

MANWEB ON CALL FOR QUALITY

A PILOT telephone survey scheme has been launched in Manweb to help drive our service quality improvement efforts.

Through the "Service Quality Call," trained Manweb staff contact customers by telephone, between 24 and 48 hours after their interaction with the Company. The purpose of the call is to determine the customer's level of satisfaction with a particular transaction they have had with Manweb and to gain immediate feed-back about what went well, together with what could be improved.

A project team has been set up to implement the Service Quality Call throughout Manweb. The main objectives of the calls are to:

- create positive memorable experiences for our customers (PMCEs)
- provide quick feedback to our customer contact staff
- allow us to recover quickly from any mistakes made.

By **Rob Skinner**

- drive our customer service quality improvement efforts.

The scheme is piloted at two customer contact locations within Manweb. The first is the new Customer Service Centre at Northwich, and recently it was extended to North Mersey District office (full story next month).

Gary Williams, Project Manager said: "The Service Quality call will help us to

measure external customer satisfaction enabling us to identify areas for improvement. We are encouraging staff to find out exactly what our customers want and expect from us.

Valuable

"The information received direct from them provides our staff with valuable feedback on what they should continue to do and what areas may need improving.

"This is a staff self-improvement tool and not a

method for management to check up on people."

The calls are made by staff who have attended a one day training programme delivered by one of the Customer Service Facilitators. The callers learn skills and techniques so that each telephone call will be productive. These staff have also been involved in assessing and altering the procedures based on their experiences so far.

Customers are asked to evaluate the service they were given on a scale basis, five being exceptional, three

being as expected and one being terrible. They are also asked to explain their response in greater detail so that the callers can give precise feedback to the employee concerned.

Carmel Night and Wendy Hutton are responsible for Service Quality Calls at the Customer Service Centre in Northwich.

Wendy explained: "In June, the first month of the pilot period, we reported an exceptional response. Two thirds of the customers called that month valued the service they had received as either 4 or 5, meaning it was above what they had expected."

Evaluation

Each member of staff at the pilot locations receives an individual evaluation of their service to customers. This lets them know what they should carry on doing that the customers like, or alternatively identifies areas where they may need to improve. Staff at Northwich Customer Service Centre are now addressing customers by name, as the calls have shown that this is what customers want.

The feedback received also identifies when Company policies, procedures and systems get in the way of providing extraordinary customer service, allowing us to adapt them accordingly.

Benefits

As the scheme is only in its pilot stages, Gary Williams is currently creating awareness of its benefits throughout Manweb. He said: "We are already looking to extend Service Quality Calls to the Customer Information Centre at Rhostyllen and to other Customer Service Centres.

"Beforehand we will embark on discussions with staff concerned so that they are fully involved in its implementation and aware of how the feedback should be given.

"The results from the pilot have been very encouraging and I am positive that the scheme will help to improve the service provided to our customers."

Once the pilot is complete, a full evaluation of the project is due to take place, in order to review initial findings, reports and processes. At this stage, other areas for Service Quality Call implementation within Manweb will be considered, and a full strategy for communication with staff will be launched.

TV KEEPS THEM ON THEIR TOES

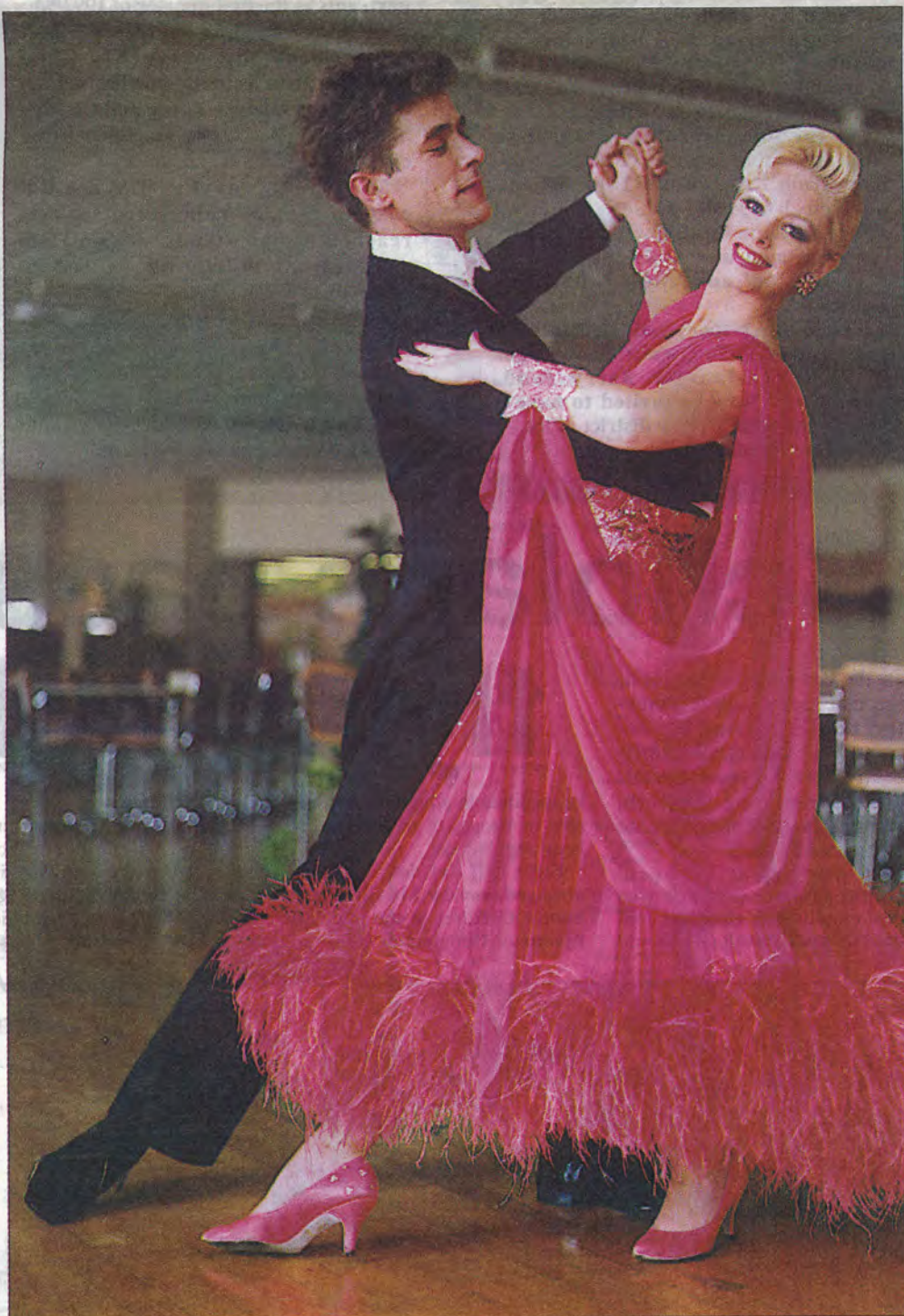
JOANNE Poole and her dance partner **Paul Hague** had never Tango'd in their lives 12 months ago - but now they are the latest stars of dance after recently appearing on the BBC's 'Come Dancing' programme.

Joanne, who works in the Customer Information Centre, Region 2, and Paul danced against the fourth ranked couple in the World.

Although they narrowly failed to beat the pair: "We had the crowd behind us," said Joanne.

The quickstepping couple are now preparing for the British 10 dance championships in mid-October.

Paul works as an electrician for a Liverpool Company, and although the partnership started off professionally, the electrical connection took on another meaning - as they are now engaged. Proof then, that ballroom dancing is the most romantic activity in the world!



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MP UNVEILS THE NEW LOOK

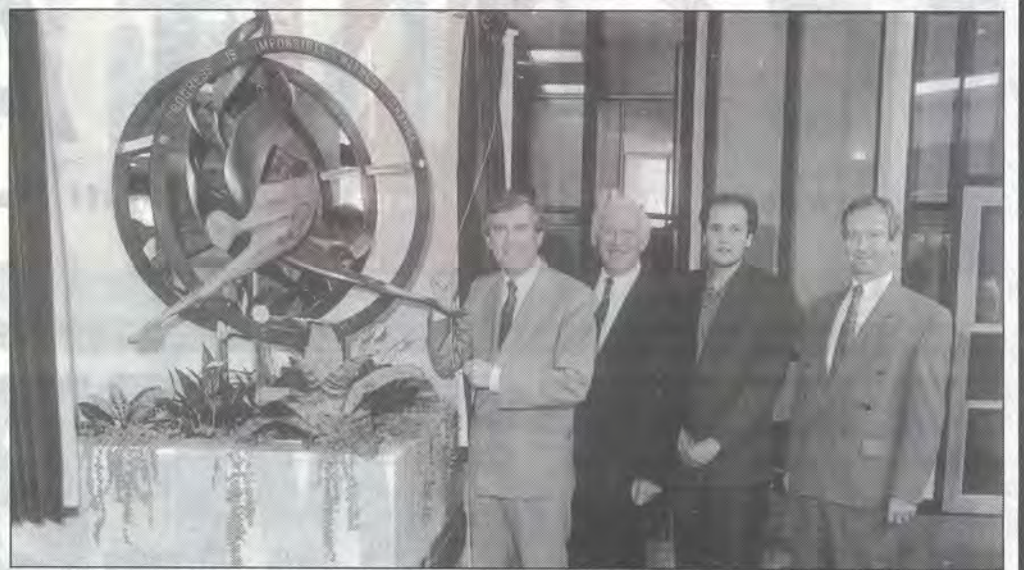
CHESTER's MP Gyles Brandreth unveiled a bronze sculpture to mark the opening of the new-look reception area at Head Office on June 25.

Liverpool-based sculptor Stephen Broadbent was commissioned to create a special work portraying the spirit of change taking place within Manweb.

Amongst the guests at the 'unveiling' cere-

mony were the architect and contractors who carried out the refurbishment work, which has earned the praise of Chester City Council, in particular for the improved access for disabled visitors to Head Office.

Gyles Brandreth is pictured (left) unveiling the sculpture, with (l-r) Manweb Chairman Bryan Weston, Sculptor Stephen Broadbent and Manweb Chief Executive John Roberts.



Community call helps improvement plans

DEE VALLEY District Office is undergoing extensive refurbishment — with the input of local residents.

The Rhostyllen Office is expanding, as staff move in from the closing Legacy depot. In addition, Rhostyllen has taken on a new role, as regional centre for customer accounts and energy sales.

By
Jon
Tracey

The refurbishment is taking place over the next 12 months, and local residents were recently invited to a meeting at the District office to discuss the proposed

changes and to express their concerns.

"The 50 to 60 residents who attended were taken on a tour of the office, and all the proposed changes were pointed out and explained," said Bob Douglas, Dee Valley Customer Services Manager. "Residents were very interested, and liked the internal office changes," he said. The office renovations even received the thumbs-up from three local ex-Manweb staff attending the meeting who were 'pleasantly surprised' at the improvements.

Residents were shown plans for the Rhostyllen site, including a proposed four bay vehicle garage, which attracted a lot of criticism. According to Bob: "Residents complained about the siting of the garage, and the likely increases in volume of traffic and noise." As a direct result of the meeting, this concern has now been addressed, and the garage will be resited.

Overall, Bob felt the meeting was a success. "Residents were favourable to the idea of the meeting and I have received many letters of thanks," he said. "Even though many residents were concerned about some of the proposed changes, we showed them that we are prepared to talk to them — it was a good exercise in community communication," Bob added.

SUPPORTERS

MANWEB has been supporting future Captains of Industry, through the 'Young Enterprise' Awards scheme.

Through the scheme, students learn the hard way about business in the '90s — by setting up their own company. Manweb is actively involved in Warrington Young Enterprise, with staff acting as advisors to companies.

At the annual Young Enterprise Awards evening recently, 'Welks' a company from Bridgewater High School, advised by Mid Mersey Planning Manager Robin Bradshaw, achieved success — winning awards for 'Best Interim Presentation' and 'Most Innovative Company'.

The Manweb-sponsored 'Best Interim Presentation' was presented on the night by District Manager Barry Judd. 'Welks' will now be invited to have a look round Mid Mersey district office — to see how a real business is run.

PACESETTERS

MID Mersey staff are setting the pace within Manweb as the only district to make no guaranteed standard of service payments in the first quarter of 1993/94.

It was described as an 'excellent achievement' by Manweb's Chief Executive John Roberts, who has written to District Manager Barry Judd asking him to pass on his congratulations to the district's staff.

Mr Roberts said: "I realised that it is easy to become complacent having reached a high standard, and I am delighted with the effort being made to retain this level of service."

Meanwhile, Gwynedd and Oswestry districts have also been congratulated for making no guaranteed standards payments during June, while North Mersey, Dee Valley, North Wirral, Clwyd and Region 3 made just one payment.



It's no accident

after completing another 100 accident free working days.

CFU Manager Dennis Davies and the Field Unit's Head of Clerical Linda Lewis (right) are pictured presenting the cheque to Sister Judith Stratford and Staff Nurse Margaret Gunby (seated), for Warrington General Hospital's Paediatric Fund.

SAFETY-conscious staff in the Central Field Unit have raised a further £100 for charity

Madcap plea

THE Spastics Society are holding their annual madcap 'Beerjolais' run on October 9 and 10 this year. Teams have to use their ingenuity to transport a barrel of Great British beer over to France, and in the process, raise stonking amounts of money for the Charity.

The Spastics Society are hoping to include a team from Manweb, so if you think you've got what it takes, and want more information, contact: Laura Edney, The Spastics Society (0492) 530128.

CONTACT

The newspaper for staff and retired employees of Manweb plc, Sealand Road, Chester CH1 4LR, telephone 0244 652090 or 652099.

If you've an idea for a story or photograph, write, phone or come and talk to Editor Jackie Unsworth in Public Relations, Room 5E11, Head Office, ext. 2090, or Graeme Cooper on ext. 2099. At the following locations, you can talk directly to one of Contact's District correspondents.

North Mersey:	Pat Shaw.....ext. 2204
Liverpool:	Harry Robertson.....ext. 2160
Mid-Mersey:	Mike Townson.....ext. 2231
Dee Valley:	Kath Sadowski.....ext. 2183
North Wirral:	Janet Ford.....ext. 2360
Mid-Cheshire:	Diana Wood.....ext. 2117
Clwyd:	Min Williams.....ext. 2187
Gwynedd:	Hefyn Thomas.....ext. 2250
Oswestry:	Cherry Garbett.....ext. 2201
Aberystwyth:	Gloria Griffith.....ext. 2261
Region 2	Liz Newman.....ext. 85504

IN the fast changing world of the electricity supply industry, the IEE wiring regulations have changed significantly over the years, the latest edition being the 16th, writes Harry Robertson, of Liverpool District.

It was felt at Liverpool District that Manweb staff who deal closely with electrical contractors and consultants should

be qualified to a high level to be able to discuss or advise on the latest regulations.

Eight half day courses were arranged, run by Mr Jim Bell, Senior Lecturer at the City of Liverpool Community College,

Old Swan Centre.

It led to 17 staff electricians, foremen and engineers from Statutory, Services and Planning sitting the City and Guilds 16th Edition EII Wiring Regulation exam...and each of them passed

with flying colours.

Jim Bell said: "It was a pleasure to lecture to the group. Not only were they attentive and keen, they were well informed and knew their subject. In fact they were gentlemen and scholars!"

District Manager Bill Tubey congratulated all his staff on a fine effort, especially the more senior employees, some of whom had not attended school for many years!

Bill is pictured (5th from the right) presenting certificates to the successful group of staff, as follows:

Kevin Atherton, Ron Burgess, Bob Connor, Mike Darnell, Alex Eden, Michael Forber, Robert Kelly, Alan Kerr, Michael McCartney, Colin Oldfield, Ronnie Roland, Harry Robertson, Martin Watt, David Stockley, Alan Sandells, David Wilson and Gary Wilson.



Scholar's pass with flying colours

HOW MARTIN GOT THE BIRD

By Jon Tracey

WHEN an escaped Laner Falcon was discovered near the disabled doors at Head Office recently, staff knew just the man to call — Martin Squires

from security.

Martin is a qualified zoologist and had worked in British zoos for 11 years before joining Manweb. At first he attempted to detain the frantic falcon — but the jailbird evaded capture. "I attempted to get the falcon into a box... but it managed to fly off," said Martin.

Employing his security skills, Martin soon tracked the Mediterranean falcon to some bushes, where it was eventually flushed out and caught. The battling bird was escorted to Security to cool off, while the R.S.P.C.A. were called, and the owner contacted.



Martin tries to lure the exhausted falcon



A close-up the the recaptured bird

CHANGES AT GWYNEDD DISTRICT

STEVE Wood's move from Gwynedd District Manager to Network Services Health and Safety Manager has brought changes in the district.

Ian Basford is managing Gwynedd until July 1994, as reported in last month's Contact, and Alwyn Ellis has moved from his Anglesey Section Manager post to be appointed DM Designate, taking over from Ian next year.

Ian (44), joined Manweb in 1965 as an apprentice electrician before transferring to the company's student engineer programme.

He gained an honours degree in electrical engineering from Salford University, and while a student worked in Manweb's Commercial Department in Gwynedd.

His first permanent posting was as a Junior Engineer in Mid-Mersey, and during this time he was upgraded to 2nd Engineer.

Ian went on to hold Head Office posts in Management Services, and Engineering Production Control, by which time he had become a Senior Engineer.

In 1989 he moved to Oswestry as Mains Manager before returning to Head Office as Network Services Special Projects Manager.

Married with two sons Ian lives in Guilden Sutton near Chester, and his interests include cricket, swimming and socialising.

He said: "I am looking forward to this new opportunity and will



Ian Basford

Alwyn Ellis

be working with the people in Gwynedd District to build on the excellent work Steve Wood and everyone here has already done. The improvements to our network have been growing yearly, and I'm aiming to carry these on to provide even better service to customers."

Anglesey Section Manger Alwyn Ellis is to take over from Ian as Gwynedd District Manager when Ian's term finishes next year.

As DM Designate Alwyn will be covering duties in both Gwynedd and Head Office until taking up the post.

Progressed

Alwyn joined Manweb in 1964 as a General Assistant Engineer in Crewe, having previously worked for GEC company British Thompson Houston in Rugby, where he served his apprenticeship as an electrical engineer.

Moving to Oswestry in 1966, Alwyn progressed to become Section Engineer, and was instrumental in establishing the district's Production Department, responsible for construction and resource management.

In 1987 he moved to Gwynedd District as Section Engineer for Porthmadog, and took over the Ynys Mon (Anglesey) section in 1991.

Born in Oswestry Alwyn was brought up in Holyhead, is married and lives in Llanfair PG on Anglesey. He is a leading member of the Electrical Power Engineers' Association, and outside work his interests include music, motoring and walking.

He said: "I'm very pleased to be taking up the District Manager Designate post. Both Ian, and Steve Wood before him have done an excellent job managing the district, and it's important that we continue this good work. Everyone in Gwynedd plays a big part in how to deal with customers, and one of my aims is to continue to take account of all the staff's ideas and views to ensure the service the district provides is always that demanded by our customers."

OFFER ISSUES NEW CONTROLS

By
Jeremy Blackford

ELECTRICITY watchdog OFFER has released details of new proposed controls on electricity supply charges to apply from April 1994. The new price controls will replace those currently in force.

The existing controls set a ceiling on supply charges that is linked to movements in the retail price index (RPI). The average charge on a per unit basis is allowed to rise in line with the RPI, after taking into account certain costs that can be passed on to customers.

Distribute

These 'pass through' costs are essentially those paid by the supply business to purchase electricity on behalf of customers and to distribute it to customers' premises. They are costs over which the supply business has little or no control — for example, it has little influence over the price at which electricity is purchased from the generators. It is the remaining costs, such as the billing and collection of supply charges, that are subject to the charge ceiling.

Adjusted

The new controls will be different in a number of respects. However, like the existing controls, they will apply only to a relatively small proportion of supply charges — around 6% — with the remainder allowed to be passed on to customers. Also, there will be a 'correction factor', where by the price cap is adjusted to compensate for any difference between actual

charges and the price ceiling in the previous year.

Some key changes in the controls are:

- The new price controls will apply only to households and smaller business customers (up to 100kW maximum demand). Customers with a demand above 100kW will be able to shop around for suppliers from April 1994 (those with demand above 1000kW can already choose their own supplier).

- The structure of the price cap has been altered. Instead of a ceiling per kWh supplied, there is a mixture of a fixed sum, a sum related to the number of customers, and a smaller sum related to kWh supplied. This structure is designed to more closely reflect the costs incurred by the supply business in serving customers. It is also more energy efficient as it reduces the incentive to supply additional units.

- The price cap will limit increases in supply business internal operating costs and profit combined to the rate of inflation (measured by the RPI) less two percentage points. If, for example, inflation is four per cent, the price cap will rise by only two per cent. However, it needs to be remembered that this does not apply to supply charges as a whole, but to the smaller supply business element within them (around £30 a customer). But it will exert stronger pressure than at present on the control of such costs.

- There is an allowance of approximately £1 per customer within the new control to provide for expenditure to promote

the efficient use of electricity. This will be linked to new standards of performance in this area, to be set by OFFER in due course.

These new controls will apply for the four year period up to March 1998, when they are due to be reviewed. After that date all customers will be free to choose their supplier, and OFFER will take a view on the need for continued price controls at that time.

Reviewed

A separate price cap applies to our charges for distributing units through our system. It is this distribution activity that accounts for the bulk of Manweb's profits, and the distribution price cap is now being reviewed by OFFER with a view to implementation in April 1995. It is worth noting that OFFER has made it clear that our performance against standards of service will be an important aspect of that review.

If you have any queries on price controls, you can contact Jeremy Blackford in the Regulator Relations Section at Head Office, on ext. 3503.

NEW POST FOR JOHN

ABERYSTWYTH District Manager John Brown has been appointed to the job of Project Implementation Manager (Retail) from September 1, working for Director Trading Peter Hopkins.

John will be working on Manweb's major shops strategy initiative for the next two years.

At time of going to press his successor as district manager was still to be announced.

With distinction

CONGRATULATIONS to Martin Tillet and Chris Roberts on passing their City and Guilds Electronic Craft studies course 232 part two. Both Chris and Martin gained three distinctions at Bolton Metropolitan College. Chris hopes to become a fitter, and Martin aims to become a cable jointer. Both work from Clwyd District Office, Rhyl.



Russell's in the national final

YOUNG engineer Russell Martin beat off intense competition to become 'Young Engineers for Britain' North West region overall winner.

Manweb is one of the co-sponsors of the competition,

organised by Chester Satro, who aim to promote Science and Technology in local schools.

Russell, whose winning idea enables prams to be easily pulled up or down stairs by means of a simple attachment, will now go on to the national final in September.

Russell is pictured (right) receiving his award from Keith Beckett (left), European Technical Director of Pilkington Glass, who also sponsored the competition. Also pictured is Manweb's Mid Mersey District Manager Barry Judd (2nd from the right), who jointly presented the prize, and Roy Palin, Director of Cheshire Satro.

Leaflet explains service standards

By
Tim Elliott

Together with this month's 'Contact' is a copy of the leaflet "Quality Service Backed by Guarantees".

The leaflet will also be sent to every one of our tariff customers in the quarter beginning July 1. It describes the Guaranteed and Overall Standards since last year. All appointments on licensed business are now guaranteed. Manweb must offer a morning or afternoon appointment as a minimum.

If the customer requests it, a more specifically timed appointment must be offered but does not have to be more specific than within a two-hour band. The time band for notification of Company fuse failure, following which a visit must be made within four hours, has been extended to run from 8am to 8pm on normal working days.

Claims for payments for the two standards GS2 and GS5 may now be verbal as well as

written, as can voltage and meter accuracy complaints and account accuracy queries. Payments continue to be made automatically for all the other Standards.

At least three days' notice of a planned supply interruption is now guaranteed. This change was a direct response to the Company's own market research.

The changes, from April 1, have not had an adverse effect on the level of payments. In fact in the June quarter there were 83 per cent fewer payments than in the corresponding quarter in 1992, a major achievement for district and regional staff.

Also on April 1 all of Manweb's Overall Standards were raised. Details are given in the "bill stuffer".

AMONG THE MEDALS



CLWYD Customer Service Manager Phil Starkey was a real sport when he volunteered to present the medals to winners of Delyn and Deeside Disabled Sports Club's 6th Annual Games.

Phil, the one not wearing a track suit, is pictured with silver medallist Alan Smith (2nd from left), aged 14, and gold medallist Craig Hough (right), aged 17. Also pictured is Alan's dad, Ben Smith, a Craft Attendant at Manweb's Mold Depot and a member of the Disabled Sports Club Committee.

The games were held at Flint Leisure Centre and all the medals were sponsored by Manweb.

Why whizzkids want your help

MANWEB fundraiser Lisa Yates is hoping to raise £1,250 on behalf of the 'Whizzkids' Charity.

'Whizzkids' supply wheelchairs to non-mobile children. Lisa, a shop assistant at Manweb's Kirkby store, is hoping to raise the money, enough for a special wheelchair, by undertaking one of the ultimate physical tests — the punishing New York Marathon.

The Marathon takes place on November 14, and Lisa is hoping

to have raised half the money by mid-September, so that she will have a guaranteed entrance to the Marathon — where she can continue her fundraising.

Lisa asks Manweb staff to contribute to her fundraising by undertaking sponsored events, or by sponsoring her to run the 26 mile Marathon, from Staton Island, to Central park.

For more information please contact Lisa on: (0744) 25576 (home), (051) 546 4994 (Kirkby shop).

ELECTRICITY SUPPLY PENSION SCHEME

NOTICE OF MEETING

Notice is hereby given that the Eleventh Annual General Meeting of the members of the Scheme will be held at the Institution of Electrical Engineers, Savoy Place, London WC2 on Friday 12 November 1993 at 2.30 pm to confirm or receive the following:

1. Minutes of the tenth annual general meeting held on 2 November 1992
2. Matters arising out of the minutes.
3. Statement by the Chairman on the report by the Trustee of the Scheme for the year ended 31 March 1993.
4. Statement of accounts for the year ended 31 March 1993, and the auditors' report thereon.
5. To receive any other competent business.

Dated this 16th day of July 1993.

W Hamilton

Secretary of the Electricity Supply Pension Scheme

MANWEB BOAT COMES IN FOR RESCUE

MANWEB sailed to the rescue in the recent Llandudno floods.

An Optimist dinghy sponsored by the Company was used by Llandudno Sailing Club to ferry people from their waterlogged homes to the waiting emergency vehicles.

The Optimist was amongst a mini fleet of eight craft used to transport trapped residents to safety, and amongst those rescued were a woman in a wheelchair and a mum-to-be, who has since given birth to a healthy baby.

John Rowlands, Honorary Treasurer of Llandudno Sailing Club, said: "Manweb was the main sponsor a couple of years ago for the purchase of one of our Optimist dinghies for teaching young children to sail. This boat, with its distinc-

tive 'Manweb' colours and sail 'title', has been much remarked upon by bystanders whilst it has been sailing in Llandudno Bay.

"During the recent floods, unexpected use was made of the dinghy! The Police and the Royal National Lifeboat Institution urgently needed boats to ferry people from their homes and sought our help. We were immediately able to make available six Optimists belonging to the Welsh Yachting Association, together with our own,

Manweb-sponsored Optimist, plus one of the Club's patrol craft."

He added: "These eight boats were quickly deployed in the more demanding areas and proved to be perfect for the business of transporting people from their homes to emergency vehicles waiting to take them to the Aberconwy Centre."

ON HIS BIKE FOR CHARITY

SADDLE-SORE Martin Bazely, former Business Systems Manager at Head Office, was one of a quartet of cyclists who recently travelled the 215 miles from Skegness to Chester on their trusty 'steeds' — and raised £1,100 for charity.

The money has paid for special equipment that will help the severely mentally and physically handicapped to get in touch with the World. The machine, known as a 'snoeze-

len', will be installed at the Gorse Covert Day Centre in Warrington.

Sponsored by Manweb staff, Martin alone raised £450 — although he nearly didn't make it. "I had two punctures within a quarter of a mile, and one tyre exploded at 30 mph!" he said

Martin has since left Manweb — but assures us we won't see him in next year's 'Tour de France'!



Teachers to be taught

MANWEB staff went back to school recently — but this time they were teaching the teachers!

Six local teachers were seconded to North Mersey district on a two day visit, a part of the 'Teacher Placement Scheme'. The scheme places teachers in working business environments, so they can learn 'hands-on' how the modern business operates.

Placement

The teachers were given an overview of the electricity industry by staff, before being invited to take part in all aspects of the North Mersey district's operations. This included a visit to Fiddlers Ferry Power Station, a sub-station, and a working site.

The teachers enjoyed the placement enormously, and were unstinting in their praise of North Mersey staff. According to Greg Davies, from Manor School, Liverpool: "Your staff could

not have been more welcoming and helpful...the skill and enthusiasm from all I met was quite infectious."

Caring

"Our impression is of an efficient and caring organisation, which is particularly concerned about its customers," added Brian Bently, Deputy Head of Ainsdale High School, Southport.

The teachers said that they felt they had benefited hugely from the experience, and all wanted to attend next year, or would recommend the experience to colleagues.

IT'S A GIRL

CONGRATULATIONS to Public Relations Officer Gaynor Kenyon and her husband Neale on the birth of their daughter Rebekah, a sister for Joseph, at the Countess of Chester Hospital on July 12.

ALL STARS OUTSHONE BY MIGHTY MANAGERS

IT'S hard to believe that the Managers could repeat last year's performance and secure another victory against the All Stars XI. But they did it again, despite a number of obstacles.

First of all Bob Hodson and Jim McLennan, the Managers' regular opening batsmen and prolific scorers, were unavailable. Secondly, the game was played on matting. This was bound to have an adverse effect on cricketers who had honed their skills on typical English grass wickets. There is no truth in the rumour that these two problems were inter-related.

Finally, the game this year was not played on the usual square at Boughton Hall and consequently some of the Managers' team, more accustomed to playing in front of large crowds, had difficulty initially in raising their game. It is also true that the provision of spiritual refreshment was more difficult given the distance of the pitch from the club bar.

To make matters worse, I lost the

toss for the Managers and we were forced to bat first. Despite all of this adversity the new openers, John Ellis and Tony Harper, embarked upon an opening stand of 31. This beats the previous best stand by some considerable margin, namely 31. Tony Harper, after a slow start whilst he found his feet, gave good support with 16 runs to John Ellis who went on to become the team's top scorer with 29. David Linton contributed a quick-fire 22 and was only out trying to push the score along. Martyn Jones built on last year's success with a good knock of 20 and Bob McMahon, wearing a striking baseball hat, was instrumental in ensuring a late flurry of runs gave the Managers XI a total of 109 for 6 after 20 overs.

The match was therefore delicately poised and the Managers needed to use their guile in order to restrict the All Stars' run-making machine. George Harrison, who had been outstanding as a stand-in umpire whilst the Managers

By MIKE METCALFE

were batting, opened the bowling and soon found a good line and length. David Lawson, who had not done as well as expected in batting, started well but tired towards the end of his bowling spell. John Ellis demonstrated his all-round ability by keeping the run rate down, but the stars of the bowling performance were that dynamic duo David Linton and Mike Boxall.

David Linton, who had been suffering severely from a heavy cold, seemed to have sweated it out in his batting and proceeded to make inroads into the All Stars batting, taking 3 for 13. The revelation, however, was Mike Boxall. He appeared to be stung into action by a combination of a golden duck and banishment to the boundary for much of the All Stars innings. This seems to have provoked him into producing a devastating burst of bowling, which

tore the heart out of the All Stars batting. He took 4 for 10, including 3 caught and bowled.

Although the bowling performance was excellent, a considerable amount of pressure was put on the batsman by our excellent fielding. In any game there are a number of highlights in the field and this was no exception. One remembers a wonderful swallow dive by Martyn Jones to attempt a catch, which failed. A wonderful catch by George Harrison off a full-blooded cover drive. This probably owed more to self-preservation than anything else and he therefore finished the game on a high note. Bill Tubey's immaculate dummy of a mis-field which led to a run out, following his excellent throw to the wicket keeper. Last, but not least, I have to mention Joy King, who excelled herself in the field, with one stop being truly amazing, albeit leading to bodily injury. One hopes that her example might well encourage other female Managers to put forward their

names for next year's team.

There were also some sound performances from the All Stars team who, at one stage prior to the introduction of Mike Boxall, looked likely to overtake the Managers' total. They finished with 105 for 9, with Andy Kelsall contributing 32. Their main bowling successes were Ken Roberts who took 2 for 20, and Steve Atherton who took 2 for 15. The game, as always, was played in an excellent spirit, although tempers nearly became frayed when a catch to the Managers' wicket keeper was turned down.

The evening entertainment, provided by the All Stars team, was excellent as always and it was good to see some old comrades from earlier years coming to watch, particularly the Chairman of selectors, Mr Bob Evans, who had rolled in from the Welsh hills, and Mr Peter Falcon, who did happen to have his kit available in case of an emergency. He appeared to be grateful that his services were not required.



The compact transportable substation is hoisted into position.

New substation eases the load

By
Graeme
Cooper

OSWESTRY District and Head Office Plant Development and Standards have commissioned a transportable substation which makes refurbishment work easier and provides greater security of supply for customers.

Working on substations often means isolating them from the rest of the network, and to avoid losing supplies to customers other parts of the system need to carry increased loads.

Timeframes

Traditionally this has meant work being scheduled into tight timeframes, such as the all-too-short summer months, when domestic loads are lower. If this summer peak in workload could be levelled, resources and personnel could be used more efficiently.

Head Office HV/LV Plant Engineers Sue Pilcher and Geoff Wood suggested using a transportable 11kV substation. This would operate in exactly the same way as a regular sub, avoiding the need to increase the load on other parts of the network.

They worked with Oswestry New Business Engineer Malcolm Davies to draw up the specifications for the substation. The electrical plant was constructed



Malcolm and Sue checking equipment inside the substation.

by GEC, and Morgan Marine of South Wales built the special glass reinforced plastic structure to house it.

Sue Pilcher said: "The unit measures just three metres square, and consists of a four panel 11kV board, a battery and charger to supply the protection and circuit breaker control circuits, along with other ancillary equipment."

Regular

To site the substation wooden baulks are sunk into the ground and the unit is lowered into position by crane. Once on site the equipment is commissioned, then jointed onto the network. It is fully operational within about two weeks.

The substation structure is of glass reinforced plastic on

a rigid steel chassis, and has a life of around ten years. The plant itself should have a regular working life of around 40 years.

Oswestry's transportable sub has just finished its first assignment at Llanfyllin in Powys, where it replaced a local substation to supply the village while the 11kV board was replaced.

Malcolm Davies said: "We're very pleased with the transportable substation. It served the exact purpose we wanted it for, enabling us to run the network securely while we worked on the substation."

The transportable unit will shortly be in use again, at Shawbury in north Shropshire where work is being carried out on a substation which feeds the local RAF base.

SAFETY



By Derek
Jackson

LEGISLATION COVERING WORKPLACES

THERE are two remaining pieces of legislation, introduced at the beginning of the year, from our original pack of six.

In previous issues we have discussed the Management of Health, Safety and Welfare at Work, the Manual Handling and Display Screen Equipment Regulations and last month the Personal Protective Equipment Regulations. This month we will consider the Workplace Health, Safety and Welfare Regulations.

At first sight the "Workplace" Regulations read very much like parts of the Factories Act 1961 or the Offices, Shops and Railway Premises Act 1963, and so we may be forgiven for thinking that we are already covered for these regulations, and indeed for large sections of it we probably are.

In fact for existing workplaces most of the regulations come into force on January 1 1996. Modifications, extensions and conversions to existing workplaces however, apply immediately.

First of all the regulations include temporary worksites, a term which is worthy of definition. A temporary worksite is one which is used only infrequently or for short periods, or perhaps a mobile building which occupies a site for a short period.

These should not be confused with construction sites which are not covered by the Regulations. Construction sites are places where building operations or works of engineering

construction take place, as defined by the Factories Act 1961. As an example, a jointing site would be regarded as a construction site rather than a temporary worksite, however a substation may well be regarded as a temporary worksite, and the regulations would apply in the main "so far as is reasonably practicable".

The regulations apply in full to any workplace that is taken into use for the first time after December 31 1992. The requirements with regard to ventilation, temperature, lighting, cleanliness, space, traffic routes, sanitary conveniences, washing facilities, drinking water, accommodation for clothing are much the same as before. In general they are updated to reflect the spirit of the Health and Safety at Work Act 1974 and developments in both thinking and technology since most of the original pieces of legislation they replace were introduced in the early 1960s (some of it dates back to 1906).

Regulation 11 introduces the term "workstation" which is used extensively in the Display Screen Equipment Regulations 1992, but extends it to cover many more types of work, the emphasis being on "ergonomic" design of the workplace. This would also include situations outdoors, although as mentioned previously, not those situations covered by the Construction Regulations.

There is a new requirement under regulation 13 that calls for measures to prevent objects falling which are likely to cause personal injury and the necessity to provide guarding, fencing or covers to prevent such possibilities and to prevent the possibility of persons falling from a height where applicable.

This would extend to such areas as maintenance work on roofs or falls into pits. Consideration should also be given for instance to the loading and unloading of vehicles. An example would be removing the need to climb over the load in order to cover or remove it.

Regulations 14, 15 and 16 deal with safety of windows and translucent doors. They must be of safe design, for instance using safety glass where there is a risk of injury through breakage. Also covered is the need to be able to operate skylights or ventilators safely and the ability to clean windows safely.

Regulation 25 covers the need to provide facilities for rest and to eat meals. This introduces some important new requirements, namely that suitable and sufficient rest facilities have to be provided which shall provide protection for non-smokers from the discomfort caused by tobacco smoke, and the provision of suitable facilities for pregnant women or nursing mothers to rest. So much for "workplaces". Next month we consider the "Work Equipment" Regulations.

Manweb float heads the big parade

MANWEB led the way in Liverpool recently by sponsoring the Girls' Brigade during the Lord Mayor's Parade through the city centre.

The Brigade's Captain Sue Moister contacted Liverpool District with a plea for help in providing the girls with a float for the big day. This year's parade was a particularly high profile event as it coincided with the Battle of the Atlantic anniversary.

Liverpool District provided a vehicle for the special occasion, and the girls themselves set



Leading the Lord Mayor's Parade through Liverpool, the Manweb-sponsored Girls' Brigade float driven by Ray Harrison.

about decorating it. Their efforts were well rewarded when, on the big day, the judges awarded them first prize and the leading position in the parade.

Captain Moister was delighted with the help provided by Manweb and wrote to the District thanking everyone for their help, particularly Driver Ray Harrison.

MP SEES HI-TECH SYSTEM



Ann Winterton is pictured (2nd from left) during her visit with (l-r) Manweb Chairman Bryan Weston, Drawing Office Manager Helen Challinor and District Manager Jeff Hunt.

DURING a recent visit to Manweb's Mid Cheshire District office at Crewe, Congleton MP Anne Winterton was given a demonstration of the company's new corporate Geographic Information System (GIS).

Mid Cheshire is the first of Manweb's ten Districts to use the new equipment, which replaces the existing paper-based supply network records with a computer-

based mapping system.

District Manager Jeff Hunt said: "Customers will benefit from the introduction of the new system since it will enable Manweb to respond more rapidly when problems occur with electricity supplies and to provide better information on progress with supply restoration work."

The system will be extended throughout Manweb's area by mid 1995.



Mid Cheshire staff involved in the GIS project are pictured celebrating 'going live'.

BRIAN SHEPPARD RELATES HOW MANWEB

PABLO'S WAS NO PICNIC

THE name Pablo Severin probably means nothing to most of you. Nor did it to the team of Manweb employees who set off for Cornwall on the afternoon of May 18 to take part in the Challengers Trophy, a 4-day test of physical and mental endurance advertised as a "corporate outward bound bonanza". The team of Mark Caulfield, Jeff Hunt, Andy Miley and Brian Sheppard, ably supported by Graham Slatter (an essential part of the team), soon got to know Pablo and became very familiar with his unique brand of organisational skills!

DAY ONE - Wednesday May 19th

At the start each team member and supporter was 'handcuffed' into a plastic wristband to ensure that no substitutes could be introduced from that moment on. The penalty for losing a team leader at any stage was 6 hours added to the overall team time! The only instruction we were given was to be aboard Coach D at 12.30. This set the tone for the whole event as they generally kept us guessing, by providing the minimum of information throughout. Two teams started at one minute intervals on a 6-mile navigation/problem-solving course in and around St Ives.

Whether it was lack of experience or just over excitement, we will never know, but we were off course within 100 metres of the start! The first part of the route was indicated by a series of 'tulip diagrams' (basically a sequence of arrows and symbols from which you are SUPPOSED to be able to find your way). The main problem with these is that you do not have any indication of scale to begin with and it is very difficult to reposition yourself once you are off course. We managed it in the end, but an early mistake of not knowing where we were going before we started cost us about 15 minutes and resulted in us being placed 54th on the stage.

This year's Challengers Trophy consisted of a combination of timed stages and 'link' stages which carried a maximum time for completion. If completed within this time, the team were credited with the maximum, if over time, the maximum plus twice the difference between the time taken and the maximum was added — complicated isn't it? The times allowed were supposed to be generous, keeping the teams on the move whilst allowing a certain amount of respite, but we found that we needed to jog at least part of the way, and one or two of the link stages were anything but a Sunday afternoon stroll.

Both the timed and the link stages contained:-

- CP — Checkpoints that the whole team had to reach.
- IP — Information Points at which clues were available to enable you to work out where the compulsory CP's were or at which you could pick up materials and other 'useful' information.
- BP — Bonus Points where time bonuses were available for the successful completion of a task.

Link 1 — 4 miles, 1 CP and 1 IP — no problems.

At the end of day one our overall position remained at 54th so we decided to reconsider our objectives, setting our immediate sights on the Norweb team who were a couple of places and just a few minutes in front of us.

DAY TWO — Thursday May 20th

Stage 1 — This stage became known as "Pablo's Diversion". It was intended to be a reasonably straightforward stage of about 6 miles containing 2 CP's and 4 IP's, the information from which enabled you to work out the location of CP2. However, the previous evening a team had been practising for the Estimation Stage (see later) and had damaged a local farmer's crops sufficiently to cause him to draw a shotgun on Pablo (there were a number of competitors who would have liked to do the same by the end of the week!) and, more significantly for the teams, completely block the right-of-way across his property.

The ensuing chaos as teams descended upon the farm to find Pablo (who had by now employed his Gallic charm to calm the farmer down) telling them to turn around resulted in almost every team submitting an appeal for time lost through the diversion. Jeff and I joined a couple of other teams in a complete circle of the farmer's property only to be turned away again. We calculated that this cost us at least 20 minutes more than the majority of teams arriving later who were given the precise directions by 'The Belgian'. Pablo took the easy way out and credited every team that appealed with 6 minutes!

One of the main consequences of this diversion was that the competitors were forced to take a route along a track that can be best described as an elongated cess-pit; ankle-deep slimy mud in the drier parts gave way to knee-deep liquid manure in the wettest! Politeness prevents me from using the term by which this route became known to the competitors, but it certainly turned our lovely red running suits a distinct shade of brown in the lower quarters (Jeff's new white trainers never quite recovered from this stage either).

Stage position — 56th; Overall position 54th

Stage 2 — The previous stage had left us on Penzance beach. CP1 was a round trip along the beach of about 1.5 miles in a westerly direction. CP2 was a couple of hundred metres out at sea. Mark was given a surfboard to paddle out and back to find the location of CP3. This turned out to be (surprise, surprise) a round trip of about 4 miles along the beach in an easterly direction; fortunately the tide was out so there was relatively firm sand to run on.

Whilst all this was going on, Jeff and Andy were attempting to 'drive' a Speedsail (a windsurfer on wheels) over a 100 metre course without touching the ground. Eventually, Andy set out on the course (there is no truth in the rumour that he could not stop) and covered the first 60 metres in great style. Suffice it to say that, whilst the remainder of the distance was completed in rather unorthodox fashion (it became known as the 'Gordon Method' after the guy who discovered that you could actually move the Speedsail forward by applying a certain amount of brute force to the front wheels), Andy gained us our 15-minute bonus. Stage position 11th! Overall position 45th and we had overtaken Norweb!

Stage 3 — All we had to do now was walk the 7 miles or so back to St Ives. This stage contained 3IP's to help calculate where CP1 and CP2 were. To ensure that we did not get too bored, the 2 kilometres between CP1 and CP2 was a timed sprint; much appreciated by the teams. Stage position 17th; Overall position 43rd (this was as high as we got!

DAY THREE — Friday May 21st

Stage 4 — Now things started to get really complicated!

Advertised as a series of link stages, tasks and timed stages, Pablo was really putting himself and the organisational capabilities under pressure; read on for the outcome.



Mark Caulfield — the professional cyclist in the team — going for it.

result — void stage; all teams given the maximum time. We did pick up some string en route though to add to our inventory for the brick throwing machine.

All was revealed at the end of the Go Fast Task. In addition to having the opportunity to picking up some bonus time by demonstrating our archery skills (we gained 16 minutes), it was time for the brick 'launching'. Surprise, surprise again, we found that we could physically throw the brick far enough to gain the maximum 15-minute bonus, or so we thought! Our practice attempts (albeit involving a few very advantageous bounces) successfully carried the brick over the 15-minute time. You've guessed it, our actual attempt hit the ground and stopped dead just over the 10-minute time (OK — I own up — it was me). Our disappointment was compounded when Mark retrieved the brick and proceeded to launch it at least 10 yards beyond the maximum line!

Link E — 3 miles to Sennen Cove. If Pablo reckons that these stages can be covered at a "brisk walking pace", then I suggest that he should be representing Belgium in the 20-kilometre walk at the next Olympics. Route-finding difficulties apart (though we did have the comfort of having the two OS Pathfinder ladies in front of us on this leg — well if they don't know their way, who does?), this was a tough leg and Andy and I made it with just a few minutes leeway before having to start out on the next stage.

The Land's End Sprint — Just what we needed; a one-mile sprint around the headland to the comfort of the Land's End Hotel. As it happened, the running part of this stage was easier than the cycling. Andy and I comfortably beating Jeff and Mark to the finish. At this point, we traded our intact light-bulb for a 15-minute bonus.

The weather at Land's End was atrocious, driving wind and rain. It was so bad that not even Pablo was going to risk the rock-climbing competition on the sea-cliffs (shame!). Unfortunately for Mark however, they persevered with the cycling time-trial in the grounds of the hotel — like good team-mates, we left him to it and went to find somewhere warm and dry! At the end of all of this, we had finished 45th on the stage, were lying in 44th position overall, and had a lead of 15 minutes over Norweb.

One of the aims of the Challengers Trophy is to encourage and enable contact between companies. Every team must nominate an 'executive' member to take part in an individual competition, then join the team for the final stage of the event. After much competition between the members of the Manweb Executive and others, Andrew Wright was 'selected'. He joined us at this point, having spent the afternoon at a seminar chaired by Seb Coe at which he saw a preview video of the event thus far and also got the opportunity to discuss the topic of "fitness in the workplace".

It was at this stage that Pablo and his team excelled themselves. We had an hour or so to dry off, change some clothing and generally rest up before the night stage to come. We were also looking forward to some food, so it was with great anticipation that we set off for the hotel cafeteria. We were not over-concerned when told that we would have to go back outside into the driving rain to get to the cafeteria — we were getting used to it! However, even we were not prepared for having to stand outside for over an hour in the queue for the servery, and we were some

THE CHALLENGERS TROPHY CORNWALL, MAY 19 - MAY 22

on and we were quickly able to plot the two CP's between the Base Camp. We set off at approximately 11.30p.m. The wind (and it was dark!) made the route finding quite tricky and we got ourselves up to our ankles in water with nothing but thick gorse in front. Having made a couple of brief attempts at circumventing the gorse, we eventually made the decision to retreat. This decision was almost immediately vindicated when, having made a couple of turns, we found to the road that we had been aiming for on our original route.

The remainder of the stage was quite straightforward, but the finish was memorable. Overcoming the tiredness to run the last mile, we were amazed to find a large crowd of supporters and officials who were to applaud and cheer the teams all the way to the finish line — superb!

The time was 1.30a.m. and hot soup and drinks were waiting. A shower, then bed; total distance covered c. 25 miles — what a day! We finished 45th on this stage and were 45th overall, but Norweb were better and were now only 6 minutes behind us.

DAY FOUR — Saturday May 22nd

Stage 6 — The Estimation Stage.

We had got this stage badly wrong! The aim of the exercise was to estimate the time it would take the team to cover a course of about 1 mile containing 2 CP's. We had been given the grid references on 1:50,000 maps and some of the earlier stages covered parts of the route; the aim was to use this information to improve the accuracy of the estimate. I was surprised to find some of the teams were more 'scientific' than this, sending their team members out to try out the whole route and provide them with target times (some of the fitter teams did this themselves during the 'slack' periods). You have already heard about one of the consequences of this — Pablo's Diversion.

Teams finishing the course within their estimated time were given a bonus. Teams taking longer received the penalty of a difference twice over. A further complication was the executive member who was to paddle his way around a course of about 1 mile (minus sail). We would be allowed to exceed our estimate by the difference between Andrew's time and 15 minutes without penalty.

After much deliberation, and reaching the conclusion that we might fall off the windsurfer and gain zero buffer, we opted for a conservative estimate of 1 hour 30 minutes (we were also intending to take a slightly longer route which avoided the cess-pit). We realised our mistake as soon as the list of estimated times was published. Our estimate was based upon ensuring that we did not incur penalties, but experienced teams were 'attacking' this stage and had posted very conservative estimates, the shortest being 33 minutes!

We completed the stage comfortably in 1 hour 15 minutes, while Andrew had been placed 61st in the Executive Stage (Stage 7) with an 11.5-minute buffer that we had totally wasted, and we were with 1 hour 30 minutes for the stage (Stage position 55th). A more experienced team did well in this stage, overtaking us as we were to 48th position overall and opening up an unassailable lead of 6 minutes.

Stage 8 — Final Stage.

Despite the fact that it said so on the stage sheet, we remained cautious about this being the last stage. It contained 4 IP's from which we could calculate the location of the single CP. Setting out from the harbour, we split into two groups and agreed to meet up at the end of the about 2 miles from the start. Andrew also had a puzzle to try to solve for a bonus of 10 minutes — nice try Andrew! We had selected a meeting point on the assumption that it would be the most suitable for the CP (CP's required all team members sent). Surprise of all surprises, the CP was at the Penzance Lighthouse, about 400 metres from the start! By the time we had this out, the Forte Services team, lying in 81st place, had guessed the location from a single IP and surprised everybody (including Pablo who weren't ready!) by winning the stage and beating the very best by 17 minutes.

We made our way as fast as we could to the CP, but the activities of the previous days were beginning to take their toll and our top speed was reduced. Mark was doing very well for a man with a limp (knee injury had begun to play up) and Andy was feeling the effects of having run his first marathon the previous day, but the encouragement from the crowds and the sight of the finishing line put a 'spring' in our step and we finished as we had started, as a team. Having had our control card, I turned to find the rest of the team with medals and neckties — it was the final stage. I collected my medal and a very pleasant Scottish lady then set about the bottles of beer. She had had the decency to provide at the finish — at last, he'd got it right!

Stage position — 51st; Final position 46th.

63 TEAMS RESPONDED TO TWO RIGOROUS CHALLENGES

They promised to do better and they did



Sheppards Flock Team.



Death Valley Team.



The Red Reminders Team.



Crewe's Missiles warm up session.

HAVING promised to "do better next year" following the '92 event, Manweb teams excelled in the second Power Challenge held at Weston Park, Shropshire over the weekend of June 12 and 13. Manweb 2 — Sheppard's Flock finished 2nd out of 63 teams, being pipped by a mere 6 points (491 to 485) by the winning National Power team from Tilbury. Manweb 3 — Death Valley finished 4th, only another 5 points behind.

The other Manweb teams were:— Manweb 4 — Crewe's Missiles; 372 points - 48th. Manweb 1 — Liverpool; 358 points - 52nd. Manweb 5 — The Red Reminders (N.Wirral); 315 points - 58th.

The Power Challenge '93 was the biggest single-industry challenge event ever held in the UK with 378 competitors representing 22 different ESI companies. The terrain was a little flatter than that in Scotland last year but, the organisers managed to introduce sufficient physical tests both during and between the various stages to ensure that those taking part did not regard the whole thing as too easy!

Beginning at 12.45 on the Saturday with the compulsory hour of so of aerobics (co-ordination the main problem here for our all-male teams), we got off to a fairly damp start as the rain decided to add to the test. The theme running throughout the entire 30-hour competition was a spy mission, teams having to break codes to ensure bonuses and gain 'safe passage' through enemy territory. There were minefields to cross, electric fences to avoid (not too dangerous as we were in MEB's area!), dangerous rivers, assault courses, each obstacle having to be overcome by a combination of teamwork, ingenuity and physical application. A number of the activities took part in simulated darkness, achieved by competitors putting on 'blacked-out' goggles; this included rock-climbing, so teamwork was very important as the only aid available was the voice of a colleague trying to describe the whereabouts of the next hold!

No self-respecting spy would be at large without an alternative identity. Thus, one of the tasks involved the production of a false passport, photograph included. The cardboard camera and makeshift darkroom (a black plastic sheet draped over a ditch!) produced some very interesting results, though you would have been hard pushed to identify which photograph was which team member. Aliases were also required as we had a Howard, a John and a Brian in the team, we decided to become the Manweb Executive for the day, working out a



Steve Holmes of North Wirral's Red Reminders tackles the rope.

suitable system of who's-who for the remaining members. As it turned out, there was a 10-minute bonus available if you could recite all 6 aliases accurately in 10 seconds — we just about managed it!

Consistent with the '92 event, competitors had to carry around all of their equipment for the 2 days and food was noticeable by its absence. The 3-meal ration pack given out at the start of the event averaged out at 1 pack of oatcakes, 1 piece of cheese, 1 piece of fruit (ever tried carrying a banana around in a rucksack for 2 days?), 1 cereal bar and 1 chocolate bar per meal. Saturday night was a treat, a baked potato and a cup of soup, provided you could identify the one person amongst the 400 or so gathered in the courtyard of the main house who would respond to the phrase "What are you like under cover" with a meal ticket rather than a slap in the face (well done Howard in my team).

The organisers added a new twist to the overnight 'sleeping' arrangements this year, mixing the team members up into large groups who then had to build a missile silo, which looked remarkably like a large plastic wigwam! Having done a couple more stages after the building, teams were instructed (surprise, surprise) to return to their silo to spend the night. The fact that some of the silos were more soundly constructed than others, and it looked like rain, resulted in a degree of overcrowding. I spent the 'night' waiting for the chap at my feet to move slightly so that I could actually get my feet on the floor! It didn't matter too much as, having got to bed at 1.00a.m., we were 'rousted' at 4.45a.m. to take the whole thing down again — I would like to know who was doing all the snoring though.

No scores or positions were published during the event. Thus, as teams approached the grand finale on Sunday afternoon, they had no idea how well they were doing, but just had to keep plugging away. The "Evil Verucca's" laboratory was the target, information to be gathered by land (running), by air (aerial ropeway) and water (using a cardboard boat built during an earlier stage — though our two sailors seemed to prefer swimming!). The information was needed to build a detonating device to destroy the laboratory — the local people must have thought that November had come early as 63 teams blew up the "Evil Verucca".

A short run to the finish and the Power Challenge '93 was over. A cold shower (again consistent with '92), something to eat from the barbie (and a beer of course) and it was time for the results. To avoid the embarrassment of the team finishing 63rd, the organisers initially read out the results in team order, giving the number of points scored. As the Manweb teams were

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Liverpool Team at Varucca's laboratory.

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numbered 1 to 5, we were first out of the hat and had quite a long wait (smiles widening all the time — National Power Tilbury result excepted) to find out our final positions. Needless to say, we were very pleased with the results, particularly as only one other REC (Northern Electric in 14th place) had a team in the top 20.

In addition to being an enjoyable (?) weekend, teams raised money for the Raleigh International Youth Development Fund, which is used to give underprivileged and handicapped youngsters the opportunity to go on expeditions all over the world. The Manweb teams raised over £3000 between them this year, the Liverpool team leading the way with £1400 (including some generous contributions from a number of their suppliers — our thanks to them).

So what next? There is only one way to improve on this year's result! Why not put together your own team — if we have too many we can always hold an eliminator. Posters and entry information will be going out in Contact and on the noticeboards early in '94 — and we are still waiting for our first female participant — come on ladies!



Liverpool Team about to blow up Evil Verucca's laboratory.



BUILDING ON LAST YEAR'S ACHIEVEMENTS

JULY 29 — the date of Manweb's Annual General Meeting — also saw the launch of the Company's second Environmental Report.

Following on from a year in which Environmental Roadshows were held, the associated Question and Answer Manual was produced, and Environmental Action Plans for all Manweb's operating divisions were

By Roderick Manson

developed, the new Environmental Report aims to build on the achievements of the last year, particularly in developing targets against which Manweb's environmental performance can be measured.

Hard work

As with the first Manweb Environmental Report, a copy will be sent to all staff.

Mike Metcalfe, Chairman of Manweb's Environmental Working Group, said: "A great deal of hard work has gone into developing Manweb's environmental policies and practices over the last year and we hope that staff will feel we have made considerable progress since our first Environmental Report."

"We are currently the leading regional electricity company on environmental issues and we have to keep making progress to retain that position."



IN line with Manweb's policy of supporting tree planting initiatives, Mid Cheshire District worked with volunteer groups in Crewe and Nantwich Borough Council to plant 592 trees throughout the area during 1992/93.

Alison Eakins, Mid Cheshire Customer Service Manager, is pictured planting a tree at Brooklands Meadows, a public open space near to the centre of Crewe, with Chris Lawton, from Crewe and Nantwich Borough Council.

TREES FOR OPEN SPACE

Partnership is paying off

PARTNERSHIP was an appropriate theme for the Institute of Housing North West Branch Annual Conference and Exhibition sponsored by Manweb and Norweb at Charnock Richard's Park Hall Conference Suite.

Energy Marketing Engineer Roger Glover coordinated Manweb's involvement, which focused on the important role electricity can play in providing low energy solutions for housing providers.

One of the organisations Manweb is working closely with is the Liverpool Housing Action Trust, which is responsible for 67 tower blocks in the city, and HAT Chief Executive David Green spoke of the trust's work at one of the conference workshops.

Manweb's David Hayes, Account Manager for

Merseyside Energy Sales gave a presentation on National Home Energy Ratings and energy efficiency. He also dealt with student accommodation and the lifestyle requirements of tenants.

Experts

Roger Glover said: "By targeting our limited sponsorship on an event like this we can reach the local, relevant experts and tell them about what we are able to do. The development of low-cost affordable heating is an important part of our domestic marketing activity, and we have a long history of success in this

area. The conference gives us a very cost effective way to get our message across."

The Chairman of the conference management team was Sefton Borough Council Area Housing Manager John Doran. He said: "The event was a great success, with over 210 people attending. A conference questionnaire showed that the sponsorship from Manweb and Norweb was viewed very positively by everyone attending as well as the organisers."

Other organisations exhibiting at the conference included public sector and social housing developers and providers, and appliance manufacturers.



Branching out with tree scheme

MANWEB is branching out to help local groups improve the region's environment by launching a tree donation scheme.

The Company hopes to see around 50,000 new trees planted in the region over the next 12 months by a variety of conservation groups including schools, parish councils, local authorities and rotary clubs.

"The scheme comes under our new Tree Management Policy which aims to limit the effect we sometimes have on

the environment by trimming or removing trees that either interfere with electricity supplies or cause danger to the public," said Howard Kirkham, Director, Network Services.

The new policy will also ensure native broad-leaved trees are planted, suited to each particular locations; that at least one tree is planted for each tree that has to be felled;

contractors approved to British Standards are used or Manweb's tree work and that sympathetic and skillful trimming or felling is completed following consultation with landowners affected.

Howard Kirkham is pictured planting at Overleigh St Mary's School, Chester, with pupils (l-r) Alice McGinn (10), Charlotte Hawkeswood (8) and Catherine Johnson (8).

VOLTS WAGON!

INNOVATIVE students from Birkenhead VI Form College have recently completed a project on the wider use of electric vehicles.

More than 300 students from all over Merseyside took part in this year's Merseyside Industry and Commerce Awards which are sponsored by major companies on Merseyside, including Manweb, Girobank, Whitbread and GPT.

The students undertook an in depth report on the impact of electric vehicles if they became commonplace in towns such as Birkenhead and Liverpool.

Students were required to present their findings to a panel of distinguished judges, led by His Grace The Duke of Westminster at the awards

evening at Royal Life, Liverpool.

Chairman of the Judges, Manweb's Liverpool District Manager Bill Tubey said: "MICA represents the very best of students' work in Merseyside. I am pleased that the students from Birkenhead VI Form College produced a report that was both far-sighted and innovative in its approach to the problem set."

Pictured at the regional selection event are (l-r) David Heath, NORMIDTEC (Judge), students Ian Harwood, Matthew Richards, Stephen Corke and Mark Kaney, Chairman of the Judges Bill Tubey, student Ben Parry, Manweb's Head of Domestic Marketing and Sales David Tinsley, and student Daniel Tsoi.

FLOWERS FOR THIS SPECIAL CUSTOMER

CORWEN customer Frances Edwards is one in a million... so Head of Income Bob McMahon decided to say it with flowers.

Bob (pictured right) called at Miss Edwards' home with a huge bouquet to celebrate her becoming the millionth Manweb customer to transfer to the Company's new Cudos billing system, which has been introduced to improve customer service.

Also pictured is Andy Wallace, the Cudos Project Leader in Information Services, responsible for implementing the new system.



WRITE TIME

ORE letters have been arriving at anweb, full of praise for the first class service provided by staff. Satisfied customers have written in asking us to pass on air thanks for a job well done!

Jwynedd Meter Operative Melfyn Jackson gave helping hand — quite literally — to Bangor customer Charles Davies. Alone in his house, Mr Davies had trapped his hand in the hinge side of a van storage bed and had been unable to move for hours.

"My hand was getting progressively more inflamed," he said. "It was truly a miracle when at 10.30am the doorbell rang and by yelling at the top of my voice I drew the attention of Mr Jackson, who had called to read the meter."

The ambulance and fire services were soon on scene to release Mr Davies and take him to hospital, where a check-up revealed that fortunately no nerves had been broken.

"Without Mr Jackson's help I would have stayed trapped until my brother-in-law arrived home at 11pm. I do not know what state I would have been in by then," he said. "I think it is only right for you to know about the prompt and kind manner in which one of your staff acted to help someone in great need."

St Helens customer Mr N Edwards was delighted with the 'efficient service' provided by Mid Mersey employees Peter Shawcross (DRC Attendant), Dave Gravener (Shift Electrician), Kenny Forber (Painter) and Dennis Brown (Craft Attendant), who dealt with an electrical fault at his home.

"From the man who took the call, the electrician who came out to make it safe and put our minds at ease, and the two men who connected us back to the mains, I would like to thank everyone concerned very much indeed," he wrote.

Another Mid Mersey employee, Mains Foreman Kevin Caldwell, came in for praise from Frodsham pensioner Mrs M Spencer. She wrote: "I would like to bring it to your notice that your Mains Foreman Mr Kevin Caldwell was very kind and considerate to me when our electricity was off for several hours.

"He brought me a torch and made sure I was all right. I thought it was a very nice gesture and deserves recognition."

And still in Mid Mersey, Lymm customer Mrs O Allen wrote in to say thanks for the prompt service provided by Gordon Maxton, Les Taylor and Jordan Parks, when they turned out in bad weather conditions to fix up a temporary power supply.

Mrs Allen had telephoned for help after a tree was blown over, leaving her home off supply. She wrote: "The team who arrived in next to no time were fantastic. They were courteous, good humoured and worked extremely efficiently. Our praise for them is boundless."

Frank Neill, who works in the Customer Information Centre at Warrington, received a letter from Helen Clark, of the Liverpool Housing Trust, to thank him for arranging to have the electricity supply put on at a house in Runcorn at short notice.

She wrote: "I don't think I have ever encountered anyone quite as helpful before — nothing was too much trouble!"

Liverpool District received a letter from Mr R J Mackay, Manager of the Cherrybank Nursing Home in Sefton Park, complimenting staff on their performance in restoring supplies during a recent power failure.

The staff involved were Engineer Bob Connor, Foreman Andy Scaratts, Joiner Tommy Lane, Shift Electrician Reg Owens, Joiner's Mate Stan Hemmel and DRC Attendant Frank Matthews.

Mr Mackay wrote: "Our predicament was that we had 22 elderly wheelchair-bound patients, most of them with senile dementia and unable to comprehend why there was no light (except emergency), no TV, no heating, no hot water, and why they were detained on the ground floor when there was no lift service when they wanted to go to bed.

"Briefly, everyone involved on your side acted promptly, courteously and efficiently.

"The failure was eventually traced to a damaged service cable under Alexandra Drive. The three men on the job worked ceaselessly in the most foul weather, rain alternating with hailstones all the time, until they effected a reconnection.

"We wish to thank the chap who took our first call for help, the man who came and diagnosed that the failure was not on our premises, the man who arrived and traced the route of the mains cable from the house to the street and pinpointed the trouble-spot, and finally the heroes who had the dirtiest, coldest job of all."

Christmas Day was very nearly a disaster for Rainhill customer David Pointon, when at lunchtime the electricity supply failed. An Emergency team from Liverpool District soon sorted out the problem, and Mr Pointon subsequently wrote to District Manager Bill Tubey to say thanks to the staff involved.

He wrote: "My family and I are grateful for the efforts of your staff and I would like to place our gratitude on record."

Meanwhile in Dee Valley, Electrician Mark Booth was the subject of a letter from Old Rhosrobin customer Judith Connolly, after he replaced her storage heaters and supplied an extra one.

She wrote that Mark had "worked very hard, did not stop for the 'constant cups of tea' and his work was very neat, with no damage to the wall paper.

"Everyone, including myself, is quick to complain but I also believe in praise where praise is due."

And in Oswestry District, employee Gary Evans was praised for his "great presence of mind and courage" during an emergency situation at customer P E Wheeler's home in Wem.

Mr Wheeler wrote: "Thank you for dealing so promptly with the transformer next to our house which went on fire. We were surprised and pleased to have power restored that same evening, considering the extent of the damage.

"We would also like to say that Gary Evans showed great presence of mind and courage in extinguishing the flames at the base of the poles, using one of our workshop fire extinguishers, thus almost certainly preventing further damage."

Shop staff also came in for praise. Paul Meacock was the subject of a letter from customer John Mason who called in at Chester Shop with his wife to choose new kitchen appliances.

He wrote: "For a variety of reasons it was necessary to cancel and reorder some of these items, making five lengthy visits to your store. We also experienced problems with damaged goods being delivered and having to be exchanged.

"Through all of these problems, I am pleased to say that we had nothing but help and co-operation from Mr Meacock, who at times must have been, like ourselves, very frustrated.

"He showed concern and a professional approach and we would have no hesitation in purchasing future electrical equipment from your stores."

Customer Mrs Hilary Roberts, of Great Crosby, visited Bootle Shop to complain about the breakdown of the washing machine she had bought there... and was so impressed with the 'help and consideration' given by John Quirk that she decided to write to Manweb.

"As a result, the matter was satisfactorily concluded. Would you please pass on to him my thanks for his courtesy and efficiency in dealing with this matter," she wrote.

An 'understanding' attitude paid dividends for Customer Service Manager at Head Office, Alex Lewis, when dealing with a complaint from Aberystwyth customer Beryl Stone.

She wrote: "You have won back a customer! We very much appreciate your understanding of the situation and your gesture of goodwill. We have bought many appliances on the 'Buy Now Pay Later' system and will continue to do so."

A thank you for helping to save wedding day arrangements was sent in by a customer from Rhyl. It concerned the interruption of supply at Llanfrog, Ruthin, on May 7.

Colin Winstanley wrote "Now that our household has settled down again after the wedding in our family on 7th May, I would like to place on record my very sincere thanks for the efforts made by all your staff to overcome the problems which could have spoilt our day, but because of their efforts, were not allowed to happen.

"From the very first telephone conversation I had with a lady in your office, who confirmed that the notice we had received was genuine, right through to the end of the church ceremony, your staff were most considerate of our predicament and so kind with their remarks and indeed, their actions. In fact, ultimately with all the publicity the ceremony received following the decision to maintain a temporary supply at both our home and the church, Manweb certainly played their part in making it a most memorable day.

"I am delighted with the good notices that Manweb received both on Television and in the Press — it was no more than was deserved. Would you please convey the grateful thanks of all my family to all of your staff who were involved."



The speakers at Manweb Contracting Services' Northern Regional Staff Conference.

ON THE ROAD TO GOLDEN FUTURE

MANWEB Contracting Services Northern Regional staff and their Manweb plc guests recently gathered for the first Regional Staff Conference since the formation of the new company.

The Conference, which was an evening affair, was held at the Fir Grove Hotel, Warrington, and amongst the guests were Regional Contracting staff from the Northern offices at Birchwood, Crewe and Liverpool, as well as colleagues from Manweb plc whose roles place them in day-to-day contact with the contracting business.

The theme for the evening was The Road to a

By Cheryl Stevenson

Golden Future and emphasis was placed on reviewing progress of the new company to date, six months down the line of implementing substantial projects such as a new financial control and purchasing systems and Quality Assurance Procedures.

The evening was a 'staff conference' in every sense of the word since, after an opening and review by Northern Regional Contracting Managers Guy Wilcox and Ray Appleton, the main topics of the Conference were presented by those involved in the day-to-day operation of various areas of the business.

Maria Hibbert, Administration Supervisor, spoke on how the new financial system is greatly improving job control, financial management and crucially improving the new company's debtors situation.

Jay Tyrer, Resources Manager, informed the Conference about the changes in organisational ethos which had been required and achieved in order to implement essential Quality Assurance Systems.

Pam Powell, Customer Service Controller, highlighted Manweb Contracting Services' strong commitment to customer service as well as the company's intention to mirror the strong commitment to customer service demonstrated by Manweb plc. One such step includes the manning of a 24-hour Contracting Help Desk.

An appreciation of life at the sharp end was provided by John Downie, recently appointed Contracts Foreman, who emphasised the importance of those staff in day-to-day contact with customers.

Other speakers included: Clare Fisher-Smith (Purchasing), John Ashton (Safety), Donna Jackson (Administration/Personnel), Cheryl Stevenson (Marketing), Dave Simmons (Estimating), Peter McKenzie (Project Management), Nicola Brady (Domestic Projects), Alan Jones (Utilities Projects), Neil Walsh (High Voltage).

The Regional Awards 1993 added a lighthearted touch to the evening. Eloquenty compered by Rod Goodall, the spoof nominations included: "The Most Elusive Foreman", who received a cat collar & bell, and "Most Photogenic Male", chosen from those captured on film at various Contracting events over the year.

For those not fortunate enough to be nominated in any of the prestigious categories, there was a chance to take part in the raffle, which was drawn on invitation, by MCSL Managing Director Allan Littler.

The evening ended with a lively Question Time, inviting questions from the floor.

Service for deaf now switched on



MANWEB has joined forces with the Royal National Institute for Deaf People (RNID) to launch an information distribution network.

The network provides help at audiology clinics for people who are deaf or hard of hearing.

Clinics provide medical help, but often there is no readily available non-medical information like rights and benefits or how to get an induction loop fitted to a TV.

To tackle this gap, Manweb is helping the RNID to provide leaflet distribution sites in audiology clinics across the region.

They will provide information to ease the lives of deaf and hard of hearing people in this area — about 17 per cent of the population.

About two million people visit audiology clinics every year across the country, often at the end of a process which starts

with their GP and ends with fitting a hearing aid.

RNID Chief Executive Stuart Etherington said: "We are delighted that we have been able to launch this service with the help of Manweb, and I hope it will fill a yawning gap in access to information for deaf people."

Manweb's Chief Executive John Roberts said: "We are very pleased to be working with the RNID to improve the quality of life for people who are deaf or hard of hearing."

The first of the Manweb-sponsored information racks was handed over to the RNID at Manweb's Edge Lane Superstore in Liverpool. Pictured, back row, left to right, David Boyle of the RNID and Wayne Gallagher, Superstore Manager. Front row, left to right, Brian Bell, the RNID's Service Director, and Manweb's Retail Manager Terry Keenan.

POST

BAG

Proud of picture

Dear Editor

I am writing to thank you very much for sending the prize on winning the colouring competition in Contact. I had great pleasure in doing it.

I wish you to know that my grandfather John Jones, 'Penrallt', Llandaniel, was employed by Manweb as Chargehand Linesman for 25 years. He would have been



very proud of me.

I'm enclosing a snap of myself on my 6th birthday. Thank you again.

Lisa Mary Kelly
'Muriau'
Llandaniel
Anglesey

DEAD WEIGHT LOSES NOVELTY APPEAL

Dear Editor

In the recently-published Customer Relations news-sheet, Mr Bob Vernon points out that the Hand Held Terminals (HHTs) are "certainly adequate for the job".

Adequate they may be, practical they are not. In a straw poll conducted at North Wirral, 95 per cent of meter readers stated they preferred the late lamented meter reading sheets and pen routine.

Perhaps Mr Vernon may care to try a day's meter reading with an HHT. There would be a plethora of volunteers to act as a guide for him, and he would quickly realise that walking through the rain for eight hours with a few pounds of electronic dead weight on the end of your arm soon loses its novelty appeal.

We have been informed the HHTs have markedly reduced the work load of the Accounts staff at Head Office. This is a wondrous consolation for the meter readers and diary men as we now, instead of writing five or six figures on a sheet, need to tap the keys on the HHT between 20 and 46 times in order to take one reading.

This is assuming everything is in order. Should a report be required, another 50 depressions of the keys may be needed. Almost 100 single movements to take one reading! It would drive to drink the most dedicated and temperate work study practitioner.

When did a pen need replacement batteries? If sheets were dropped, did they jettison the whole day's workload? Did lifting a pen eight hours a day give the operative tendonitis of the elbow? Can reading meter sheets leave one with a headache at the end of the day? I think not.

I have never considered myself a reactionary, preferring discussion to direct action, but at present, along with many of my colleagues, I feel a great affection towards the Luddites.

Alan Clarke
Meter Reading Shop
Steward
North Wirral



Only Company song was missing

MAKE A STAND OF IT!

Dear Editor

I come fresh from another roadshow chaired by Mr John Roberts, which was held at Leasowe Castle, Wirral.

We were shown graphs, diagrams, pictures of substations, railings and overhead lines; we were informed that the Company is doing extremely well; we were investing in this and investing in that; more pictures, this time of windmills; we will not be falling into the traps that other RECs had fallen into; we had turned losses into profit. It was good news all the way.

Professional

There was no open forum. There were questions but they had been submitted before the roadshow and there was to be no discussion. It finished with music. All very smooth, very professional and very very slick.

I kept getting that sneaking feeling that I was taking part in some sort of religious cult meeting, stifled by graphs, good news and soft music. The only thing that was missing was the Company song.

As I boarded the bus for Prenton again I felt there was a momentary massing of morale which quickly returned to rock bottom again. Another roadshow that missed the mark by a mile.

Yours, still refusing to be cloned.

B Emberton
Building Section
North Wirral

Dear Editor

I was acutely embarrassed by and ashamed of the pathetic stand Manweb had at this year's Cheshire Show.

There was no interesting or informative literature to take away, there were no displays or working models. Minimal information was displayed on the walls, there was nothing to give away to the public by way of promotional gifts. The entrance to the mobile display unit was dark and not just uninviting but intimidating to those contemplating going in. Just why anyone would contemplate going in is unimaginable given that there seemed to be no reason why anyone should. Shelter from the heat of the day perhaps?

Boring

I felt truly sorry for the two Manweb employees in attendance who were doing their best to while away what must have been an extremely boring and lonely day. Even the TV/video unit was not working — not a very good advertisement for an electricity company!

The presence of the stand did the Company more harm than good. Each year a prize is awarded for the best stand — no danger of Manweb getting this this year.

In comparison with the brilliant effort made by the charity stands from their scant resources, this was a woeful endeavour. I could have cried with shame!

Helen Connolly
Head Office

YOUR VIEW

DO you have a view you'd like to share, or an opinion you'd like to air? Then why not drop us a line?

Write to: The Editor, Contact, Room 5E1, Manweb plc, Sealand Road, Chester, CH1 4LR, making sure you include your name and address or work location. All letters are dealt with in strict confidence and your name can upon request, be withheld.

There's a free Parker Rollerball pen for every letter published (offer applies to staff, retired employees and their families only).



PHOTO CALL

Dear Editor

You may be interested in using the enclosed photo in a future issue of Contact. The photo was taken in the late 1950s when the annual conference of the combined Clwyd and Conway Valley Districts' Local Advisory Council was held in Colwyn Bay.

Hugh Jones (retired)
78 Fairways
Llandudno
(Ex Contact Correspondent
Conway Valley District)

DDI - WE NEED YOUR SUPPORT

By Ian Moulton

Single Telephone Number Group

WHAT is DDI?... quite simply DDI is "Direct Dialling Inward" and now is the time that you should all be promoting this service to customers and all your regular contacts.

'Why?' I can hear you ask. Because over the next few months the general switchboard numbers, eg Chester 377111, Wrexham 840441, will no longer be available.

The introduction and promotion of DDI is an integral part of the single telephone number project, and a strong emphasis is being placed on encouraging phone calls to come directly to the place of expertise within the company, and as far as your area of work is concerned THAT EXPERT IS YOU.

Over the next few months you will be seeing posters, stickers for the phones, notices on office systems and a number of other promotional campaigns to encourage you all to advertise your own DDI number.

This will include all business cards, compliment slips, headed paper, leaflets etc that you use. Does your correspondence still contain a general switchboard number? If so, ACT NOW!!! We are waiting to hear from you. Don't delay, phone today!

Please contact your local DDI representative. The district representatives are listed below.

- NORTH MERSEY
- Dot Leatherbarrow.....2205
- LIVERPOOL
- Paul Glover.....2113
- MID-MERSEY
- Carol Wilcox.....2300

- DEE VALLEY
 - Pat Twigg.....2201
 - NORTH WIRRAL
 - Doris Pritchard.....2361
 - MID-CHESHIRE
 - Gail Chesters.....2113
 - CLWYD
 - Phil Starkey.....2300
 - GWYNEDD
 - Hefin Thomas.....2250
 - OSWESTRY
 - Lynn Joyce.....2242
 - ABERYSTWYTH
 - Keith Jones.....2202
- For Head Office and all other locations please contact Chris Edwards on 700 3508... or the single telephone number project team can be found in Room 1W1, Head Office.
- DDI... YOU CAN'T AFFORD TO BE WITHOUT IT...



Project for development

AN important phase of Manweb's Holyhead Power Save project closed when local young people made a presentation to local employers outlining their achievements working with Prince Charles's Prince's Youth Trust Volunteers and Manweb.

In a presentation at the town's Ucheldre Centre the youngsters — three of whom are employed and seven unemployed — explained the power monitoring work they carried out to assist Manweb's Holyhead Power Save Project, which is promoting energy efficiency in the town.

The young people worked on the Manweb project as part of a programme of personal development with the Prince's Youth Trust Volunteers, and at the presentation they received St John Ambulance first aid certificates gained on the programme.

Manweb's Holyhead Power Save Project Manager Peter Benstead said: "The volunteers carried out essential work for Manweb while at the same time taking part in other activities which we hope will give them useful experience to draw on in later life."



POWERHOUSE DOUBLE

POWER F.C., the soccer team run from North Mersey Sports and Social Club, has just completed a unique double by winning the Liverpool Business House Sunday 3rd division title and the Liverpool County F.A. Sunday Junior Cup.

The team, pictured after

ANGLING FOR TEAM

CALLING Manweb's anglers... Members are needed to form a team representing the Company for ESI National Fishing Championship, which will be held on September 17 on the River Trent at Nottingham.

Anyone interested in taking part should contact John Tyreman or Dave Garratt on Head Office int. ext. 3244 or 3246 respectively for further details.

All Manweb employees are eligible to enter, plus their husbands, wives and children under the age of 16. Retired staff can also enter.

their recent Cup Final victory, is run by Bridle Road employees John Harper, Jim Durney and Billy Jones. They have only been playing for three years but have gained promotion every year from the fifth division, and now play in the second!

John Harper said: "The committee and team would like to thank Manweb Sports and Social Club, Bridle Road, and former District Manager

Terry Keenan for their much valued support over the last few years, and hope more success will follow. Hopefully the cups will be on display in the recently refurbished Bridle Road reception area or behind the bar in the club."

The team is always on the lookout for new players. Anyone interested should contact: John Harper, Stores Foreman, Bridle Road, on 710-2207-6.

Society swings

MANWEB'S Golf Society season is now in full swing, with the 1993 Bernie Green Trophy and Gravett Cup fixtures complete.

The next meeting is the Captain's Day at Oswestry on September 3, and all golfers are welcome at what is always a good day out.

1993 Bernie Green Trophy, Winner: J Barraclough. 2nd: J Leatherbarrow. 3rd: G Roberts.

1993 Gravett Cup, Winner: M Pearson and D Croston. 2nd: R Trowler and J Jump. 3rd: P Clare and R Harley.

Manweb's three teams in the John Summers Cup have all progressed to the second board. As all have home ties, there is a good chance of at least one team in the finals to defend the trophy won by the Oswestry team last year.

The top 10 positions after the Gravett Cup are:

Player	LGC	WaGC	RGC	WxGC	PBGC	OGC	LGC	Total
A Redhead	2	7	9	6				24
G Roberts	1	9	3	8				21
J Nolan	10		8					18
P Falcon	8		6					14
M Pearson	9				5			14
R Trowler			10		4			14
M R Hughson		4	5	4				13
J Leatherbarrow			4	9				13
D Croston			7		5			12
R Bramhall	10		1					11

FREE ADS

Holidays

Borders - Of Cumbria and Scotland. Spend your autumn and winter breaks in a cosy cottage retreat on a Kirklington smallholding. Sleeps 4. Fully inclusive, open all year, lots to do locally, excellent touring base. No pets. Brochure 0228 75650.

Cornish Cottage - With garden, Gwinear, Hayle. Peaceful countryside, convenient location, sleeps 2/4. Tel. 0736 850389.

Llandudno - Privately owned licensed hotel in a central, level position close to shops, promenade and main attractions. Room and breakfast £14, en suite £16.50, optional 5 course candlelit dinner £6.50. Family rooms available with reductions for children. You are assured of a warm welcome and good food. Branstone Hotel, tel. 0492 876448.

Tenby - Luxury 4 star 6/8 berth caravan, colour tv, gas, electric included. Families only. Discount for Manweb employees and families. Booking to October 1993. Phone 0554 775832 after 6pm.

Orlando - Florida. Luxury bungalow, 3 bedrooms, 2 baths. Sleeps 8 people, own swimming pool, 10-15 mins from Disney. Further details 051 625 8202.

Benalmadena Costa - Saltillo Alto, Costa Del Sol. Apartments to let throughout the year, 2-3 persons from 9500 pesetas (approx £50 per flat) per week. Balcony overlooking extensive gardens with two

swimming pools, kiddies pool, pool bar, lounge bar, entertainment most nights, weekly barbecue etc. For further information contact Brian Thomas on Clwyd int. ext. 2018 or 0745 822333 or (home) 0492 580604.

Caravan

Monta 1000 - 4 berth, full awning, gas bottle, spare wheel, fire, 1 owner from new. Very good condition, price £850. Contact: M. Blakemore on 0270 624128. More info from John, on ext. 2222 Mid Cheshire District.

For Sale

Racer Bike - Men's BSA Champion, 23" frame, 5 gears, vgc, £60. Tel. 0691 654270.

Cooker - Belling Format, ceramic top, £200. Double oven, dual grill, made in Britain, tel. 0286 672134.

Encyclopaedia Britannica - Volumes 1-24 plus extra. Offers. Tel. 0244 372193.

Black Boot Spoiler - For Ford Escort, £60 ono. Still in box. Tel. H D Mortlock on 0244 654216 (work) or 0745 336246 (home).

Vehicles

VW Passat Estate - X-reg, reddish colour (definitely not rust!). Good condition, £500 ono, tel. 051 608 3717 or 051 608 4530.

Nissan Silvia Turbo - C-reg, metallic silver colour, excellent condition. Nice, fast car, will be sadly missed, £2,000. Tel. 051 608 3717 or 051 608 4530.

£64,950 ono. Tel. Helen Connolly on HO int. ext. 2518.

St Asaph - Detached bungalow, 2-beds, lounge, dining room, morning room, kitchen, bathroom, gas central heating, attached garage, small gardens. Ideal retirement. £49,950. Tel. 0244 660859.

Mynydd Isa - 3 bedroom semi-detached house with gas central heating, part double glazed, large garage, gardens front and rear. £53,500 ono. Tel. M Haslehurst, 0244 654219 (day) or 0352 840332 (evening/weekend).

For Rent - House in Barnton, near Northwich, available for 6 months. Spacious semi with well maintained back garden and enclosed sunny terrace area. Furnished and decorated to a high standard, with good carpets, Dining room, living room, large kitchen, utility room/downstairs lavatory, 2 double bedrooms and bathroom. Telephone with extensions upstairs and downstairs. Suitable for a professional person, a couple or a young family. House trained pets would not be a problem. £370 per calendar month. Tel. Sallyann Betts on 0925 417277 (day) or 0606 782677 (evening/weekend).

Personal

Professional Photographer - Wedding and portrait. Let me create your wedding album or framed wall portraits. Competitive rates. Contact Mathew Harman on 84 677 (Region 3) or 0978 263448 (studio).

Tupperware - Demonstrations any distance. Please ring Chester 375933 for free catalogue.

Wanted

Ju Jitsu Outfit - For 8 year old. Tel. Tony Blake on 051 525 1114 (home) or 051 530 2293 (work).

Property

Northwich Area - Semi-detached modern dormer bungalow, 2-bed, no chain. Double glazed, gas central heating, secluded garden, open aspect to rear, quiet village, close to M56,

JARVIS WEEKEND BREAKS

"To the art of working well a civilised race would add the art of playing well"

GEORGE SANTAYANA

TAKE A BREAK FROM THE WORK ROUTINE

UP TO 50% OFF WEEKEND BREAKS

Forget work. Forget housework. Gett away from it all for a great value weekend break in a hotel. And simply because you're a valued employee of your company you'll get up to 50% off standard weekend rates. Ask for a leaflet, then book yourself a well-earned weekend away.

For further information contact: PUBLIC RELATIONS ext. 2090

Jarvis Hotels

JARVIS HOTELS WEEKEND BREAKS

PRICE PER PERSON PER NIGHT IN £

REGION/LOCATION	HOTEL	1 MAY 93 - 31 OCT 93		1 NOV 93 - 30 APR 94	
		PRICE YOU PAY	NORMAL WEEKEND PRICES	PRICE YOU PAY	NORMAL WEEKEND PRICES
NORTHERN ENGLAND					
1 Bingley	Bankfield	22.00	32.00	22.00	32.00
2 Chester	Abbots Well	24.00	34.00	23.00	32.00
3 Crewe	Crewe Arms	17.00	22.00	19.00	26.00
4 Gateshead	The Springfield	22.00	32.00	22.00	29.50
5 Leeds/Harrogate	The Parkway	26.50	37.50	26.50	37.50
6 Leigh/Warrington	Greyhound	16.00	23.00	16.00	23.00
7 Manchester	The Piccadilly	24.00	29.50	24.00	29.50
8 Newcastle-U-Lyme	Clayton Lodge	22.00	29.50	22.00	29.50
9 Stockport	Alma Lodge	17.00	27.50	17.00	27.50
CENTRAL ENGLAND					
10 Bromsgrove	Perry Hall	23.00	29.50	23.00	29.50
11 Gloucester	Gloucester Hotel & Country Club	35.00	45.00	35.00	45.00
12 Leicester	The Grand	22.00	29.50	22.00	29.50
13 Lichfield	The George	16.00	24.50	16.00	24.50
14 Loughborough	The King's Head	18.00	25.00	18.00	25.00
15 Newton Solney	Newton Park	23.00	30.00	23.00	30.00
16 Norwich	Lansdowne	22.00	29.50	22.00	29.50
17 Solihull	The George	26.00	36.00	26.00	36.00
18 Sutton Coldfield	Penns Hall	26.00	34.50	26.00	40.00
19 Tattenhall Wood	The Mount	22.00	36.50	22.00	36.50
20 Wolverhampton	Park Hall	16.00	27.50	17.00	27.50
21 Oxford	Royal Oxford	26.00	43.00	26.00	37.00
SOUTHERN ENGLAND					
22 Farnham	The Hog's Back	26.00	35.00	26.00	35.00
23 Forest Row	The Roebuck	22.00	34.00	22.00	34.00
24 Guildford	The White Horse	17.00	27.00	17.00	27.00
25 Hatfield	The Cornet	21.00	29.50	21.00	29.50
26 Maidstone	The Great Danes	26.00	31.50	26.00	29.50
27 Watford	The Spiders Web	19.00	25.00	18.00	22.00
LONDON					
28 London SW7	Embassy House	29.00	39.50	29.00	39.50
29 London W2	London Embassy	33.00	43.50	33.00	43.50
30 Heathrow	Berkeley Arms	22.50	37.50	22.50	31.50
WALES					
31 Cardiff	The Royal	17.00	30.00	17.00	31.00
32 Swansea/Langland Bay	The Osborne	28.00	37.00	26.00	34.00
33 Tintern	The Beaufort	28.00	39.00	26.00	36.00
SCOTLAND					
34 Aberdeen	The Amazola	22.00	29.00	22.00	29.00
35 Ayr	The Caledonian	26.00	39.00*	22.00	32.00
36 Edinburgh	Elsely Country House Hotel	29.00	39.50*	23.00	36.00
37 Edinburgh	Mount Royal	33.00	47.00*	19.00	39.00
38 Inverness	Caledonian	32.00	39.50*	20.00	31.00

* July and August '93, a £5 supplement applies per person per night. From 1st July - 17th September '93 there is a £3 supplement (£5 at Caledonian, Ayr) per person per night.

NB: * Two or three night weekend breaks (Friday, Saturday, Sunday). * Prices are per person per night and include accommodation, breakfast, service and VAT, at 17.5%. * The 'Price You Pay' has been discounted by up to 50% off our standard Leisure Weekend prices.

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

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SPLASHING OUT

— all for a good cause



Water, water everywhere as battle commences.

SPECIAL REPORT By CLIFF JAMES

MANWEB staff went in at the deep end when they took part in the annual Chester Raft Race on Sunday, July 4, on the River Dee.

The event was organised by the Rotary Club of Chester and Chester Sea Cadets, with the proceeds this year in aid of Chester Boys' Club.

As it was a special date, the theme was American Independence, but this was very loosely interpreted by the participants.

The rafts entered the water alongside the Meadows and were paddled to the starting line at the Kings School boat house. They then continued downstream over the weir to the finishing line to hand in their identity tokens.

The race was won by the raft with the fastest time — and a good time is impossible due to the spoiling tactics of the other raft crews!

Before the race began, stewards confiscated the truly harmful ammunition from each craft, leaving just the soot, flour and rotten vegetables.

The experienced rafters made sure that no one was left unmarked by some juicy item or other!

Carried

After crossing the finishing line, rafts had to turn around and then be carried back up the weir, which is not an easy task. Being involved with the environment took on a whole new meaning for a number of new crew members, including Manweb's Chief Executive John Roberts, North Mersey District Manager Mike Jones and Regional Customer Accounts Manager John Griffith.

Seven rafts were entered by Manweb — four from New Crane Street, one from Head Office Transport, one from North Wirral and one from North Mersey. All finished safely, with only minor injuries and sunburn reported...but sadly none of the Manweb teams was first past the post.

After the race around 300 people, including crew, support staff and partners, enjoyed a barbecue in the brilliant sunshine. The event was very enjoyable and the true Manweb spirit shone through right to the end.

A number of rafts are already being designed in preparation for next year's event, and anyone interested in entering should contact Sandra Parker, at New Crane Street Depot, for details.



No mercy, even from a fellow-Manweb team.



Over the weir and the hardy Manweb crew is in deep water.

The rafts were named and crewed as follows:

NEW CRANE STREET —

'Pylon': Ken Stokes, Mark Gittins, Andy Davies, Graham Lane, Peter Bowker, Mike Jones, John Griffith, Mike Parr, Ian Fields, Rob Merrick, John Knott and John Mitchell.

'Electric Blue': Gary Williams, Dave Stokes, Norman Kervin, Andy Howe, Roy Lyon, Audie Murphy and Peter Newbrook.

'Defiant 3': Chris Harper, Andy McHarrie, Paul Jones, Terry Shone, Terence Harper, Brian Lloyd, Paul Newbrook, Neil Mason, Mike Brindley and Mat Lucas.

'Off the Cliff': Geoff Howarth, Sandra Parker, Steve Duffus, Lee Connah, Sean Goodwin, Steve Hallmark, Nick Gallagher, Simon Ithell and Arthur Hughes.

HEAD OFFICE TRANSPORT SECTION —

'Manpower': Chris Keddie, Nigel Davies, Mike Troughton, Joe Roach, Eric Paalman, Graham Spence, John Roberts and Collette Sarveswaren.

NORTH WIRRAL DISTRICT —

'Ramsey's Raiders': Steve Hawksworth, Janet Moss, Mark Caulfield, Sue Askew, Steve Holmes, Tommy Hill, Robbie Jardine, Peter Harrison, Larry Rafferty and Paul Tolcher.

NORTH MERSEY DISTRICT —

'Phoenix': Mike Stringman, Jenny O'Brian, Yvonne Lucy, Pat Shaw, Tommy Ali, Alan Slocombe, Roger Dutton, Tim Power, Emma Forestyll, Yvonne Forestyll, Alan Cheatham, Paul Ray, Paul Rotherham and Ian Woods.

Thriving new club appeals to all

DEE Valley sports and Social Club has been reborn — and it's bigger and better than ever!

The club is currently having a membership drive, and according to Customer Service Manager Bob Douglas, response has been "overwhelming", with in excess of 250 staff now members.

Appeal

The Sports and Social club undertakes a wide range of activities that will appeal to everybody, from forming a rounders team to organising a series of brewery visits.

The club now has its own once monthly newsletter to keep members in contact with up and coming events. A catchy name for the newsletter is needed. Any suggestions to: Gordon Park, Secretary, Dee Valley.

Crystal clear

THE Manweb Chester and Head Office Retired Staff Association recently paid a visit to Royal Brierley Crystal in the West Midlands.

They watched the glass being blown, cut, polished and fashioned by craftsmen, and learnt that a special secret ingredient gives Royal Brierley glass its unique lustre.

Craftsmen

After failing to unearth this secret from the canny craftsmen, the group settled for a pleasant luncheon and a visit to the Factory shop, before stopping off at the nearby 'Merry Hill Centre' on their way home.

FURTHER EXCURSIONS INCLUDE:

- Southport Flower show — August 20
- Blackpool and the Lights — September 29
- Shopping in Leeds — October 20

For further information and bookings, please contact Carmel and Bert Austin on: (0244) 347762.

IN BRIEF

HUNDREDS of Mid Wales youngsters took part in a scheme aimed at making them more aware of the dangers of everyday life.

About 600 pupils from North Powys schools joined the Crucial Crew, a scheme supported by Oswestry District, aimed at helping children become more aware of the dangers that surround them and to prevent them becoming victims of both accidents and crimes.



MANWEB helped Deeside Physically Handicapped Club switch on to a spot of fund raising.

Shotton shop manager Chris Jones presented the charity with a portable television set, to be the star buy in a money-spinning auction.



THE lucky winner of Contact's Holiday Club Pontin's competition is Wilma Wilson, who works at Manweb's Oswestry Shop. Wilma wins a seven day family holiday for four at one of Pontin's holiday centres in England or Wales.

Ambassador
2000

CONGRATULATIONS...

...to Region Three Call Centre Representative Mrs Mandy Prince, the lucky winner of a hot air balloon trip.

ENJOY A WEEKEND AWAY

Ambassador 2000 is offering one lucky winner the chance to enjoy a weekend for two from a wide range of hotels.

If you "like to be beside the seaside" then there's a great choice for you — from Blackpool to Brighton, Conwy to Caernarfon... there's absolutely miles of golden coast to choose from.

Or you might prefer a weekend in the Lake District...sailing and walking — or simply enjoying the spectacular scenery.

Maybe a stay amid the bright lights of London — enjoying a dinner out in style, taking in a show, some shopping and a chance of some sightseeing.

With our August prize draw you can win a weekend for two at a selection of hotels within the UK. Just tell us where you want to go and we'll promise you a fabulous weekend starting with a welcome dinner on Friday evening, full English breakfast to set you up for the day on Saturday, and dinner in the evening to restore your strength. Sunday morning will be leisurely, with a hearty breakfast on offer before you make tracks homewards.

All you need to do to enter the draw for this superb luxury weekend is enter valid leads between 2 August and 27 August.

Don't forget, the more leads you enter the more chance you have of coming out in the lead!

WINNERS:

Winners of April flying lessons... Dave Makin (2nd Engineer, Maintenance, North Wirral); Stuart Atkinson (Senior Sales Assistant, Southport Shop).
Winners of May barbecue... Wayne Howson (Sales Assistant Chester Superstore); Vilma Latham (Part-time Sales Assistant, Flint Shop).