

Workshops give pupils a taste of the opera

SCHOOLCHILDREN were given a taste of the wonders of opera in a series of workshops linked to the Manweb-sponsored North Wales Season by the Welsh National Opera at Llandudno.

Youngsters with physical and learning disabilities at three schools, in Caernarfon, Llandudno and Denbigh, were treated to a special two-day workshop project based on Boris Godunov by Mussorgsky.

Under the guidance of members of the WNO's Community and Education Depart-



Children with learning disabilities make crowns for Boris Godunov.

ment and a professional designer, they made cloaks and crowns themed on the opera, and played with the percussion section of the company's orchestra.

A second education project was based on

Puccini's opera Tosca and consisted of special one-day workshops for secondary school children, giving them an introduction to opera and the chance to work with professional singers and musicians.

Green screen for go on PCs

IS it red or is it green? That's the key question on the lips of Manweb staff as they take part in tests to decide whether their computers will be hit by the dreaded Millennium Bug.

As part of a ScottishPower group project, all employees except those in Power Systems and Energy Supply are receiving floppy discs which will test the compliance of their PCs.

If the screen turns bright red, the

computer needs to be updated or replaced, while a bright green screen indicates the all-clear.

"A sticker is put on each PC to indicate whether it is compliant," said Jill Dewhurst, Manweb's Year 2000 Project Leader. "We are also sending out leaflets to give people information about the problem."

Employees are urged to let the floppy disc roll their system's dates forward, and not to try to do it themselves.

Surprise in the garage

VISITORS to Les Rynhart's home are in for a shock when he shows them the garage - he's turned it into a mini-museum of old farm implements and agricultural machinery.

Les, an electrical craftsman and service jointer at Southport, started collecting antiquated labour-saving devices about six years ago. He has amassed five engines, horse-drawn implements and a hoer which was used to go in between drills of cabbages and potatoes.



Also in his collection are old sprayers and weighing machines. Les, pictured above, said: "I was brought up on a farm and it's always been in my blood. These old machines are part of our heritage."



'Cod' Jones has Anglesey angling haunt

MOST people visit Plas Newydd on Anglesey to marvel at the interior of the stately home.

Bob "Cod" Jones has other ideas - a spot next to the big house on the Menai Straits is one of his main fishing haunts.

The fitter's mate at Caernarfon depot has been fishing since the age of seven and owns his own 15-foot boat named "Sara" after his daughter.

Bob - pictured above with another catch - throws most of his catch back in but he always cooks the first mackerel he catches in May. "Grilled in butter it's delicious," he said.

Contact



Manweb
A ScottishPower Company

NEWSLETTER FOR MANWEB PEOPLE

AUGUST 1998

Manweb welcomes historic announcement

RELISHING THE COMPETITION

MANWEB has welcomed the historic announcement by Offer to begin opening up competition in the domestic and small business electricity market from September 14.

Only four companies have been able to

satisfy the Regulator that they are fit to open up their area and to market in other areas - these include Manweb and its parent company ScottishPower.

Among the first wave to open are thousands of householders and small businesses in Chester and part of north-east Wales,

including Holywell, Mold and the coastal area to Rhyl. Other parts of the region will open from December, with everybody able to choose their supplier by June 1999.

Bill Landels, Manweb Managing Director, said: "We welcome customer choice - we are confident that the vast majority of our electricity customers will remain because of the quality of service and prices we offer and we eagerly look forward to the opportunity to win customers in other areas. This has been shown already in the gas market where we have attracted more than 90,000 customers from British Gas to Manweb.

Savings

"The average annual household electricity bill from Manweb is now £267. This represents the lowest bill in real terms since 1974. Earlier this month we also reduced costs even further for our pre-payment customers and those customers who pay their bills promptly. We are also the first energy company to introduce a single energy bill, with our Gas and Electricity Offer providing a single point of contact and extra savings on energy costs."

The other areas to open on September 14 will be Motherwell, Airdrie and Lanark (ScottishPower), Norwich (Eastern) and Hull (Yorkshire). The four companies, along with British Gas Trading, will be able to supply customers.

Regulator Professor Stephen Littlechild said that he expected that all other companies - including Seeboard, which delayed start-up because of systems problems - should open their markets by the end of the year.



A DONATION from the Diana, Princess of Wales Memorial Fund meant that extra activities such as face painting were on offer at this year's Manweb-sponsored Sunday in the Park, part of the Chester Summer Music Festival. See Page 5 for story and more pictures.

Win free tickets to Alton Towers - see page 11

Pension scheme trustees elections

NINE Group Trustees manage the Manweb Group of the Electricity Supply Pension Scheme: three appointed by the company and six elected by members (three employees and three pensioners).

Every 18 months the term of office of three of the elected Group Trustees expires.

Nominations are sought from both employee and pensioner members as candidates in this election. Nomination forms and copies of the election rules may be obtained from Lynne Rosser, Manweb House, Kingsfield Court, Chester Business Park, Chester CH4 9RF (Tel: 01244 652066).

Signed

Each nomination form must be signed by ten members (employees and/or pensioners) and must be received at the above address by 30 September 1998.

If there are more nominations than vacancies in either category, an election will be held in November/December with the results being announced before the end of December. The candidates elected will hold office until 31 December 2001.

Jubilant rounders champions

METERING Business staff at Queensferry are jubilant having won the Rounders Competition for the first time. "The competition is usually won by Energy Supply led by Brian Carman," said Jim McCurdie, Metering Business Operations Manager. "We are ecstatic that we triumphed this time. Well done to all the staff involved."



They're top of the gas sales charts

SOUTHPORT and **Holyhead Customer Service Centres** have scooped first prizes in an internal competition for selling gas contracts.

The staff at Southport, who won the Merseyside area prize, were awarded Marks and Spencer vouchers, while the Holyhead team who topped the North Wales/Cheshire area had a night out at a Whitney Houston concert paid for by Manweb.

The competition, organised by Gas Sales Manager David Hughes, covered the three months since the gas sales promotion started on



April 1. Another similar competition is underway.

● Pictured above left at Southport CSC are Peter Jones, High Street Customer Service Centre Manager, Merseyside, and David Hughes, Consumer Sales Manager, presenting awards to Maureen Murphy and Sue Anderson, Customer Service Representatives, and Shelagh Whitby, Customer Service Supervisor.

● Above right is David Hughes at Holyhead CSC presenting awards to Customer Service Representative Tina Jones, (left) and Customer Service Supervisor Ann Desmond.

Plea on revised tight standards

AN appeal is going out to all Manweb employees to take note of the revised guaranteed standards of service which now apply.

All standards have been tightened and the penalties for non-compliance have been increased. There is a brand new standard regarding prepayment meter faults.

"This is one of our primary performance indicators and we must make sure we respond where the service delivery constraints have been tightened," said John Kennedy, Manweb's Community Relations Manager.

● The time limit for replacing a fuse is changed to 3 hours from 4 hours (where notification is between 7am and 7pm working days, 9am to 5pm non-working days).

● Restoration of supply – payment increased from £40 to £50 if not restored within 24 hours; increased from £20 to £25 for each additional 12 hours.

● Providing a supply to domestic customers – time period now 2 working days (was 3); to non-domestic customers 4 days (was 5).

● Provide estimate of charges within 5 working days not 10.

● Provide estimate within 15 working days not 20 where extra work involved.

● Give 5 days notice of planned interruption of supply, not 3 days.

● Reply to voltage complaint within 5 working days not 10, or visit within 7 working days not 10.

● Regarding meter disputes, visit within 7 working days not 10.

● Charges and payments – send

reply within 5 working days.

● Payments- notification and payment must be within 10 working days.

New standard

● Where a supplier is notified (other than by post) of an apparent failure of a customer's prepayment meter, the supplier is required to send an appropriate person to repair or replace the meter to permit the restoration of supply within 3 hours on working days (if notified between 7 am and 7 pm) and within 4 hours on other days (if notified between 9 am and 5pm). Where it is notified outside these hours, the supplier must take the required action as though it received the notice the following day at the start of working hours. If it fails to attend within these times, the supplier has to make a payment of £20.

Staff have new uniforms and hi-tech equipment

METERING business staff are sporting smart new uniforms and using state-of-the-art new equipment as part of an ongoing business integration process between North and South.

The launch of the image make-over, eight months in the planning, coincides with the re-branding of Metering Business's 161 vehicles.

Meter Readers across the integrated ScottishPower group business now wear a navy blue blazer, grey trousers, white shirt and tartan tie in corporate purple and green colours. Meter Fixers are kitted out in navy blue polo shirts sporting the Manweb logo, workwear trousers and a blouson jacket.

"The new image is sharp and professional," said Jim McCurdie, Metering Business Operations Manager, Manweb. "These staff are Manweb's ambassadors visiting customers 5.2 million times every year and play a key part to the future success of the Company."

In readiness for the electricity market opening up in September new Data Capture Devices (DCKs) are being introduced to replace the ageing Hand-Held Terminals. These will be used by both Meter Readers and Meter Fixers. The DCDs will link into a new scheduling system known as Meter Work Management (MWM) which will speed up and improve customer

Fresh image for metering



Meter Fixer Graham Leeming and Meter Reader Sandra Murphy, who are both based at Prenton Depot, in their new-look uniforms.

appointment scheduling. Drawing on a new Meter Asset Registration System (MARS) and Data Store the information will be sent via a data transfer network linking to electricity suppliers throughout the UK.

On the quality front the ScottishPower group Metering Business units are now ISO 9002 accredited with the exception of the Agency Services Group, a new business established at Business HQ at Portobello in Scotland, which will be accredited later this year. This is another example of best practice transfer within ScottishPower Group.

Bob Moir, Metering Business General Manager, said: "Apart from getting the business competitive and professional, safety has been a primary focus over the past two years and we are very proud of our achievements."

The business has netted a host of awards this year including a Gold RoSPA award, the PowerSystems Supersafe Cup and the title of Most Improved Business in the ScottishPower Chief Executive's Safety Awards.

Digital phone system coming

A total 27 of Manweb's telephone exchanges are being replaced at a cost of nearly £1.5m in order to achieve Millennium compliance.

The state-of-the-art new exchanges will

bring digital communication facilities to almost every desktop, along with the provision of a virtual network. The new telephony platform will cater for enhanced services, such as video-conferencing at a future date.

Along with the introduction of the new system, progressively the dialling code for everyone within Manweb will change. Every site will have a new three figure access code (see panel right).

Quality

"This means that communications will be easier, for example no access code will be required to and from Scotland," said Barry Judd, Power Systems Year 2000 Compliance Manager. "Speech quality will be improved because the communication will be digital signals instead of analogue."

Co-ordinators are Janet Ford, Kathryn Newman, Alan Reid, Barry Judd, Steve Duffus, Mike Edwards and Phil Berry.

REVISED TIME FOR NEW TELEPHONE SYSTEM

Site	New code date
Caernarfon	Sat 12 Sept
Rhyl	Sat 26 Sept
Aberystwyth	Sat 26 Sept
Oswestry	Sat 3 Oct
Queensferry	Sat 17 Oct
Crewe	Sat 31 Oct
Prenton	Sat 14 Nov
Wrexham	Sat 12 Dec
Redwither Road	Sat 16 Jan
Liverpool	Sat 6 Feb
Warrington	Sat 27 Feb

Old Access Code	New Access Code	Site
700	800	Head Office
701	801	Prenton NMC
720	802	Liverpool
730	803	Warrington
740	804	Wrexham
750	805	Prenton
760	806	Crewe
770	807	Rhyl
780	808	Caernarfon
790	809	Oswestry
799	810	Aberystwyth
702	811	Queensferry
747	812	Redwither Road
752	815	Hoylake Skill Centre
	816	Bridle Road
80	820	Radio (Normal)
712	825	Southport
713	826	Litherland
714	827	Gillmoor
722	828	Paradise Street
89	829	Radio (Emergency)
83	830	Warrington Callcentre
732	831	St Helens
733	832	Runcorn
744	835	New Crane Street
745	836	Ellesmere Port
753	837	Bentley Street
84	840	Wrexham Callcentre
773	842	Mold
784	843	Llangefni
777	844	Narrow Lane
792	846	Newtown
797	847	Machynlleth



Graduates recruited throughout company

STUART Cooper, pictured left, has joined Manweb as a graduate recruit – with 10 months experience of the electricity industry already on his CV.

Stuart, aged 23, a graduate of Keele University who is originally from Sheffield, landed work at the Wrexham call centre through a job agency. It was there that his potential was spotted – and now he is training in accountancy at Manweb House.

Alison MacLeod, a University of Strathclyde graduate, also joined the company in June, to work in Corporate Communications.

She was the youngest person at her

University to complete her five-year International Business and Modern Languages course, having started at 16.

Her course included studying at Modena University for a year, during which time she also taught design engineers English as a second language.

Other graduate recruits, who joined last autumn and have been in post slightly longer, are Matt Hancock (Sheffield University) now working towards a Marketing Diploma, Rachael Brookshaw (University of Leeds) in Customer Service and Lyndsay Cochran (University of Birmingham) who is now working in Scotland in the Finance Department.

Turned out nice again!

WITH My Little Ukelele in My Hand... Ronnie Clinch is a big hit with his George Formby impressions at retirement homes across Cheshire.

The former Manweb employee, aged 72, was "leaning on a lamppost" in the street one day, talking to his 75-year-old friend Cliff Royle, when he hit on the unusual entertainment idea.

Cliff is a skilled ukelele player, and Ronnie is an accomplished singer with a lifetime of performing with big bands – so he suggested they put their talents together to bring a ray of sunshine to old folk in the north-west.

"I've known Cliff for three years and he is a member of the George Formby Society," said Ronnie. "It seemed a good idea to get together and entertain all the old folks."

Rapturous

So far they have performed at homes in Chester, Sandiway, Runcorn and Helsby – and each time they have been received rapturously. "The appreciation makes our day," said Ronnie, who worked 40 years for Manweb as a meter reader, chargehand and then debt collector.

He sang during the Second World War with the Cheshire Regiment Dance Orchestra, touring North Africa and Italy,

and afterwards with the Runcorn Big Band, giving renditions of the songs of Sinatra, his hero, and other vocalists.

He and Cliff recently performed at a George Formby Society in Penyffordd, to a full house, and wherever he goes Ronnie carries a backing tape of music by the Syd Lawrence Orchestra – just in case anybody wants him to sing.



George Formby impressionist Ronnie Clinch.

Orrell scoop school award

A team from Orrell County Primary School is the winner of the Manweb Shield presented by the St George of England School, Fernhill Road, Bootle.

The technology teacher at the school, John Douglas, organised the Science and Technology



Challenge week between six Sefton schools, with cash help from Manweb. Left to right: David Sing, Steven Bell, Alan Reid (Manweb PowerSystems,

Merseyside Region), Jenny O'Sullivan and Amy Chapman.

Note the egg (an egg-balancing exercise was one of the tasks.)



It was a "lolly" good time for all.



More than 3,000 people – including Manweb staff – enjoyed the day.



Balloon sculptors helped to add fun for youngsters.

Music and fun in the park

MORE than 3,000 people enjoyed a fun-filled afternoon at the Manweb-sponsored Sunday in the Park event in Chester.

The free event, compered by Granada TV weatherman Fred Talbot, was part of Chester Summer Music Festival and featured stilt-walkers, balloon-benders, face-painters, jugglers for the children and folk, brass and rock bands from Africa and all over the UK.

Picnic

Luckily the rain held off and the good-humoured crowds, including almost 500 Manweb staff and their families who were treated to a picnic lunch by Manweb, warmed to the various types of music from South African township jazz to the ScottishPower Pipe Band.

This year the entertainment in Grosvenor Park was boosted by a grant to the Chester Summer Music Festival of £28,000 from the Trustees of the Diana, Princess of Wales Memorial Fund.



Above, ten-month-old triplets George, Billy and Joe Symonds – grandsons of Manweb's Barbara Lloyd-Jones



Left, Manweb's Managing Director Bill Landels, who is also Chairman of the ScottishPower Pipe Band, had a chance to meet old friends.

Rising to a tough challenge

SWIMMING in freezing Lake Vyrnwy at 7.30 am, sleeping in a forest and jumping 100 feet off the edge of a cliff... it was tough at the top for four plucky Manweb employees who went on Exercise Executive Stretch, a challenging military-orientated three-day exercise which brings together the Volunteer Reserve Forces and the Business Community.

Finance Manager Geoff Standing, Financial Accountant Tracy Roberts, Accountant Geoff Hartley (all in Group Finance) and ScottishPower Learning Development Manager Neil Hunter, rose to the challenge set by the 3rd Battalion The Royal Welch Fusiliers.

"It was great fun," said Neil. "At the end of the three days I felt like I had known the rest of my team all my life."

"The drawbacks were the midges – and the Army food, especially as I'm vegetarian!"

Ken Dodd would be proud!

SIX Manweb teams entered the fifth annual ScottishPower Powerlearning Team Challenge held high in the hills above Keswick in the Lake District.

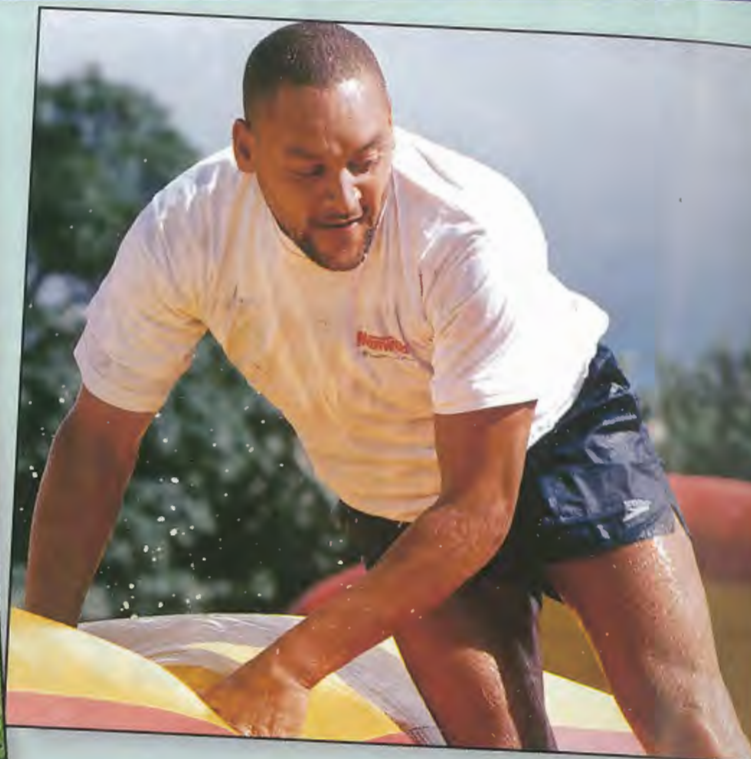
The event involved a non-stop weekend of Crystal Maze-style problem solving tasks, ingenuity exercises and adventurous pursuits.

The highest-placed Manweb team was from ScottishPower Learning, mischievously called "Ken Dodd's Dad's Dog's Dead," made up of Neil Hunter, Stuart Hogg, Jeff Ainslie, Richard Parry, Ben Campbell and Jimmy Heritage who finished

second overall. They are now preparing to enter the national Teampower Challenge in November, pitting their problem-solving and safety skills against other entrants from across Britain's utility industry.

The other Manweb teams which entered the testing event in the Lake District were "Full Donkey" from Wales Region, "Out of Control" from Central Operations, "Power Rangers" from Warrington, "Eight Hours From Paris" from Crewe and "Argonuts" from Manweb Cable Joints.

ENTHUSIASTIC COMPETITORS DEFY RAINY WEATHER TO ENSURE FUN DAY IS A SUCCESS AND CASH IS RAISED FOR CHARITIES



Winners – The Dirty Half Dozen celebrate victory.

Dirty Half Dozen are a knock out again!

A MANWEB Merseyside Region team called "The Dirty Half Dozen" defeated the dirty weather as well as 16 other teams to make sure this year's It's A Knockout trophy stayed in the north-west.

The six-strong side, so-called because they "venture where others fear to tread" according to Captain George Henson, were joint winners of last year's competition.

"This time round it was a good fun day, and although we got wet through in the morning session, and some team members were carrying injuries, we were pleased to win through in the end," said George, who is a Records Draughtsman at Merseyside.

"We're saving our best performance for next year, when we hope to get the treble - three wins in a row!" he added.

In this year's all-action event at the Sports and Social Club, Thingwall Road, Liverpool, a total of 17 teams from within Manweb, ScottishPower and Southern Water competed, with George's team fending off the challenge of Southern Water's "Brighton Blow-Outs," admirably marshalled by Chris Blewett, in an enthralling final.

Entries were open to teams with at least

six people, in a series of exciting and physically challenging water-based games based on the TV show.

Events began at 12 noon and lasted for about five hours, after which there was a buffet in the club bar.

Apart from the obvious fun which cheered up the vociferous audience, It's A Knockout is producing substantial funds for charity.

Organiser Phil Cato said: "The event did an awful lot to generate goodwill between our corporate colleagues, who sacrificed their weekend to support the event, and I was personally very grateful for their attendance."

Generous

He added: "I need to ensure that sponsorship money is now collected without undue delay. This year the Alder Hey Rocking Horse Appeal will benefit from all our efforts. Please be as generous as you can with your support."

● Manweb started hosting the It's A Knockout in 1994, having got the idea from a competition held at Knowsley Safari Park the year before. Interest has grown over the years, with ScottishPower and Southern Water recently becoming keen participants.



Runners-up – the Brighton Blow-outs.



John Illidge says farewell to colleagues

JOHN Illidge, former Head of Human Resources, has retired aged 51.

John (pictured above), who joined Manweb in 1990 as Employee Relations Manager, lives in Northwich with his wife Janet and two children.

More than 75 colleagues and ex-colleagues attended his retirement party at Manweb House where Steve Dunn, Charles Berry and Michael Metcalfe presented him with many gifts.

John now intends to pursue his hobbies of gardening and computing.

Region wins safety award

WALES Region have achieved a tremendous turnaround in safety.

For reducing serious accidents by more than 70 per cent in the last year they have earned a Bronze Award from RoSPA.

Caernarfon depot especially have made a valiant effort, achieving the runners-up position in May's regional monthly safety award, and first place in June.

The May prize was off-road karting for eight people, and for the June prize a member of the Caernarfon staff was drawn out of a hat to receive a stereo system worth £270.

Holy pig sty... it's bat cave!

HOLY smoke, Batman! It took only three weeks for three New Deal employees to convert a derelict pig sty into a specialised bat cave.

The project was completed at Antur Waunfawr, an environmental centre near Caernarfon, by Christopher Roberts, aged 20, Andrew Roberts, aged 22, and Thomas Hunt, aged 20. They were the first to be taken on by Manweb under the New Deal's Voluntary Sector scheme, and were enrolled on the PTV scheme at the centre as part of their 26 weeks with the company.

The roof which the New Dealers built on to the ruined sty was specially designed to encourage bats - with bars for them to hang on, and access holes so that they can fly in and



New Deal employees, left to right, Chris Roberts, Andy Hughes-Roberts and Tom Hunt, at the bat cave.

out. "All three enjoyed the project and got a lot out of it," said Stuart Hogg, PTV Team

Leader. "They ended up with much improved communication skills."

Couple celebrate milestone with a special Manweb gift



Manweb's 75,000th domestic gas customers, Frank and Jean Houston, with Andy Jarvis of Warrington Gas Call Centre.

LIFE'S a gas for Manweb's 75,000th domestic gas customers. Former gas electrician Frank Houston, aged 66, and his wife Jean, aged 64, are celebrating with a unique present.

To mark the milestone contract, Manweb is giving the couple their next year's mains gas absolutely free.

Delighted Frank, of Wirral, retired 18 months ago as a maintenance electrician with Robinson Willie, gas fire makers in Liverpool. He said: "This has come as a total surprise - my first reaction was to ask what the catch was. I switched to Manweb because they offered me great customer service and a lower price than I was getting before - but I never thought it would be as low as zero!"

Manweb started to supply domestic mains gas to householders in February and can now supply gas to any home in Merseyside, Cheshire, Greater Manchester, Lancashire and north Wales.

Bill Landels, Managing Director, said: "We are delighted to have signed up so many new gas customers and to welcome Frank and Jean on board as our 75,000th customers with a year's supply of gas."

Positive action on dyslexia

WARRINGTON-BASED Manweb Customer Services Representative Barbara Luther-Davies is an inspiration to all parents with dyslexic children.

She took positive action when she suspected her son Colin might have the condition where the right and left sides of the brain fail to work together, causing letters to move about on a page and "cascade" off the edge.

Barbara and her husband Stephen, a Merseyside policeman, took him for a simple 30-minute test which confirmed that he needed specialised tutoring.

As a result, 11-year-old Colin found a place at Kingswood School, Southport, where help includes providing someone to act as a "scribe" during exams while he dictates his answers.

"We are all delighted with Colin's progress and

his confidence has soared," said Barbara.

Colin himself said: "With extra help and a special tutor, I have been able to do very well in this term's exams. I got 98 per cent in my biology and 90 per cent in my geography. I am not stupid - neither is anyone else with dyslexia. All you need is a bit of extra help."

Identify

The dramatic change makes Barbara and Stephen realise more than ever just how important it is to identify and deal with the condition at an early stage. She says parents should look out for signs like clumsiness and lack of co-ordination with tasks like doing up a shoelace or tie.

"The Dyslexia Association is an excellent source of support and information about the condition," she added. "There are branches throughout the UK."



Barbara Luther-Davies



Colin Luther-Davies

Manweb helps keep lunch bus



On board the lunch bus, left to right, John Clifford Jones of Age Concern, MP Dafydd Wigley and Manweb Head of Customer Services Martyn Jones.

A lunch bus which brings hot meals and information to hundreds of elderly people in north Wales has been saved, thanks to support from Manweb.

The company stepped in to help after hearing that Age Concern Gwynedd a Mon could not afford to keep the bus on the road, although the service is increasingly popular.

Martyn Jones, Head of Customer Service at Manweb, said: "We have a close working relationship with Age Concern and when we heard that this vital link for our older customers was to disappear we were happy to step in and help keep the lunch bus on the road for the next year."

John Clifford Jones, of Age Concern, said: "Costs were rising and coupled with a cut in income, the future was bleak. I am delighted that with Manweb's help we can keep the lunch bus running while preparing a bid for National Lottery funding."

Management changes in Wales region

A number of management changes have taken place in Wales Region.

Andy Stubbs has become Asset Manager with responsibility for operations and maintenance functions and network planning. Tony Bainbridge is the new Operations Manager. Network Managers are Andy Lloyd (Wrexham), John Heathman (Rhyl), Graham Smith (Caernarfon) and Emrys

Hughes (Aberystwyth). With Phil Bridgewater's departure to the Work and Asset Management System (WAMS) project, Paul Devlin becomes Oswestry network manager.

Each Network Manager is also picking up region-wide responsibilities including system records (Andy Lloyd), 132kV operation and maintenance (John Heathman), safety

rule implementation and revenue activity productivity (Graham Smith), and Welsh language issues (Emrys Hughes).

Colin Blundell has become Construction Manager with responsibility for all planned construction work (excluding individual services) and takes charge of staff and contractors directly involved in the construction work for all capital (scheme) projects.

ict

independent coach travel

Romantic getaways

ICT are offering Contact readers a variety of rail or car trips across to romantic Paris and Brussels.

For £129 per person, on Monday and Tuesday departs up until October 31 you have return travel by Eurostar, two nights hotel accommodation in Paris, Continental breakfast, shopping discount vouchers and a map of Paris (based on two persons sharing a twin/double room.)

For the same price, travelling on a Friday, you get a similar package with two nights hotel accommodation in Brussels.

For only £39.95 per person, with a car and four passengers, you get a return Eurotunnel Crossing, one night at the Ibis Hotel Roissy, Paris, continental breakfast, shopping discount vouchers and a map of Paris (two passengers in the car costs £59.95.)

For these and similar offers contact ICT on 0171 537 4686.

Lucky winners

WINNERS of the Festival Fun Competition (tickets to Chester Summer Music Festival) were A. J. Moore (retired), Carol Dean (retired) Sally Ward (IS), Paul Skelland (IS), Wilfred Murphay (retired), Chris Tigwell (Lister Drive), and Terry Mole (retired).

Winners of the Summer Pops Competition (tickets to Sefton Park) were Ann Thomas (Wrexham) and John Howson (retired).

Winner of the Manchester Museum of Science and Industry Competition was Brian Rogers, Prenton.

Winner of the Camelot Competition was Joanne Latham, Prenton.

Holiday combines vibrant city with island paradise

COMBINE a taste of the vibrant city life of Toronto, Canada's largest city, with the enticing pleasures of the island paradise of Bermuda ... that's the offer open to readers of *Contact* courtesy of ABTA-registered travel firm South Quay.

The excellent-value offer from only £799 per person takes you to Toronto, a safe, clean and neighbourly city which is home to 80 ethnic groups, boasts more than 40 theatre stages and offers superb shopping facilities from street-front boutiques to malls continuing over 300 stores (some underground!) A visit to nearby Niagara Falls is optional.

Then it's on to Bermuda for the second half of the week - a



chance to revel in a sub-tropical island warmed by the Gulf Stream and protected by barrier reefs.

There's superb golf on beautiful courses, snorkeling and unlimited water sports.

The seven night holiday to Toronto and Bermuda is for travel any time (subject to availability) from November

through to the end of April 1999. Offer includes:

- Return flights with Air Canada from London, Manchester and Glasgow
- Four nights accommodation in a city hotel in Toronto
- Three nights accommodation at a Bermuda ocean-side resort
- Airport transfers in Toronto and Bermuda
- American breakfast daily
- Special Business class seat surcharge available from Manchester and Glasgow for only £95 each way (Optional Niagara Falls trip available. Additional nights can be taken in Bermuda and Toronto.)

Please apply to South Quay Travel and Leisure, Studios 20/21, Colmans Wharf, 45 Morris Road, London, E14 6PA Tel 0171 515 657.

Half-price tickets for Granada Studios tour

Manweb/Granada Studios Tour

Half-price Ticket Offer

Saturday October 3 1998

Name

Home Address

.....

.....

.....

Number of tickets needed

How many under-fives

Cheque for enclosed £.....

Please send to: Julia Beddall, Granada Studios, Water Street, Manchester, M60 9EA

GRANADA Studios is a great place for families to enjoy a fun day out - and *Contact* has arranged half-price tickets for all readers on Saturday October 3.

Enjoy the backstage tours, taking in the sets of Coronation Street and other Granada classics, along with views of the state-of-the-art newsroom, and lots of other new attractions for 1998.

All you have to do is fill in the form below and send it to Granada Studios with your cheque payment. The cost is £7.50 per person, with youngsters under five free. Granada will write to you to confirm your places and the tour times.



Railway enthusiast Chris Tigwell views the Stephenson's Rocket model at the Rainhill Trials Exhibition with pupils Laura Joyce and Mark Watson from the nearby Longten Lane Primary School.

On the right lines

CHRIS Tigwell isn't just a fan of the trains - he lives only a few streets away from one of the "shrines" of railway history.

In fact the Lister Drive Project Manager is a member of the society which exists to maintain and promote the Rainhill Trials Exhibition.

Located inside a renovated railway carriage at Rainhill Library, the Exhibition contains a model of George Stephenson's famous Rocket, which he trialed in the town in

1829. Chris is involved in the Rainhill Railway and Heritage Society's negotiations with the local authority towards making an application for lottery funding, for a permanent exhibition.

Also, in his spare time, he builds models of narrow gauge railways - as does his colleague at Lister Drive, Regional Planning Engineer Colin Oldfield, who is Chairman of the Rainhill Model Railway Club.

Vehicles sport new branding



Manweb vehicles with the smart new logos and livery.

THE old Manweb logo is gradually being changed, and newly-branded vehicles are already out and about in the region.

The Metering Business vehicles underwent the transformation process last month (see pictures). The new stationery for letterheads, business cards, envelopes and forms should now be in use.

Macros for fax headers, letter heads and memoranda are now available on local computer servers along with instructions on how to use them.

Look out for your new size electricity bill. The bills are now A4 size and being printed, enveloped and sent out from Cathcart in the new logo format.

If you have any queries about the new identity, please contact Jan Cahill on 700 2091.



WIN family pass for Alton Towers

MANWEB is offering *Contact* readers a prize of a free family ticket for two adults and two children to Alton Towers, "Where the Magic Never Ends."

To win this passport to the rides and varied attractions including the world-famous Nemesis, complete this wordsearch. You need to find the following words: X-Sector, Cred Street, McDonald's, Energizer, Fun, Pizza Hut, Ripsaw, Magic, KFC, Beastie, Big Five, Splash.



Please send your entries to: Wendy Ellison, Manweb House, Chester Business Park, Wrexham Road, Chester CH4 9RF

Closing date for entries September 10.

S	W	P	I	Z	Z	A	H	U	T
D	R	I	B	I	G	F	I	V	E
L	O	V	E	C	R	E	D	S	E
A	T	H	E	I	V	B	M	W	R
N	C	S	O	G	W	E	T	A	T
O	E	A	B	A	B	A	Y	I	S
D	S	L	S	M	X	S	U	N	D
C	X	P	R	A	C	T	K	U	E
M	I	S	E	X	T	I	P	F	R
R	E	Z	I	G	R	E	N	E	C