere Port have 'moved' over to the new Cheshire Region.

Alan's region also includes the whole of Oswestry District, reflecting the excellent communication links between Wales Region's Wrexham base and Oswestry.

There are five main depots in each of these areas, with a manager and distribution staff based in each. Other depots, which are not permanently manned, are being reviewed.

Although the formal District boundaries have disappeared to allow for greater flexibility of staff across the region, the network will still be managed on a sectional basis.

"We need some boundaries so that we can control the work we do on the network," said Alan. "By keeping staff under local control, we have a very effective way of knowing the state of the system and ensuring it is running as safely and efficiently as possible."

The formation of the Regions completes the process of integrating 132kV construction and maintenance - previously the domain of the old Central Field Unit - with the rest of Manweb's Distribution business.

Control of the 132 and 33kV systems will remain a central function, ultimately being run from Manweb's new Network Management Centre in Prenton. However, the new Regional 132kV responsibility has meant the appointment of a Welsh Region Manager with specific responsibility for this part of the system.

Other management roles have been split both functionally and geographically.

Alan has five managers reporting to him. Based in Wrexham are:

Neil Goulden, High Voltage/Low Voltage Construction and Maintenance Manager.

John Heathman, 132/33kV Construction and Maintenance Manager.

Andy Stubbs, Operations Manager.

David Grady, Business Support Manager.

David M Jones, Finance Manager.

Neil Goulden has direct responsibility for the Depots, each of which has a Network Manager:

Colin Blundell, Caernarfon.

Graham Smith, Rhyl.

Andrew Lloyd, Wrexham.

Phil Bridgwater, Oswestry.

Emrys Hughes, Aberystwyth.



Regional Manager Alan Laird.

In the first of a series looking at Manweb's Distribution Business, GRAEME COOPER talks to Regional Manager for Wales, Alan Laird.

As well as providing effective on-the-spot management, having a manager in each depot is good for staff communications and, importantly, morale.

"I'm pleased that we've now got our structures in place, but we've still got work to do to help everyone see how they fit into the plan and show them how we're going to meet our business aims," said Alan. "A big part of the Regional Manager's job is going to be communicating with staff to reassure them and get some very important messages across."

One of Alan's top priorities is safety. "We need to reduce the number of accidents in the Distribution business," he said. "We don't have a good record in this area. Obviously, fewer accidents will be good news for staff, and a safer workplace will also be a more efficient one."

Technical innovation, too, will be making a major contribution to improving efficiency. The techniques that have already helped Manweb to reduce its costs, such as live line working, are being further employed on Wales' largely overhead power network. The use of helicopters, not just to inspect lines but also to help us build them, is also being explored.

Efficiently

"We think work like stringing conductors can be done very efficiently and far faster with helicopters, which certainly justifies their use on cost terms," said Alan.

With an increasing use of new techniques and technology, the demands placed on Manweb's workforce will be great, so ensuring that staff are fully aware of their roles and how the organisation is working will be vital.

"We'll be talking to everyone in our business individually, as well as carrying out our regular team briefings," said Alan. "The message we want to put across is that we're part of a vibrant, expanding business, and that there are opportunities for the future."

"Staff training and development is an area we're very keen to expand, using Open Learning and our training facilities at Hoylelake."

Alan also foresees valuable opportunities for sharing skills and knowledge with the distribution business in ScottishPower, whose regions have similar characteristics to Manweb's. A policy of identifying and sharing best practices is being pursued.

Other innovations include exploring having industrial



Surveying for overhead line work in Snowdonia.

staff working from home, rather than having to report in to the depot for instructions.

This approach has proved successful with staff in other areas of Manweb, and could prove more convenient for staff as well as providing a more efficient way to operate.

The new Wales Regional structure, with its emphasis on best practices, innovation and a highly skilled, committed workforce, will all support the Distribution business's overall objective of delivering improved levels of service and controlling costs.

A key part of getting the pricing/service mix right will be knowing what customers want and demonstrating that Manweb is ready and able to deliver.

The company in Wales has always been very close to its customers and is very much part of the local community. Alan plans to build on these traditional links to raise the company's profile and get a feel for how Manweb is seen to perform as a local company.

"Part of my job and that of the Depot Managers is to be the local 'Mr Manweb' in our patch," said Alan.

"All the managers are very aware of how we work as part of the community and I'm keen to make that local knowledge work for Manweb as a whole."

Future plans involve using the Distribution business caravan to get out-and-about in county shows and other community events, and promoting a greater general understanding of what Manweb does.

Behind the public relations offensive lies a sound commercial logic.

"We're in a situation where an increasing degree of competition is being allowed to enter what has until now been a monopoly business..

"Having a high public profile is about meeting our customers and finding out from them directly what they think of our service and what they really want from us," said Alan.

Customers will, of course, always push for even more reliable power supplies and faster restoration times in fault situations. The latest indications from OFFER are that they will be monitoring even more closely how effectively companies use their resources to improve service.

"The Regulator is always going to look closely at our performance in areas like minutes off supply and how we perform in emergencies," said Alan.

"We have carried out a lot of work on refurbishment in Wales. Our plans for the Region will bring further benefits, but the continuing challenge for us all is to keep on improving service and maintain the pressure on internal costs so that the success story continues."

"Behind the PR offensive lies a sound commercial logic"

SMOOTH OPERATION

"It's essential that you have a clear plan for any business change process," asserts Transition Team Manager Alastair Millar.

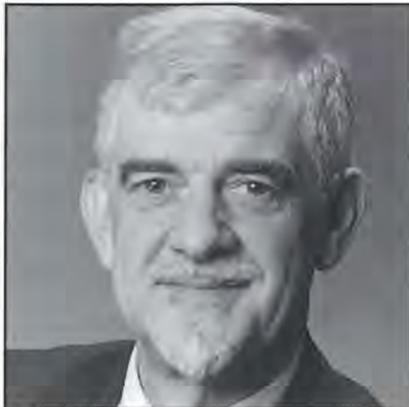
Alastair is in a good position to know. Before joining the Manweb team from ScottishPower earlier this year he had worked extensively on ScottishPower's own plans for a major internal restructuring and has been able to put his experience there to good use at Manweb.

"The Manweb plan is very straightforward," he says. "It allows us to focus on issues and ensure that everything that should be addressed is taken care of. We've identified individuals who are responsible for specific areas, together with target dates for tasks to be completed."

Range

Looking at the range of transition activities, the need for a comprehensive and clear overall scheme is apparent. The Transition project covers all aspects of change, from the high concepts of strategic planning to more immediate needs like ensuring IT links are in place ready for relocations.

The transition process that will take Manweb from being a stand-alone company to an integral part of the ScottishPower Group is well underway, with several projects already successfully completed. GRAEME COOPER reviews what has been happening across Manweb's areas of business and gets the low-down on how to achieve a smooth, trouble-free process from Transition Team Manager Alastair Millar.



Alastair Millar

While Alastair acknowledges that the logistics and planning side of the Transition are major areas of his work, his experience of transition management has confirmed his view that the key

element in managing any business process is the human factor.

"Whether it's in Scotland or here in Chester, changing a business is down to people.

"Traditionally, nobody likes change, but I think we're lucky in the electricity industry with the people we have. Everyone has traditionally been very focused on the customer, and delivering what they want.

"Change is one of the realities of a customer-focused business, and once people have accepted that changes are necessary, this willingness to adapt can be built on."

There have been hard decisions for some people in Manweb - especially where areas of business have been integrated or transferred elsewhere.

Competitive

But it is in the nature of today's competitive business world that this type of change will be ongoing.

But the traffic of people and ideas is far from being one-way to Glasgow. The integration of key functions, such as Information Systems and Telecoms with ScottishPower's operations has brought a number of Scottish-based staff down to the Manweb region. Another area of two-way transfer has been in "best practice".

"There are obviously areas where Manweb is ahead of ScottishPower, and others where ScottishPower is ahead of Manweb," said Alastair.

Identify

"We sought to identify best practices as part of the Transition process, and a great deal of useful material came out of this. It was so successful that we've set up a Best Practice project to keep the ideas flowing."

Other Transition success stories have been the Multi Service Project - initially a Manweb scheme now adopted across the ScottishPower Group, and the transfer of Manweb's wind generation schemes to ScottishPower's Generation Division.

The status of other Transition Team projects is shown on page 7.

Sue's a good sport

Sue Linton, Administrator of the Head Office Sports and Social Club, is taking on the role of overall co-ordinator for sporting and social clubs in Manweb.

Reporting to Mike Townson, Manager, Personnel Information Services, Sue will establish a programme of events for the current year aimed at promoting inter-divisional and inter-geographical sporting and social involvement.

She will also review the funding of sports and social clubs across the company, and establish self-funding fitness facilities at all main locations in Manweb, linking these centres to the Wellscreen programme.

Sue's new role re-affirms Chief Executive Mike Kinski's support for sporting and social activities in Manweb.

Mike Kinski said: "It is not our intention to form a single club for all Manweb staff. I feel it is important for each of the depot-based clubs to retain their independence."

* Come and join us! That's the message to ex-colleagues from both Liverpool and North Wirral Retired Staff Associations.

Each group has a lively programme of events in the pipeline and they hope to

recruit new members.

The Liverpool Group's planned outings include Ingleton Falls and Kirby Lonsdale in May, Porthmadoc and Portmeirion in June, Skipton in July, Llandudno and Caernarfon in August, a trip to Bronte and Last of the Summer Wine country (Keighley and Holmfirth areas) in September, and the following month a visit to Birmingham.

Meetings

Meetings are held on the second Wednesday of every month at the Liverpool Sports and Social Club in Thingwall Road, Wavertree.

The North Wirral Association has booked speakers on a variety of topics for their meetings, which are held on the first Wednesday of the month at 2.30pm at Manweb's office in Prenton. Subjects include gardening, history of beds, seven ages of women, and Russia.

Planned outings include a trip to Beamish Museum in May, Bolton Market and Wigan in June, and Ulverston Market in September. A three-day visit to Bridlington is also scheduled for November.

Transition update

MULTI SERVICE PROJECT - Now being adopted for the whole ScottishPower business to accommodate service and billing packages. This project is being managed by Manweb on behalf of the group.

WIND FARMS - Integrated with ScottishPower.

HEAD OFFICE ENGINEERING OPERATIONS - All network policy and strategy functions formerly undertaken by PowerNet have been integrated with ScottishPower. Staff and workload have been transferred and the new combined team is working well on asset investment decisions that will improve customer service and network performance.

METERING - New business structure announced. Planning started for integration with ScottishPower Metering. Policy, strategy and business development will be housed at Portobello, near Edinburgh, with Metering Operations units north and south in existing locations. Advantage will be taken of Manweb's lead in Revenue Protection and this function will remain in its present location providing a service to the whole group.

PROCUREMENT - Detailed integration work with ScottishPower now commenced under Manweb Procurement Manager Doug Bridson.

TRANSPORT - Integration plan proceeding under Manweb Transport Manager Ian Basford.

POWER PROCUREMENT - Now incorporated within new Trading and Risk Management function based in Glasgow. The new operation deals with the end-to-end power and gas procurement processes. This includes Trading, Contract Management, Costing and Forecasting, and Policy and Wholesale Product Development.

CONSUMER MARKETING AND SALES - New group wide integrated organisation announced, with David Clarke assuming responsibility.

MANWEB ENERGY CONSULTANTS LTD - Operations have been integrated into ScottishPower Energy Supply business. Manweb regional base to be at Rhostyllen.

REMITTANCE PROCESSING - To be centralised at ScottishPower's Cathcart office.

BUSINESS BILLING AND SYSTEMS - To be located at Rhostyllen from 1997 providing a service for the group.

CUSTOMER SERVICE OPERATIONS - Move from three to two Regional Customer Service Centres now complete, with 24-hour handling of calls from the Liverpool telephone directory area now operational at Rhostyllen, with full 24-hour service implemented during 1996.

CUSTOMER SERVICE SUPPORT - Longer-term plans include reviewing ways in which the Customer Service operations north and south could support each other, particularly during abnormal conditions.

PENSIONS - Manweb fund to remain separate with its own Manweb trustees. Administration to be managed on a group basis.

PAYROLL - Integration of group Payroll to be completed by April 1997.

REGULATION - Customer Service Regulatory activities transferred to Customer Service. Other activities have been devolved into the appropriate businesses and reporting responsibilities identified. Jeremy Blackford, as Manweb Regulation Manager, will co-ordinate all Manweb returns to OFFER. **SECRETARIAT (COMPLIANCE AND PLC RESPONSIBILITIES)** - All activities transferred to ScottishPower Corporate function.

CONTRACTING - The integration of Manweb and ScottishPower Contracting businesses has now been completed with north and south operations. With some 950 employees, this is now one of the largest UK businesses of this type.

APPLIANCE SERVICING - ScottishPower Retail is now fully responsible for appliance servicing for the former Manweb retail business.

TELECOMS - Detailed integration plan progressing well. A number of groups comprising staff from north and south are finalising integration details, such as account management, financial systems and customer service, with the team based at Warrington.

INFORMATION TECHNOLOGY - Major part of integration activity completed. Information Systems and Technical Strategies have been combined, as have client server support functions. All voice communications support has been transferred to ScottishTelecom. Management of the mainframe system is planned to be transferred to a facilities management company, allowing Information Systems Division to concentrate effort on restructuring the Manweb network and applications portfolio. Groups have been established to catalogue and analyse the current Manweb and ScottishPower business application portfolios and provide information for future systems decisions.



GROUP POST FOR DAVID

Manweb's Head of Marketing and Sales, David Clarke, has assumed a new ScottishPower group-wide post as General Manager, Consumer Marketing.

David (pictured) is now responsible for serving the needs of around three million domestic and commercial customers in both Manweb's area and southern Scotland.

The two companies' sales and marketing operations are being integrated and the new structure will enable the group to deliver enhanced levels of service to customers when the domestic electricity market becomes competitive in 1998.

David will be Glasgow-based, but remains a member of the Manweb Executive team.

FREE ADS

Golf del Sur, Tenerife - Privately owned villa, 2 bedrooms, sleeps 6, 2 bathrooms, lounge with Sky TV, dining room, fully fitted kitchen, sun patio, gardens, swimming pools, £200 - £280 p.w. depending on season and numbers. Tel. 01925 753345.

Brittany, France - 3-storey detached home, sleeps up to 8. Close to beaches and towns. Satellite TV, large enclosed garden, ideal for children. Tel. 00 33 98 99 00 30 anytime, or 01535 656420 weekends.

Porthmadog - Bungalow, convenient for Ffestiniog, Welsh Highland Railways, Black Rock Sands and Snowdonia National Park. Sleeps 5. Tel. 01766 2519.

Presthaven Sands - Luxury 8-berth caravan, 1996 model, dates available. Tel. Mr W Parry on 0151 745 5132.

Peter David Studio - Wedding and portrait specialist. Friendly service assured. Bookings for 1996/97. Full studio facilities. Tel. 01978 263448.

Ornamental Metalwork - Hand made curtain poles, static caravan steps, gates and garden furniture (flower basket stands, foot scrapers, penny farthings, wishing wells). Also oak flower tubs. Tel. Colin Wait on 01244 682710.