

CONTACT



The monthly newspaper for Manweb people around the region

AUGUST 1994

A CENTRE OF ATTRACTION

Prince
flies in
for a
progress
report



Manweb's Chief Executive, John Roberts, chats with Prince Charles, watched by Pam Roberts and Ian and Jane Basford.

THE royal seal of approval was granted to one of Manweb's latest sponsorships when the Prince of Wales arrived by helicopter at the Welsh National Language Centre on the morning of his investiture anniversary celebrations at nearby Caernarfon Castle.

Prince Charles wanted to visit Nant Gwrtheyrn in Llithfaen, near Pwllheli, to check what progress had been made since he was last at the centre ten years ago.

His return was timely for Manweb since the Company had agreed to sponsor the 'Nant's' visitor centre and exhibition and the building was only completed two days before the Prince's arrival.

On hand to welcome Prince Charles to the Canolfan Croeso noddwyd gan Manweb were John Roberts, Chief Executive, his wife Pam, and former and present Gwynedd District Managers Ian Basford and Alwyn Ellis and their wives.

Interested

Mr Roberts explained to the Prince how the sponsorship fitted in with Manweb's community funding policy of supporting the provision of Welsh language learning facilities. He was interested to learn of Manweb's policy since his own Prince of Wales Committee had granted £27,000 to The Nant to help with initial rebuilding works.

After chatting to the two Manweb District Managers and a brief look around the centre, Prince Charles then signed the visitors' book specially installed for the occasion. His signature was quickly followed by those of the three Manweb representatives.

Following the Prince's departure for Caernarfon Castle, a luncheon had been arranged for guests,

By
GAYNOR
KENYON

•
Pictures by
MIKE
HALL

who included Dafydd Wigley, Caernarfon MP, and Sir Wyn Roberts, Welsh Under Secretary and Conwy MP. Manweb was warmly thanked by John Albert Evans, one of the Trustees, for its 'valuable and generous support, which sheds a light on the past to the present day users of the centre'.

Prestigious

And Gareth James, centre director, said: "Several schemes have been sponsored in the past at the National Language Centre but none have been as prestigious and strategically important as this one. It is very apt that the company responsible for reintroducing life back into the village via electricity is now seen to be involved with the first contact that people have on arrival at the Nant."

(More pictures and item on Nant Gwrtheyrn, pages 6-7.)

More info at your fingertips

HAVE you got all the information you need to provide an extraordinary telephone service?

During April a campaign was held throughout Manweb to encourage the use of direct dial numbers and remind phone users of the key features of their telephones.

Cards were distributed listing helpful numbers and useful features of the tele-

phone, such as call pick up and call forward. Since then a 'Help for Help Desks and Call Centres' booklet has been produced. This gives details of Help Desk numbers, contact names, office IDs, fax numbers and Help Desk hours.

Customer Communications still has some spare copies of the booklet and cards. If you need any please contact Amanda Nelson on 700 2817, Office ID: NELSOAJ.



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HOW AN OFFICE COMPLEX WILL STAY AHEAD OF THE FIELD

PLANS are in progress on projects designed to keep Sealand Road office complex ahead of the field in energy saving and help reduce operating costs.

Over the next few months work will start on refurbishment of the air conditioning system; replacement of the majority of the lighting units; provision of structured cabling and the creation of a new Network Management Centre.

Explaining the projects, Ben Foster, Principal Engineer, said: "Due to the age of the Sealand Road complex, it is necessary to substantially refurbish the air conditioning and lighting systems to bring them up-to-date and meet current standards."

A new cabling infrastructure throughout the entire complex will enable the Company to keep at the forefront of IS Communications as part of the ATAC project.

A new control centre is needed to improve monitoring of the network.

The air conditioning scheme relates only to the main 'Y' building as all other parts of the complex have their own independent systems.

Refurbish

Numerous alternative forms of air conditioning have been considered, but have been ruled out on the grounds of cost, aesthetics or efficiency. "The decision therefore, is to refurbish the 'central plant' arrangement that currently exists," said Ben. This will take the form of a new roof-mounted air-to-water heat pump and two new heat reclaim chillers in the lower ground floor plant room. These will replace the existing water-cooled chillers.

The cooling tower will be replaced with two closed system dry coolers. The existing air supply plant system will be retained but fitted with new fans, filters, coils, controls and humidifier components.

Newer, quieter Weathermaster induction units adjoining the windows will replace the older ones. New zone controls and dampers will be fitted to permit isolation and pressure control to individual floor and wing areas.

"All this will achieve significant improvements," said Ben. "Principally, a far better working environment will be created. The level of air flow will be improved, humidity control will be introduced and the whole system will be quieter and more efficient."

The scheme will allow air conditioning down to all floors and each wing. Energy savings are predicted of up to 7 per cent a year.

Work should commence in late August and will take approximately 15 months to complete. "Fortunately, most of the work will take place in areas not normally frequented by staff, and much of the work will take place during evenings and weekends," explained Ben.

However, in order to effect the replacement of the weather master induction units, staff will be asked to move a metre away from the windows. "We intend to carry this out mainly during the evenings, doing two or three at a time. This may seem long-winded, but we feel it will have the least impact and disturbance on staff."

The second area of major refurbishment is a scheme to replace the majority of old yellow diffusers and lighting units currently within the open-plan wings. This is necessary to comply with the latest EEC Health and Safety Legislation, particularly with regard to glare on visual display units. The existing light fittings will be replaced with new units of an identical size making replacement easier without having to substantially disturb the ceilings.

Each unit will be capable of detecting the presence of staff and appropriately switch itself on or off. They also measure ambient light from outside and either step down the amount of light they provide, or switch off entirely if the sun is shining.

They are flicker-free, have instant start, and are much longer lasting. The louvres provided to each unit will substantially reduce glare.

"It is anticipated that these will produce considerable energy savings which could be as much as 60 per cent of our present lighting running costs," said Ben.

Replacement will be carried out in one wing at a time. Again, most of the work will be undertaken in the evenings or at the weekends.

Manweb Contracting Services has been appointed to do this work and throughout will operate a help desk to answer any problems or take corrective measures should new light fittings not perform correctly.

The new Network Management Centre will be a modern control and emergency centre at the heart of the new Network Management System.

Chosen

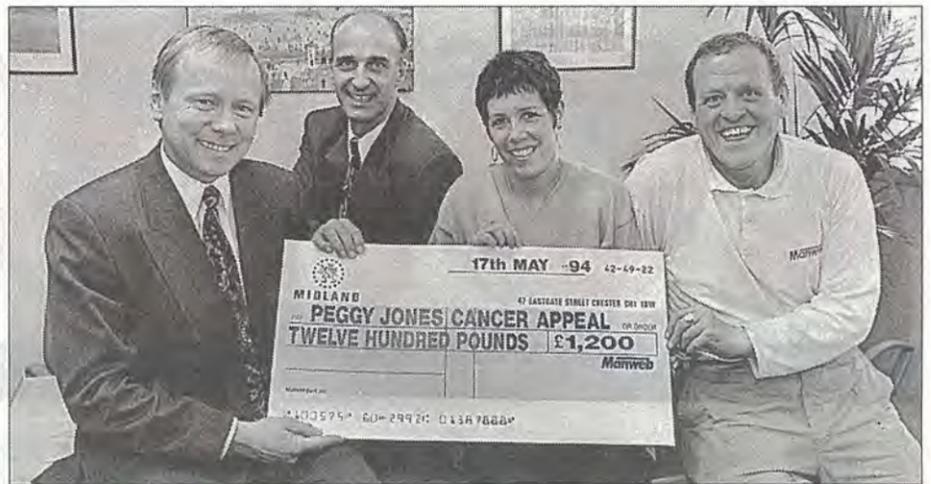
The main facility will be part of the Data Centre Building at Sealand Road with a back-up facility at Rhostyllen.

Explaining why the Data Centre was chosen, Ben said: "It already has a number of attributes which are essential for the new Network Management Centre such as self-contained power and air conditioning systems, together with full stand-by facilities."

"Some fairly major internal re-arrangement of part of the ground floor is required to meet the needs of the new centre, but with careful planning, there will only be minimal effects on the operation of the main frame computer."

A number of departments around the complex will have to be relocated to create the necessary space.

"We obviously need everybody's help and co-operation throughout this period during which some local difficulties may arise," said Ben.



A £6,000 appeal to send a Liverpool woman for specialist cancer treatment in Mexico came a step closer to reaching its goal when Manweb employees organised a fund-raising football match.

The match, which ended in victory for staff from Manweb's Liverpool District, who had challenged colleagues from Chester and the Prenton-based Regional Customer Accounts

Office, raised £200 for the Peggy Jones Cancer Appeal.

This was boosted by a further donation of £1,000 from Manweb to help send the Mossley Hill mother-of-three for treatment.

Peggy Jones is pictured receiving her cheque from Liverpool District Manager Bill Tubey (left) and fund-raising footballers Brian Carman and Ronnie Cleary.



GENERATING HELP

Dear Editor,

I would like to thank Mr E. R. Bostock, Operations Manager Network Services Division, and Manweb plc for your efforts in enabling the standby generator from St. Paul's Eye Hospital to be shipped to Malawi.

Without your timely intervention this pro-

ject would never have materialised. I think that I have anticipated all potential pitfalls but anything can happen in Africa. The overland trip to Malawi from the port will take the consignment through Burundi, rather unpredictable terrain!

The unit will enable the regional hospital in Nsanje, southern Malawi to have a reliable power supply. There

is no power in the region and the present hospital generator has finally given up. Shipping and installation costs were met by the Overseas Development Administration (ODA) after the project was submitted to the British High Commission in Malawi for funding. In correspondence to ODA I mentioned the valuable assistance Manweb provided, together with other facilitators. The Royal Liverpool University Hospital was obviously mentioned in this undertaking, together with the other facilitators (The Royal, Puma Power, Cunard-Elleman shipping line).

I am pretty confident that the unit will be operational soon. It is being installed by Stewart and Lloyd who operate in Malawi and are reliable. The project is under the direct supervision of the Regional Engineer for southern Malawi, Mr. Peter Pettet, a VSO volunteer.

I'll keep in touch.
Best wishes,
Mark Hero,
Royal Liverpool University Hospital.

Feeling insecure

Dear Editor,

I come fresh from one of our famous Roadshows (North Wirral), Mr John Roberts MC and other supporting luminaries were in attendance. I must say I did find this one a lot different, more low key, no piped music, no Company song. Mr Roberts was open to questions from the floor. I found him very approachable. I did approach him. I did ask questions and he did answer them.

I still think he is out of touch with the shop floor and doesn't really realise morale is still very low, also people feel insecure and yet the Company is doing well and we are in good shape, so why do some of us feel like we are at a party

aboard the Titanic? I think maybe its all to do with communication.

Still I like the man, and for no other reason than that I prefer him on the bridge.

PS: Have you noticed how many cars are driven to work with only one person in them? Do you drive to work on your own? Are you sure you can't share with somebody else?

So if you're passing Mr Roberts, I would be grateful for a lift!

Brian Emberton,
North Wirral District Building Section.

Good marks

Dear Editor,

Manweb did itself proud at the Cheshire Show this year! Ofwat was there, but not North West Water.

The Gas Consumers Council was telling visitors how to complain but there was no sign of British Gas.

However, Manweb had an impressive stand, collecting lots of positive comment, and no need for the regulator to put in an appearance.

Good marks are deserved all round!

Helen Foster,
Business Planning Manager.

Celebration

Dear Editor,

Thank you to everyone in 2W1 who was kind enough to contribute to the collection for me in June.

It was totally unexpected and very much appreciated - you'll be glad to hear some of it went behind the bar for a celebration!

Thanks again to a great bunch!
Shemaine Miller,
Retail Administration.

Run for money

Dear Editor,

You may be aware that Cottam Power Station is the venue for the 1994 ESI 10-mile Road Race. The event is being held on Sunday, 2 October, starting at 12.00 mid-day with a fun-run around the station planned for 2.00pm.

This year we would like to mark the event by raising money for charity. Therefore we ask runners to take a sponsor form and support the Malcolm Sargent Cancer Fund for Children, a charity set up to alleviate the suffering and promote the relief and care of children afflicted with cancer and leukaemia. If every runner could aim to raise say £25 or more, together we could contribute a large sum of money. For details and entry form, send SAE to ESI Race Committee, Cottam Power Station, PO Box 4, Retford, Notts, DN22 0ET.

Many thanks for your help.
Yours faithfully,
J. F. Gregory,
Cottam Power Station.



WINNING DISPLAY

LIVERPOOL District's new trophy cabinet makes an impressive display.

The shields were won by the District's excellent first aid team and the cups by the Jointers charity team who play on Sundays raising money for good causes. Other trophies have been won for athletics.



PETER IS NEW AD. MANAGER

MANWEB has appointed Peter Owen as Advertising Manager, based at Head Office.

Peter (44) joined Manweb from British Rail, where he was InterCity Advertising Controller. He was previously BR's Marketing Manager, and before that worked in the organisation's Central Publicity Unit.

With Manweb Peter will have overall responsibility for co-ordinating advertising across all areas of business. This covers retail and corporate advertising, as well as energy sales and marketing.

He said: "Manweb's approach to advertising is very much customer centred, and I will be working to develop this to fully understand what will work for our customers. I am pleased to be taking up this new post within Manweb, and look forward to working with everyone in the Company."

Originally from Bristol, Peter gained an HND in Business Studies from Bournemouth University before moving to London to work for British Rail. He is married and lives near Chester.

It's so much easier by phone

MANWEB'S Single Telephone Number service is helping to ring the changes for our customers.

Through the 0345 112211 number, Manweb aims to improve customer service by:

- Making it easier for people to contact Manweb
- Efficiently resolving their enquiries

All Single Telephone Number (STN) calls are answered in the regional customer information centres, but for Manweb's telephone enquiry service to work effectively, Direct Dial or Help Desk numbers must be promoted by all staff at every opportunity.

This will enable customers' calls to be presented to the person most likely to be able to answer their enquiry - getting the call directed to the right person first time.

The success of this service depends on Help Desks, Call Centres and all staff working together to resolve customer enquiries.

"We all have a responsibility to deal with customer enquiries efficiently and effectively, and to do this it is important that everyone understands how to use the telephone and take ownership of calls," said Lynn Rawlinson, Customer Communications Manager in the Marketing Department.

"That means under-



At a recent workshop in Warrington for Help Desk representatives, Phil McKenna, who helped set up the Support Help Desk, is pictured with a memento of the project. With him are Support Help Desk colleague Freda Wilding (left) and Barbara Sculthorpe, of Income. Phil has now joined the Engineering Training Scheme.

standing how to forward and transfer calls and ensuring that all callers are put in contact with the person who can resolve their enquiry."

Commitment

To enable Manweb to achieve an extraordinary customer telephone enquiry service, Help Desks have been set up throughout the Company to deal with enquiries.

Thirty staff from all divisions showed their commitment by attending a workshop at Mid Mersey District Office in June to discuss the new system.

Workshops are regularly held for these Help Desk representatives to swap ideas and share best practice.

There is also a Support Help Desk, which incorpo-

rates the Head Office switchboard. This has been relocated from the basement to the first floor at Sealand Road, and is now part of the Income Department.

It has a 'troubleshooting' role, to find the right person to deal with difficult to place calls that come into Head Office and also to co-ordinate the on-line telephone directory (STEL).

Individual members of staff are responsible for updating their personal entry in STEL, and the Support Help Desk can provide training in using the directory.



Some of the Help Desk representatives at a recent workshop.

DISTRICT ON COURSE

Discussions, videos and hands-on practical exercises were part of a Deafness Awareness course for these staff at North Wirral District. One of the aims is to enable staff to effectively communicate with deaf people and those who are hard of hearing - another example of customer service.



JANET HAS HIGH HOPES

A FORMER Manweb Sales Assistant has a new mission in life - as the Cheshire County Organiser for Hope House Children's Respite Hospice.

Janet Jones, who worked for Manweb in the 1960s at Ellesmere Port Shop, has the task of setting up new friends groups and schemes to increase donated income for the Hospice.

She said: "I realise how tiring and stressful it can be caring for a child with special needs, and I am delighted to be involved with Hope House which will provide respite care, practical support in the home, advice and counselling. This will be available to families who have frail, life-limited and ter-

minally ill children." Hope House became more than a dream when building work began last September. Although based in Oswestry it will provide respite care for families from Cheshire, Clwyd, Gwynedd, Powys and Shropshire.

"It is wonderful to think that families will be able to receive the care and support which is so desperately needed," said Janet, who hopes Manweb staff will help raise money for the project.

Anyone wishing to help can contact Janet on 051-355 0755.

● A donation of £1,820.83 has been made to Hope House Hospice as a result of Manweb's 1993 Christmas card order through the Card Aid charity scheme.

Tremendous achievement well deserved

SPECIAL congratulations are in order for Gwynedd District for having made no guaranteed standards of service payments FOR A WHOLE YEAR!

Chief Executive John Roberts has written to District Manager Alwyn Ellis asking him to pass on his appreciation to staff for their efforts, in particular between June 1993 and May 1994.

"This is a tremendous achievement

for the District and is well deserved recognition of the efforts made by all your staff to achieve this standard of performance. Well done," he said.

In addition Mr Roberts has written to Liverpool, Mid Mersey and Clwyd Districts, and also to Regions 1, 2 and 3 to congratulate staff there for having made no payments during May.

He has also said 'well done' to staff

in Dee Valley, Mid Cheshire, Oswestry and Aberystwyth for making just one payment during the same month.

Mr Roberts said: "I am aware of the continuing effort required by our staff to maintain this standard of performance on a daily basis and that as the level of service we provide to our customers improves, so their expectations increase. We can never afford to be complacent."

Customer FOCUS

'PAY AS YOU GO' – making life easier

WHILST all of us feel that meeting basic household bills is no laughing matter, about a quarter of our domestic customers make use of one of our 'pay as you go' schemes to deal with their electricity bill. Recently, we have used market research to check how well we handle this tricky area.

Meter cards are becoming more accessible

Our main 'pay as you go' option, the card meter, continues to enthuse its users – 94% see it as helping with budgeting, 84% would not wish to entertain any other payment method and 90% are happy with the service in the outlets that they use to buy their cards.

The newly introduced 'Fortronics outlets' – Cellar 5, Threshers, Spa, the various garage chains and others – have proved particularly welcome, some 85% of their users seeing a direct benefit to themselves from the extension of availability.

In general, the benefits are a combination of a more local outlet and longer opening hours but, for a sizeable sub-group of card meter users, the fact that cards can now be bought with other shopping is an added convenience.

Arrangements to pay are widespread

The whole range of other payment arrange-

By
Tony Harper
Market Research
Manager

ments are taken up by a far wider spread of people than we might think – for example, only about a quarter of those involved are over 55 years of age and a similar proportion are under 35.

About a fifth of people making an arrangement are disabled, however. This may well explain why having to go to the Manweb shop every week was the main inconvenience noted by the small minority of customers with reservations about their arrangement to pay.

Very largely customer choice

The research demonstrates that some 75% of customers concluding an arrangement to pay did so at their initiative, rather than at Manweb's request. Obviously there are arrangements put in place by the Company but the great majority are made because the customer concerned has opted for help with household budgeting. Quite often this help is needed because of unexpectedly high bills – not necessarily from Manweb – or because of a change in household circumstances.

Our general research programme shows that the variety of payment methods we operate contributes to our high overall score on customer satisfaction. The lesson of the latest research into the 'pay as you go' customers is, perhaps, that we should not think of these arrangements as the exception to a norm but as an integral part of making life easier for a very large number of customers.

THEY SAID IT

DUE to pressure on space our 'They Said It' item featuring letters to Manweb about Manweb people, has had to be held over. We will publish those we are holding in the next issue.



MANWEB Contracting Services Limited (MCSL) has commenced work on a site near to the hearts of many Liverpool Football Club supporters.

MCSL is at the start of a £640,000 electrical installation project to refurbish the Spion Kop end of the ground, turning it from a standing area to a new all-seater stand.

The works are being project managed by MCSL's John Dickenson, who has co-ordinated the services of MCSL's HV Division and Manweb plc's Network Services Department at Lister Drive (see story page 11).

Installation at the site, which requires refurbishment as a result of the new legislation governing football ground safety, includes establishment of a new HV substation and switch room housing two 11kV transformers and a new LV panel and sub-mains throughout the ground.

This was carried out by MCSL working in conjunction with Manweb plc, Lister Drive, prior to commencement of the Spion Kop contract. Within the Kop MCSL will install new lighting, power, fire alarm, emergency lighting, CCTV, a public address system, turnstile counting system and new floodlighting.

The project is due for completion in February 1995.

**MCS
ON
THE
KOP**

Co-operation is the key

PROMOTION of electrical products and energy efficiency has been the focus for co-operation between Domestic Energy Marketing/Retail and MCSL over recent months.

Dave Tinsley's Head Office team comprising, amongst others, Alan Fox, Bob Buckingham and Linda Roberts, maintains contact with the MCSL Marketing Department, Birchwood, offering advice and co-operating on a number of initiatives.

Electric storage heating is a key domestic product area of MCSL, which also allows customers to benefit from off-peak electricity by charging storage heaters throughout the low tariff period to emit heat during the day.

Storage heaters combined with other forms of electric heating, like panel heaters, can form an ideal central heating system for a home.

To complete the home heating system range, MCSL is shortly to add a focal point storage heater fire to the range. As with the recent targeted mailer, offering cash discounts off selected heaters, Domestic Energy Marketing is assisting MCSL in developing its customer base, by advising on promotion and

By
Cheryl Stevenson

targeting of activity to those areas where customers have a defined requirement, and where promotion of storage heating systems would not cause problems for the local supply network.

Shower installations continue to be a key domestic activity for MCSL, with frequently quoted statistics such as "on average you can have up to six showers for the price of one bath." Showering with an electric instantaneous shower, which heats water as it passes through the unit, is a good way to make potential savings on water heating related to fuel bills.

This year MCSL will once again be working alongside Domestic Energy Marketing to promote the shower market via a target mailer to customers scheduled for a summer run.

Finally, loft and cavity wall insulation is another string which MCSL has now seriously added to its bow. Production of literature for the In Store Choice catalogue and insulation leaflets, by MCSL, has once again been backed up during January-March with both account stuffer and targeted mailer, supported by Domestic Energy Marketing, and offering discounts to purchasers of these services.

Liaison does not just extend to the domestic market place. Out in the field Regional Area Energy Sales Managers, Cliff Haviland (Liverpool) and Bill Hatton (Wrexham) plus the Account Executives headed by Bob Hodson and John Ellis, and their teams are working closely with MCSL's Marketing Managers Geoff Swindley (Wrexham) and Rod Goodall (Warrington), to ensure clear lines of communication with MCSL, Energy Sales Account Executives

WITH A LITTLE HELP FROM POWER MARKETING

ALTHOUGH, of course, we will continue to bring you up-to-date with development at MCSL, this month brings to a close the series of articles looking at how the Company is working with and learning from its colleagues elsewhere such as in Network Services, Building and Architectural Services and Retail.

This month takes a look at MCSL and Power Marketing, where support is being given by Colin Leonard, Director Power Marketing; and Mike Nehrman, Head of Marketing, to ensure that co-operation and synergy exists between the marketing of the core business and MCSL.

To enable maximum efficiency of all promotions and targeting of literature, MCSL is also working with, and learning from, Market Research Manager Tony Harper and his team, including David Eales at Head Office.

The possibilities of analysing information from MCSL's own domestic customer database is being explored in order to establish purchasing patterns and customer profiles using the Mosaic software to build up pictures of likely customers and their possible locations.

and customers. MCSL also worked with Cheshire Regional Manager John Shead, before his relocation to Manweb Gas and hope to continue working with John to expand Manweb's potential within the gas market.

Rod and Geoff have been busy briefing the regional teams on Manweb Contracting Services at their regular monthly meetings, to enable them to pass on information to customers and additionally acting as a single point of contact for customer enquiries brought in to MCSL as a result of account executives visits.

MCSL Energy Sales District staff are always on hand to give help and advise on a variety of issues. Amongst those offering advice and assistance are Nerys Jones, Head of TSSU, Cheshire Region, and Phil Youell, Business Unit Wrexham, who have both recently talked to MCSL domestic staff regarding tariff issues and storage heater design.

GREEN ISSUES



The new heating system at John Moores University inspected by (l to r) Bernie Corkhill, LJMU Energy Manager, Les Richards, LJMU Engineer and Bob Steventon, Manweb Senior Account Manager.

GAS DEAL CUTS COSTS

AN environmentally friendly heating system fuelled by Manweb Gas has helped Liverpool's John Moores University cut costs and reduce greenhouse gas emissions.

The project came about when the university needed to replace a 40-year-old oil-fired boiler system at its Nursing College in Tithebarn Street.

The new gas system is highly efficient and environmentally friendly, and will reduce emissions of the greenhouse gas carbon

Fuel for thought

ENVIRONMENT Minister David Curry launched a Manweb-sponsored schools resource pack at a reception in London's Natural History Museum.

The Fuel for Thought Education Pack was developed by the national charity Neighbourhood Energy Action with whom Manweb has worked closely on several projects. The pack is aimed at encouraging children to become more aware of the importance of energy efficiency.

Aimed at 11 to 16-year-olds, Fuel for Thought is cross curricular in nature. It is designed to stimulate interest in energy and its efficient use through a variety of learning styles, including practical activities, case studies and

dioxide by 78,300 kg per year.

John Moores University is a major Manweb customer for both gas and electricity, with gas sales worth in the region of £¼ million.

Manweb Senior Account Manager Bob Steventon said: "A gas system best suited the building's needs, and as an all-round energy business we are delighted with the university's energy-efficient approach."

Manweb will now be nominating the university scheme in a newly-launched section of annual energy efficiency awards later this year.

resource sheets.

Manweb's Head of Marketing, Mike Nehrman said: "We are delighted to again be working with NEA. It is in all of our interests to understand energy and to use it wisely. By supporting NEA's education pack we hope we will influence the decision makers of tomorrow by developing their energy awareness today."

NEA Director Andrea Cook said: "People of all ages need to understand energy efficiency and its value. Manweb's support ensures that each middle and secondary school in its region will receive an NEA pack and be encouraged to develop a positive attitude to the efficient use of energy."

NOW DEWI'S ON SONG FOR STARDOM

DEE VALLEY is alive with the sound of music - that of talented tenor Dewi Williams.

Dewi, a computer analyst at Dee Valley, is set to break into the world of opera and capitalise on his fine voice.

At 26, Dewi, who has only been singing seriously for two years, has already been recognised as a rare talent.

His latest success was at the International Eisteddfod, Llangollen, where he won the tenor solo section.

He has already earned himself a place at the Guildhall School of Music and Drama in London, being chosen for one of only 12 places from over 150 applicants from all over the world.

Dewi's talent has been nurtured by his grandmother, Ann Hughes Jones, who formerly studied at the Royal Academy of Music.

"The Guildhall course is aimed at practical training, including lessons in French, Italian and German," said Dewi. "I am jumping in at the deep end, but I am determined to work very hard when I get down there."

Now he's hoping to fol-

low in the footsteps of other Guildhall students like opera singer Bryn Terfel.

His ambition is to sing principle roles in opera. He hasn't a favourite role though: "I shall have to see how I develop: It's too early to tell, but different voices suit different roles."

Now as he prepares for his Guildhall experience,

Dewi is looking for sponsorship to help him. He would also like to create links with as many male-voice choirs as possible.

If there are any music lovers out there who would like to help Dewi blossom into one of the nation's top tenors by putting him in touch with a sponsor, he would be pleased to hear from them.

SHOP ANSWERS S.O.S.



SOUTHPORT shop came to the rescue when a local theatre group sent out an S.O.S. - Save Our Set! Due to perform Alan Ayckbourn's play 'A Small Family Business' at the town's Little Theatre, Southport Dramatic Club desperately needed a cooker and refrigerator to complete their stage set - a kitchen scene - and turned to Manweb for help. Shop Manager John Pritchard agreed to loan the appliances and is pictured (2nd left) during a dress rehearsal meeting theatre group members (l to r) Ceri Watkins, Poppy Flanagan, David Davies and Andrew Cobern.

That's life with electricity

AS part of its Diamond Jubilee, the popular county magazine Cheshire Life has published a facsimile of its first edition.

The issue, dated May 1934, features interesting advertisements extolling the virtues of cheap electricity in the area.

Commenting on electrical developments in Cheshire, it reports on two important Cheshire electrical undertakings, the Mersey Power Company Limited and the Mid-Cheshire Electricity Supply Company Limited, both of which had held their AGMs during the preceding month.

It says that in 1933 the Mersey Power Company made sales amounting to 75 million units as against 52 million in 1932. "It is estimated that the total number of premises connected now approximates to 22,400 and the average rate of connection over the past two years has been 2,500 - a figure which has been much exceeded in the first quarter of 1934. The increasing demand necessitated the erection of 10 new substations during the last year."

The Mid-Cheshire Electricity Supply

Company is responsible for an area of 160 square miles, says the article. "It is an important area presenting a happy combination of urban, suburban, farm and rural residential districts.

"Important power developments recently dealt with included a notable one at Wincham near Northwich, where a large brine pumping plant is operated electrically from the Company's mains.

"A special supply has also been provided at

Middlewich for the silk mills established there, while at photographic works at Knutsford, the adoption of all electric driving has greatly facilitated the process of manufacture.

"In rural areas, rapidly increasing use is being made of electricity on the farms commencing usually with lighting, and extending to such matters as electric milking, cooling processes, dairy equipment and incubators, etc., in poultry farming."

CHEAP ELECTRICITY

IS AVAILABLE for All Purposes (Power, Light, Heat) in the URBAN DISTRICTS OF NORTHWICH, KNUTSFORD, MIDDLEWICH and WINSFORD, also in the following Parishes:

ACTON	DELAMERE	MARSTON	PLUMBLEY
ALLOSTOCK	EDDISHURDY	MARKHALL	RINGWAY
ANDERTON	GREAT RUDWORTH	MARTON	RUDHEATH
ASHLEY	GREAT WARFORD	MERE	RUSHTON
BARTON	HARTFORD	MOBERLEY	STANTHORNE
BENTON	HIGH LEGH	MOULTON	TABLEY SUPERIOR
COESHALL	LACH DENNIS	NORLEY	TOFT
COMBERBACH	LEFTWICH	OAKMERE	UTKINTON
CROWTON	LITTLE HUDWORTH	OLLERTON	WEAVERHAM
CUDDINGTON	LITTLE LEIGH	PEOVER SUPERIOR	WHATSCOTT
DAVENHAM	LOSTOCK GRALAM	PICKMERE	WINCHAM
			WINNINGTON

and is supplied by

The Mid-Cheshire Electricity Supply Company Limited
Electricity House, Town Bridge, Northwich.

Tel. 88 N'wich.

Send P.C. or 'phone for full particulars.

Information supplied by Helen Foster, Business Planning Manager.

OBITUARIES

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

Dionisio Ferrarese, who died in June, was a Linesman's Mate in Gwynedd before retiring in 1972.

Bernard William Alcock was a Principal Engineer at Head Office before retiring in 1984. He died on June 19.

James Roberts, who died on June 23, was a Joiner's Mate in Wrexham before retiring in 1969.

Charles Caulfield died on June 26. He worked in Whitchurch as a Linesman before retiring in 1970.

John Houligan, who was a General Duties Assistant in North Wirral before retiring in 1982, died on July 3.

Joseph Emlyn Pemberton, who died on July 10, was a Linesman's Mate in Dee Valley before retiring in 1979.

Eric White, who was a Foreman in North Mersey before retirement in 1990, died on July 11.

NUMBERS UP

THE winner of the EEIBA's May draw was M. Artell, of Head Office, who picked up a £300 prize with the lucky number 1075. The £200 prize went to retired employee S. H. Quayle with the number 2186. The other prizewinners were:

£150 - R. G. Jones, Oswestry (671); £100 - R. H. Thomas, Head Office (37); £75 - L. C. Holmes, Head Office (1699); £50 - R. Vickers, Mid Cheshire (513) and V. Atkinson, retired (1354); £30 - E. Draper, retired (2037), P. E. Jones, Gwynedd (2527), W. A. Roberts, retired (1769), M. H. Bellman, Head Office (2663) and S. J. Lees, Head Office (365); £25 - H. R. Hughes, retired (721), L. C. Almond, Mid Cheshire (1235), A. Davies, Head Office (491), M. R. Palframan, retired (2200), M. Hollowood, Head Office (1323), G. Bowers, retired (106), J. B. Lawson, Dee Valley (1146) and M. Cockrill, retired (1960).

Spoon fed

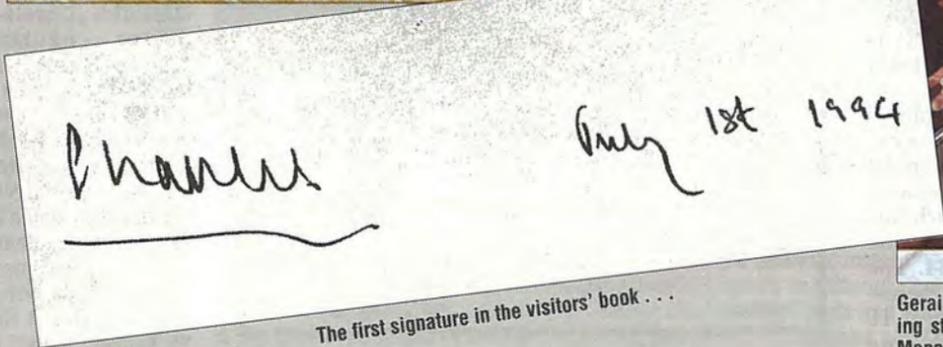
MANWEB (Chester & Head Office) Retired Staff Association met in June when Mr T. Kay brought a collection of 120 Welsh Love Spoons which he had carved.

He explained the tradition behind the carving of a wooden love spoon for a loved one and the emblems incorporated in the designs.

Future visits include: Welsh Royal Crystal at Rhyader - 25 August; Jodrell Bank - 21 September; Jewellery Quarter, Birmingham - 19 October.



The royal visitor arrives by helicopter and is greeted by the Lord Lieutenant.



The first signature in the visitors' book . . .

Doctor's idea to establish u

IN 1978 a local doctor, Dr Carl Iwan Clowes, had an idea to transform and revitalise Nant Gwrtheyrn by rebuilding the village as a residential language centre to serve the people of Wales.

A Trust was formed in 1978 and registered as a charity. Many individuals, noted for their experience in the field of business, Welsh language teaching and also in the field of building, were invited to become members of the Trust. The village was purchased

and the Trust set about the work of re-building Nant Gwrtheyrn.

With substantial assistance from the Welsh Office, Prince of Wales Committee, Welsh Development Agency, numerous local authorities, public bodies, voluntary groups and industry, the dream was fulfilled and the centre opened in 1982 as the only full-time residential Welsh Language Teaching Centre in Wales.

The total capital expenditure has been £641,500 over a period of 16 years. This was possible due to a wide range of

IT is said that Nant Gwrtheyrn was named many centuries ago from a place known as 'Vortigern' ('Gwrtheyrn' in Welsh). In the legends, he usurped the throne of 'Kent'. For his castle and attempts on his life, Vortigern today as the Lleyn peninsula. A wooden castle overlooking the sea, but the enemies of hiding place and attacked the castle and make a run for his life. This time, however, his body was thrown over the cliff into the sea covered from the sea and buried somewhere in Nant Gwrtheyrn.



Geraint Stanley Jones, Chairman of the Board of Governors, welcomes Prince Charles to the Exhibition Centre and presents a walking stick to encourage the Prince to return in his leisure time and 'roam the Welsh hills'. Also pictured (l-r) is Gwyn Manager Alwyn Ellis, his wife Thelma and Public Relations Officer Gaynor Kenyon.

JOE IN FOR FIRE RESCUE

By Harry Robertson

JOSEPH GIBNEY, one of Liverpool District's recently appointed company domestic representatives carried out a daring rescue, when a customer was trapped in his home when the chip pan caught fire.

When Joe knocked on the door of a house in the

the customer standing there, a little worse for drink. Joe managed to hustle the man and his dog outside and then waited for the fire brigade. When the brigade ar-



Joe Gibney is congratulated by Alec Eden, Statutory Engineer at Liverpool District.

Knotty Ash district in Liverpool to read the meter, he saw smoke coming from around the living room window.

After knocking loudly on the window and shouting, he saw the consumer in the smoke-filled room. He immediately summoned a neighbour to call the fire brigade and burst in by kicking in the front door.

In the room he found

rived, Joe told the fire chief what had happened and left.

Joe discovered the fire at about 5.30pm which was extremely fortunate for the customer because if Manweb had not been operating the new visiting times, he might not be here today. Liverpool District Manager Bill Tubey, on hearing of Joe's rescue, personally congratulated him.

Summer safety warning

WITH school summer holidays underway, Manweb is urging children to play safe.

The Company is warning youngsters about the dangers of flying kites, balloons or model aircraft near overhead power lines. They should also take care when fishing, particularly with carbon fibre rods which can conduct electricity if they touch electric cables.

Neither should children play on, or attempt to

climb Manweb equipment.

"Trying to enter our substations or climbing any of our structures is very dangerous, and youngsters who do this are risking death or serious injury," said Phil Hughes, Manweb Safety Engineer.

Manweb also hopes that schools will take the chance to again show the safety video 'Powerful Stuff', issued by Manweb, which graphically illustrates what happens if safety laws are ignored.



The Exhibition centre and (left) the sign over the door, which literally translates: "Welcome Centre, Sponsored by Manweb".

Manweb helped to establish unique centre

...ture to er a pe- as been ed com-

...ter the visit of an infamous n today as Kent. His name d according to the history wing several attacks on his l to a part of Britain, known e was built on high ground, rtigern found out about his ed Vortigern, yet again, to a was caught and killed and a. Vortigern's body was re- n what is now referred to as



...is a walk- ld District

...mitment and support from the public and various agencies throughout Wales. The will of the people of Wales has succeeded in establishing a unique institution to promote and to teach Welsh - Nant Gwrtheyrn - The National Language Centre.

Establishing the Centre

Enormous effort was required to work on the ruins as they were in 1978.

There was no road to the village, only a rough, winding and steep track, navigable only by four-wheel drive vehicles. Work was slow and funds were low. The Trustees themselves contributed money, services and time without payment.

Other members of the Trust undertook responsibility to raise funds, and a group of supporters - 'Cefnogwyr y Nant' - was established. This group has contributed crucial financial and inspirational support to the Centre over the years, and it typifies the efforts afforded in establishing the Centre during the 1980s to the present day.

The Nant today

The National Language Centre serves the people of Wales and beyond, whether they intend to learn the language for interest or personal satisfaction, or because they are in service industries or businesses operating in Wales, to whom the ability to converse, communicate and correspond in the Welsh language is of great importance.

Last year 1,499 students travelled down the steep and winding road into this secluded Welsh village. Since 1982 over 10,000 students have attended courses at the

Centre. The numbers are increasing annually, and the recently appointed Board of Governors is setting up a new business plan to double the number of students to over 3,000 by 1999.

Facilities

The Centre offers self-catering accommodation in 17 residential houses, which form the two terraces 'Sea View' and 'Mountain View'. There is also a restaurant, chapel, The Plas (former quarry manager's house) which houses the teaching block and library of Welsh and other European lesser used languages.

Recently opened is a crèche facility and outside play area. A period cottage/museum has been created to give students and visitors a feeling of how life used to be in the days of the quarries. The forest and beach are also an integral part of the Centre and its activities.

Activities

Numerous activities are organised and run by the full time, specialist and energetic staff. They include the following:

- Welsh language courses for learners of all levels.
- Thematic courses through the medium of Welsh: Irish language course, environmental studies, literature, art and design.
- Courses in written Welsh for Welsh speakers.
- Conferences.
- Holidays for Welsh speaking families.
- Non-residential day courses and visits.
- Nature trails and environmental walks.
- Welsh heritage courses.

Whatever your background, if you have an interest in Wales, its language and culture, then this is the place to be.



Chief Executive John Roberts signs the visitors' book, flanked by Ian Basford (left) and Alwyn Ellis.

CANOLFAN CROESO
 Noddwyd gan
Manweb

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Chief Executive John Roberts signs the visitors' book, flanked by Ian Basford (left) and Alwyn Ellis.

Duke joins safety scheme

SAFETY awareness is necessary in every aspect of everyday life.

That's why Manweb joined up with a number of organisations in a local authority-inspired campaign entitled 'Kidsafe'.

Police, the Fire Service, the Probation Service, Manweb and many others combined to bring the safety message to schools in the Ellesmere Port area.

Dee Valley District Safety Representatives Ged Jones and Bryn Jones were two of Manweb's extra staff who manned Manweb's mobile display stand which attracted over 600 schoolchildren. There the children were taught how to treat electricity in the home with the utmost safety.

During the five-day event the Duke of Westminster visited the stands in support of this important and worthwhile venture.



The Duke of Westminster calls in at the 'Kidsafe' campaign.

ROUND & ABOUT

DEE VALLEY DISTRICT WAS THIS MONTH'S PORT OF CALL IN CONTINUING OUR 'ROUND AND ABOUT' FEATURE

Groundwork gets a helping hand

DEE VALLEY'S successful partnership with local schools will culminate in a certificate presentation ceremony at Wrexham Guildhall later this year.

The occasion will acknowledge the involvement of over 480 people representing 12 schools who have been responsible for planting 265 trees at 24 sites.

"It's all part of our commitment to Groundwork Wrexham Maelor," explained Dee Valley District Customer Relations Manager Bob Douglas. "The certificates are for environmental work over the

last year. This year we are backing other projects," said Bob.

The main one will be 'greening' the urban villages of Cefn Mawr, Gwersyllt and Llay. They are semi industrialised areas where much of the industry has now closed down.

Manweb is helping to restore some greenery by donating trees and encouraging residents to plant them in their own gardens. Unfortunately the roads are not big enough to accommodate tree planting so the next best thing was to have them in residents' gardens near the road.

The project which is being co-funded by the

local authority, apart from being of environmental importance, is seen as a means of engendering community spirit.

"We would like the various streets to organise tree planting parties and perhaps, introduce an element of competition," said Bob.

Explaining Manweb's commitment to tree planting, Bob said: "The Company is very conscious of its responsibility to the environment and to the region, and we are making environmental protection one of our priorities.

"People are rightly concerned when they see Manweb cutting down trees, but sometimes it is necessary to fell trees that

present a hazard."

Manweb is committed to replacing all trees lost during vital safety work, and has a policy of planting a new tree for every tree lost.



Couple clean up

DEE VALLEY Craftsmen Nathan Freeman and Steve Hallmark came clean for our cameraman when they received an award in the District's Best Kept Van competition. The couple are pictured receiving the award, a cheque for charity, from the then Lord Mayor of Chester, Margaret Byatt. Dee Valley colleagues Terry Shone and Matt Lucas are also in the picture.

Brought to book

DEE VALLEY District has co-operated with Mid Cheshire and Mid Mersey districts in the sponsorship and production of an environmental handbook.

Publication is due later this year and will be available to schools, libraries, other organisations and those interested in environmental conservation.

Amongst its varied contents are tips on how to choose, plant and care for trees to help improve the landscape.

Two take retirement

TWO Dee Valley District men have taken early retirement after completing over 60 years' service between them.

New Crane Street Jointer Terry Mole who left the Company in June served the Electricity Supply Industry for 32 years having joined the Company as a labourer at New Crane Street Depot in 1961.

Phil Jones retired as 2nd Engineer at Dee Valley in July with 31 years' service to his name. Phil had worked at Rhostellyn and New Crane Street in the Mains and Planning sections.



★ MANWEB helped switch things on at the official re-opening of the newly-refurbished Chester-Deeside Centre for the Deaf. The Company donated a teletext television set for use by deaf and hard-of-hearing people who attend the Centre in South View Road, Chester.

The Centre, which is 100 years old this year, has undergone extensive improvements, including a new roof and ramped access, fully refurbished club room and a new extension housing a sports room. The building was officially re-opened by the Duke of Westminster.

Manweb's Dee Valley District Manager John Macdonald is pictured (2nd from left) presenting the TV to Maurice Panter, Chairman of Chester Deaf Society Sports and Social Club. Also pictured is the then Lord Mayor of Chester, Mrs Margaret Byatt, her husband and Consort Mr Peter Byatt, and (left) Peter Kendall, a member of Chester Deaf Society.



★ A NEW fridge from Manweb suited a Chester charity to a 'cuppa'. Bob Douglas, Dee Valley District Customer Relations Manager, is pictured (right) serving up a 'cuppa' to Mike Williams and Alison-Mary Smithson, of the Saltney-based Multiple Sclerosis Support Centre, after presenting them with the fridge. Mike is a former New Crane Street employee. The Centre is a meeting place for Multiple Sclerosis (MS) sufferers and their carers. Physiotherapy, dietary advice and other treatment are provided there.

Alison-Mary Smithson, the charity's Honorary Secretary, said: "Our old fridge was suffering from extremes of age. Now thanks to Manweb we can continue to store the dietary supplements needed by people with MS, and also keep dairy products fresh for the innumerable cups of tea made for those who drop in for treatment or just a chat during the day."



The Manweb team (l to r): Mark Brookman, Ray Harrison, Paul Leary and Dave Swift attack the Kop end.

END OF AN ERA

MAY 1994 saw the demolition of the Spion Kop at Anfield, one of Liverpool's most famous landmarks.

What people didn't know was that beneath the giant mass of steel and concrete the Spion Kop sub station was the heartbeat of everything. It produced the power for lighting, cooking and television which spread the news of one of the most successful clubs in history around the world.

The initial sub station was commissioned in 1957 with the first entry in the Log Book made on 12 September that year. This was signed C.S.P., and is believed to have been that of Charlie Payne, himself a great Liverpool supporter.

The initial load readings were 250 amps per phase which steadily built up to 460 amps per phase by 1968. Two years later the sub station capacity was doubled to 2x 500KUA. This work was carried out by Ted Bostock, presently 2nd Engineer Operations, sometimes assisted by student engineer Bill Tubey, now the District Manager.

Some famous Liverpool District names appear in the Log Book. Engineers Albert Ayers, Ron Burgess, Charlie Lamb, Ted Bostock, Geoff Ryan, Reg Cumpstey,

By Harry Robertson

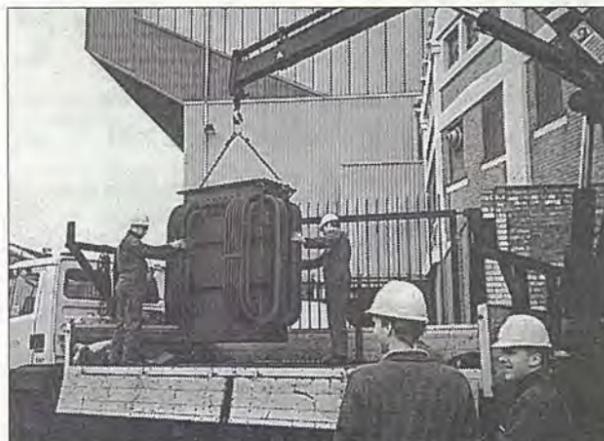
John Atkinson and fitters Eddie Quinn, Jack Higham and Allan Phillips, who have since progressed to foremen.

So to the 23 May 1994 - 8.30 and the removal of all the equipment. No roof on the Kop, no noise as the team of fitters led by Eddie Quinn began work. Mark Brookman, Bobby Walker, Ray Harrison, Jimmy Webb, Dave Swift and Paul Leary edged the 1st transformer out of the door and onto the Hiab wagon. Ted Bostock, the engineer who organised the work and who installed the equipment 20 years previously, called in to see the work completed smoothly and on time.

By mid-afternoon the equipment had gone, the building was empty and the name on the door had been removed by a souvenir hunter.

Eddie Quinn checked around, locked the doors and returned to Lister Drive leaving the building to await the demolition gangs in silence. The end of an era.

On a more positive note; the new HV Sub Station is now built and on line, giving a much increased capacity.



The first transformer is removed by Bob Walker and Jim Webb (on wagon), watched by Dave Swift and Paul Leary. Ray Harrison was working the Hiab.

FREE ADS

FOR SALE

Two Pairs Gent's Shoes - one brown leather Hush Puppies, size 7; £15; one black leisure shoes, size 8; £10. Both brand new and unworn. Contact: A. Davies on 0244 532648.

Servis Supa Spin, almost new; £40 ono. Tel. 051-264 8032.

Mega Drive 1, including 2 joy pads, 14 games. All boxed, great condition; £265 ono. Tel. 051-547 4519.

Atlas Super Sherwood Luxury Caravan for sale, 35x12, sited Anglesey, 8-berth. Many extras. Large end bedroom ensuite. Snowdon range views from picture window. Price £11,000. Contact Leslie Lindfield on 051-677 8351.

Galaxy Tandem (1991); £750. 21 1/2-20in frame, 48-spoked wheels. Maric module 4 rims on Suzue sealed hubs. Orbit Tandem (1992); £650. 21-16 frame, 40-spoked wheels. Double marathon lady-back. Maric module 4 rims on Maxicar hubs. Rudge bi-frame folding mountain bike; £150. Tel. 0829 741170.

Hannington trailer bike; £100. 24in wheel, 3-speed hub. Bicycle sidecar chassis; £100. Kiddicranks; £20. Tel. 0829 741170.

Tropical fish tank on teak-effect cabinet. Plants, fish, filters etc included. Fully running tropical aquarium; £50. Contact Steve on 0691 75511.

Triumph TR7 Midas Gold, immaculate condition. Fully restored, styling kit, Pioneer stereo. £2,000 plus spent with receipts on restoration. Photos to prove rebuild; £2,250. Contact Steve on 0691 75511.

PERSONAL

Aintree School of Motoring. Dept of Transport Approved Instructor. Competitive rates (Manweb employees discount - North Liverpool only.) Tel. 051-521 2543, after 6pm.

Attention All Gardeners! Horse manure (no straw/shavings etc), free if collected. Tattenhall near Chester. Tel. 0829 70109 after 8pm or HO 2518.

Furniture Loose Covers. Handmade to measure, tailored for 3pc suites, 180 easy-care, labour saving, washable, drip/spin dry, non-iron fabrics. Fitted on delivery (limited area), Cheshire, Wirral, Merseyside, South Manchester. 17% Discount for Manweb staff and retired personnel (quote MWB). Brochure write, Furnishing Options, PO Box 110, Warrington WA2 7DR, or Tel.

(0925) 240027 inc. evenings, weekends.

Wedding and Portrait Photography at realistic prices. Weddings covered from £70. Full details from Ken Smyth (Work - 0244 652449) or (Home - 0244 544771).

ACCOMMODATION

Spital, Wirral. Individually architectural designed four bedroom detached house in 3/4 acre of woodland. Entrance hall with feature turned staircase, cloakroom, large split-level lounge, dining room, snug with coal fire, fitted kitchen, utility room, master bedroom with ensuite, guest bedroom with balcony, luxury bathroom with jacuzzi, double glazing, conservatory, double garage. (Inclusive of carpets). £156,000. Tel 051-334 0268.

House to share in Greasby, Wirral. Own bedroom and living room. £200 per month. Contact Dominic at Walton Vale Shop: 051-525 2618.

HOLIDAYS

North Wales, Colwyn Bay. Swiss style chalet, sleeps up to five - electric heating and cooking, bathroom, flush toilet, fridge, colour TV. Garden and parking. Situated in woodland dell near Eirias Park and beach. Weekly rates or weekends or mid-week breaks. Pets welcome. Tel. 051-678 9854.

Llandudno - Branstone Hotel. Licensed, satellite TV, close to shops, pier and prom. 3 nights bed and breakfast and any two evening meals for £53 per person. B&B from £14.50 per person. Other special breaks available. To make your reservation telephone Jan or Geoff Cole on 0492 876448 and don't forget to mention Contact.

Seychelles - for a holiday which is unhurried, uncrowded, unspoilt and unique. Stay in a new guest house standing in a 5-acre garden with its own beach. Details when you ring 0928 732530.

Benalmadena, Costa Del Sol. Studio apartment, suitable 2 persons, beautiful pool and gardens, 10 mins from beach, amenities nearby. Easy transport from airport. Vacant 10/7/94 to 6/8/94 and 21/8/94 to 24/9/94. Tel. Bette Flanagan on 341097.

Benalmadena Costa - Saltillo Alto, Costa Del Sol. Apartments to let throughout the year, 2-3 persons from 9,500 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.

Llandudno, Rosaire Hotel. Family run with excellent home cooking, separate tables, all double and twin rooms with en-suite facilities with colour TV, tea-making and free private parking. £15 B&B with 4-course evening dinner optional at £5 per head. Central to all amenities and on level ground. For further details please Tel. Mrs. W. G. Evans on 0492 877677.

Presthaven Sands, North Wales. 6/7 berth caravan for hire. Excellent family site (August & Sept. dates). Featured in Haven Holidays brochure. Contact: Steve on 730 2134.

Caravan (modern) 31ft, 6/7 berth, sited on Haven's award-winning park at Towyn, North Wales. All mains services, gas and electric, free. Fully equipped, including TV. Free family entertainment, heated indoor swimming pool, children's Tiger Club. All amenities on site. Sorry, no pets. Big savings on Haven's brochure price for Manweb employees and their families. Tel. 0244 372860.

WANTED

An Electric Floor Polisher for a wood block floor. Suitable for domestic use. Please contact: Ian Moulton on 0244 652298 (Int 700 2298).

Record breakers

HARRY ROBERTSON'S item requesting information on long serving individuals and families brought replies from Liverpool and Prestatyn.

Bill Royden wrote from Halewood to claim a total of 123 years family service with Bill Royden, retired Showroom Manager (39 years), Bill Royden, Chargehand Painter (deceased) (38 years), Charles Royden, Foreman Painter, retired (40 years) and Alan Royden, Painter (6 years).

Nominations

The Welsh reply came from Gerald Jones who nominates Ronald Jones, Delivery Driver at Queensferry, who has 41 years' service and Mrs A. E. Jones, Manager Prestatyn Shop with 36 years' service.

Harry Robertson's own nomination was the King family. Tommy, senior (23 years), Tommy junior (7 years), Brian (11 years) and Kenny (10 years). All of them are still working - so they may go on to reach the record.

Unless you know of someone else? Write to the Editor with your nominations.

Flourishing

GWYNEDD District Retired Staff Association is still flourishing, reports Secretary Keith Jones.

Last winter we had monthly speakers and a Christmas party.

This summer we have had a trip to Dublin and to Stapely Water Gardens, Nantwich, and a conducted tour of Liverpool. Next month we will have a Mystery Tour. In October we will visit a theatre and have the usual monthly speakers and the Christmas party.

For further details, please ring Keith Jones on 0286 830593.

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

(BLOCK CAPITALS, PLEASE)

.....

 Name

Work place (or retired)
 Tel:

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



Launch day at Granada TV studios in Manchester. The Manweb team and Director, Corporate Affairs, David Vernon-Smith with presenters Lucy Meacock (left) and Bob Greaves, and Granada's Commercial Director Kate Stross.

BUY A BRICK

... and help their challenge succeed

FUND-RAISING is about to begin in earnest for Manweb's Challenge team to provide a play resource centre in the Northwood area of Kirkby.

And an appeal will shortly go out to their colleagues throughout the Company to help lay the foundations for the building work . . . by digging deep in their pockets.

A buy-a-brick scheme, with the chance to win a big prize, is the money-spinning initiative being considered by the Challenge team to get the project off the ground.

"We don't at this stage know how much money is needed, but my guess is that it won't be short of £1 million," said Challenge team member Len Cornah, North Mersey Customer Service Manager. "We're looking for help from wherever we can get it."

The team would also welcome further fund-raising activities from Manweb employees, their families and friends, to help them meet the nine-month deadline.

The five managers - Mike Jones and Len Cornah, from North Mersey; Aberystwyth's Alison Eakins and Liverpool-based George Range and Bob Steventon - are working closely with local groups, including Knowsley Play Forum, to determine what facilities are wanted by the community.

So far they have identified the need for a warehouse to store play materials, a crèche, training and meeting rooms and an outdoor adventure playground.

"There will be full consultation," said Bootle-based Customer Service Manager Len Cornah. "This centre will be for the whole of Knowsley, so it's important

LAST month we reported how five Manweb managers are in a race against time to build a badly-needed play resource centre in Kirkby, Liverpool, as part of the Granada Community Challenge. They have nine months to complete the 'Challenge Anneka' type task and, as the pace steps up, this is their progress so far.

that local people tell us what they want and also help fund-raise."

The team is also drawing on the expertise of Manweb colleagues - for example Roger Nock, of the Head Office Architectural and Building section, is working on the design for the play resource centre - and contacts outside the Company, such as suppliers, are being approached for help.

Granada TV will film the Manweb team's progress over the challenge period, culminating in a documentary.

Once built, the play resource centre will be run by the local community.

The Manweb team's task is probably the toughest of five separate challenges issued by Granada to five north west companies - the others being Norweb, BNFL, British Aerospace and Greenalls - and already they have had to overcome a number of obstacles.

A new site had to be found for the building after an underground lake was discovered beneath the original location, and then there were legal problems to sort out.

By taking part in the Challenge, the Manweb team is learning a range of new skills . . . and having fun at the same time.

"We all realise it's a tall order, given the timescale, but we're confident we'll meet the deadline and provide Kirkby with a facility that will have lasting benefit for the local community," said Len.

It's a tall order but they're confident of meeting deadline

Catherine snaps up a colour winner

CREATIVITY with colour has won a star prize for Whitchurch Junior School pupil Catherine Anderson.

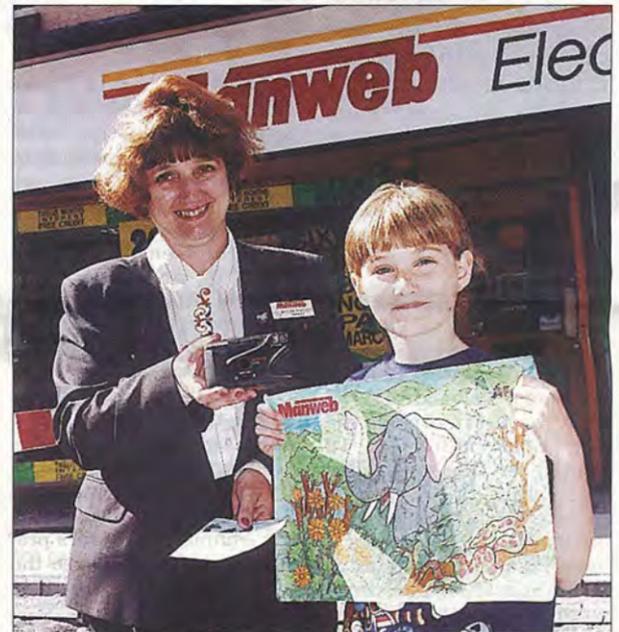
Catherine responded to the Manweb competition - to colour a picture of an elephant in the jungle. It was all part of Manweb Trading Division's promotion 'Kids Go Free' which also offered tickets for Chester Zoo at special prices during the zoo's diamond jubilee year.

The Company also joined in the adopt an elephant scheme to help the

zoo provide a safe and stable breeding environment for these majestic creatures.

Catherine's colourful picture was adjudged best of a large entry received by Manweb's Whitchurch shop. Now she can capture the real animals, in full colour, on her prize camera at the zoo using the tickets she also won in the competition.

Catherine is seen, with her picture, receiving her prize from Manweb's Whitchurch Shop Manager Christine Prescott.



Picture by courtesy of Whitchurch Herald

CONTACT

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