

MANWEB DOUBLES COMPENSATION IN a declaration of further PAYMENTS commitment to its 1.3 million customers, Manweb is doubling the payments they

receive should its service fail to come up to scratch.

From 1st November, Manweb will pay between £20 and £100 each time it fails to achieve its 10 guaranteed standards of service. These include £20 if a half day appointment to change or read a meter is not kept, £40 if an estimate for a new electricity supply or for moving a meter is not provided within ten days of a request, and £40 for domestic customers and £100 for business customers if the company does not keep an appointment to install a meter and provide an electricity supply.

But with current success rates for achieving the guaranteed standards of service run-

GAYNOR **KENYON Confident they will** be kept to minimum

By

ning at around 99 per cent, Manweb's Chief Executive John Roberts is confident that any payments will continue to be kept to a minimum.

"We are committed to providing a first class service that is high in quality, reliable and safe and which gives value for money. By increasing our pay-

ments when we fail to live up to our high standards we are putting our money where our mouth is.

"I sincerely hope that any future payments we make under our new improved scheme will continue to be the exception," he said.

Other guarantees include visiting the customer within four hours of notification of a Manweb fuse failure during working hours (failure: £20); restoring power, interrupted because of a fault on Manweb's system, within 24 hours (failure: £40 domestic customers, £100 business); responding to bill queries within 10 working days (failure: £20) and at least two days' notice of power interruption for maintenance or testing on Manweb's system (failure: £20 domestic customers, £40 business).





Contracting update - Page 4

Spotlight on Cheshire Region - Page 6





Manweb's

LIVERPOOL's Bruce Grobbelaar

working for the man? See story,

new

page 12.

signing



CHRISTMAS will be a little happier for people in Albania thanks to a Manweb gift of transformers to the former communist country.

Purchasing and Services Manager **Geoff Abel arranged** the operation. He said: "We are upgrading our electricity network so could no longer use this type of transformer. The equipment would have had some scrap worth, but we felt it was of more value to Albania, where it will help give people vital power supplies."

Pictured loading one of the transformers at Manweb's Queensferry Depot are (l-r) Storekeeper Phil Allen (driving fork lift), Chargehand Storekeeper Ray Hughes, Queensferry **Depot Manager Bob** Wright and Geoff Abel.



Cash is safely gathered in

SAFETY-conscious Manweb staff proved they also have hearts of gold when they raised £100 for a Wirral charity.

Keith Crowden, Treasurer of the Heart Foundation, is pictured (centre) receiving a cheque from Dennis Davies, Manager of Manweb's Prenton-based Central Field Unit, watched by staff who raised the money by achieving 100 accident-free days at work.

Manweb has agreed to donate £1 to charity for every day kept free of lost time accidents by Central Field Unit employees within a set period.

Dennis Davies said: "Our staff have every reason to be proud of their safety record. A number of local charities, including Clatterbridge Hospital, have previously reaped the benefits of this initiative to keep the workplace accident-free"

three days during the half year ending September 31 1992. This is a considerable improvement over the corresponding period last year, when there were 153 lost time and 78 'over three day' accidents.

THERE were 110 lost time acci-

dents and 47 accidents involving an absence of work of more than

The accident rate (accidents per 100 employees) for time lost accidents during 1991/92 was 6.3, and if the improvement for the first half of this year is maintained at the present rate, we should be looking at an accident rate of 4.8.

Similarly, for over three-day accidents the reduction would be



PLEASING FIGURES BUT THERE'S NO ROOM FOR Manweb 3-Day Accidents by Causation 1st & 2nd. Quarters 1992/93 COMPLACENCY Machinery Stepping on Objects Handling Goods Electricity

BY COLIN HERBERT Corporate Health and Safety Manager

from 3.0 to 2.1

All in all, this was a good performance for the half year, but as always there is no room for complacency

So far this year, four locations have had no time-lost accidents -Central Field Unit, Appliance Delivery and Power Marketing at both Warrington and Rhostyllen ---and this is again a fine performance.

Once again, most of the over

three-day accidents were in the 'Persons Falling' category, with 11. There were eight in the 'Handling Goods' and seven in the 'Stepping On/Striking Objects' categories.

Hot Substances

Total= 47

Objects falling

Persons Falling 11

It is pleasing to report that there were only three electrical accidents as opposed to 10 in the corresponding period last year.

Accidents involving serious injury are always of great concern to us all. There were three of these during the six months under review, two of which involved injuries resulting from falls from rotten overhead line poles which collapsed when climbed.

Miscellaneous

Hand Tools

This is the third such accident within a year. Clearly, if we are to improve our accident rate even more, we must learn from such accidents and not allow them to happen again and again.

EMF expert here to help and advise

A SEMINAR on the subject of Electric and Magnetic Fields (EMFs) was held at Head Office early last month. The main speakers were Dr David Jeffers, the EMF Consultant at the National Grid Company, and Mr Mike Green, NGC's Special Projects Manager.

The overall objective of the seminar was to brief delegates on EMF communications strategy and to provide an insight into current EMF science and research.

Mr Green opened the presentation by outlining the perception some members of the public have regarding the effects EMFs have on their health. EMFs had been blamed for premature baldness, lack of libido and it had even been suggested by one woman that exposure to EMFs had made her husband disinterested in washing the family car!

He explained his work in providing advice and help to members of the public, usually on a oneto-one basis.

Dr Jeffers explained some of the more technical aspects of the subject. He spent some time on the latest report from Sweden which, according to the Swedes, indicated a link between overhead power lines and cancer.

He referred to the UK National Radiological Protection Board's report which came out earlier this year and which indicated there was no conclusive evidence of such a link. This report was compiled by cancer expert Sir Richard Doll.



Hosting the business gathering at Manweb's North Mersey District was Terry Keenan (left) with (l-r) guest speakers Neil Hamilton and John Roberts.

MANWEB ENCOURAGES ECONOMIC SUCCESS

ALMOST 150 top business people from throughout Sefton gathered at Manweb's North Mersey District to discuss ways of encouraging economic success in the region.

Wearing two hats for the occasion - as North Mersey D strict Manager and Chairman Sefton

cial advisory organisations in an effort to bring about economic recovery. "We are delighted to see that the three

Merseyside City Challenge projects will receive a combined total of about £112 million of Government money which will bring in additional public and private sector financial aid of £432 mil-



Search for a super prize

HAVE a hazard-free christmas and win a super prize in our Safety Scene Word Search competition.

We've a bottle of champagne to give away to a lucky winner (aged 18 or over) and, for readers aged under 18, there's a personal stereo worth around £20 to be won.

All you have to do is study the puzzle grid and ring the fol-lowing words: SAFETY, HAZARD, PERSON-

AL, PROTECTIVE, CLOTH-ING, RISK, HELMETS, FOOTWEAR, ACCIDENT.

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Remember, the words can be read in any direction - for example, forwards, backwards, diagonally up and down, top-tobottom or bottom-to-top.

Then, as a tiebreaker, devise a safety slogan for Manweb, using no more than 10 words.

Send your completed puzzle grid and coupon to: The Editor, Contact, Room 5E1, Manweb plc, Sealand Road, Chester CH1 4LR, to arrive no later than January 4 1993. Under 18s please state your age. The Editor's decision is final.

Chamber of Commerce and Industry -Keenan welcomed the audience, which included Under Secretary of State at the DTI, Neil Hamilton, and Manweb Chief Executive, John Roberts.

He expressed his pleasure that so many people were able to be present and said this was evidence of the concern felt about the continuing high level of unemployment in the Bootle area and of the harsh effects of the recession on the region's businesses.

John Roberts told the audience that even a large utility like Manweb is not immune to the recession and was certainly not complacent. "All businesses are having to tighten their belts. Manweb is striv-ing to cut operating costs and to run our main business as hard and as efficiently as possible," he said.

But he stressed the positive role that Manweb is playing in the region's City Challenge regeneration projects and also with the industrial and commer-

lion.

"All of us share the same aim of generating such investment in Merseyside. It is certainly in Manweb's own interests in doing so," he said.

The minister said the region should take heart in the fact that it was not the only area to be suffering economically. Areas like Liverpool have more to gain from a recovery than others because they start from a lower base. We in the North West are always more realistic and although we have suffered, and are suffering, we aren't quite as much as those in the boom and bust areas like the South East. We need to motivate ourselves to get the investment into our region.

And Mr Hamilton added that in order to get more investment, the business community needs to shout loud about its success stories as confidence in the region will boost the area's economy.

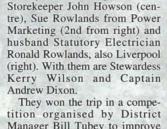




PICTURED before taking off in a vintage Dakota aeroplane to see the Tall Ships on their visit to Merseyside are Liverpool District

They won the trip in a competition organised by District Manager Bill Tubey to improve customer service at Lister Drive.

Pictured (left) are the tall ships from the quayside, taken by Manweb Head Photographer Mike Hall.



Welcome to the new look

WORK has begin on a major scheme to give Manweb's Head Office a facelift.

The refurbishment of the front reception and entrance, which is being carried out under the supervision of the Company's Property Services Department, will take approximately five months to complete.

The first phase of the work entails providing extra car parking spaces and a new roadway at the front of the building.

Then, after Christmas, the existing entrance will be boarded off and work will begin on revamping the reception area.

Ben Foster, Principal Engineer in Architectural and Building, said: "The new look reception and entrance will give Manweb's Chester office a more modern look, and make the building more welcoming for visitors.'

The improvements include an external ramp to provide better access for disabled people, and



Principal Engineer Ben Foster (right) and Tarmac Site Engineer Peter Webster discuss the refurbishment plans at Head Office.

but reception closed off for 3 months of building

also, within the reception area, a 'scissors' lift to raise wheelchairs to the upper ground floor level.

So that the work can proceed as quickly as possible, and in the interests of safety, the existing front entrance and reception will be completely closed off during the three month building period.

A temporary reception will be created in the link between the Restaurant and the Old Building, and as this is some distance away from the side car parks, a temporary staff entrance is

also being created close to where the Engineering Exhibition Portakabin now stands. Entry will be into the lower ground floor immediately next to the lifts.

Controlled by a card swipe in the same style as the existing entrances, this entrance will, however, only be open between 7.30am and 9.30am and 4pm and 6pm each day. Out of these hours the doors will be locked.

Staff who need to leave the building during the course of the day should use the rear car parks and rear doors, which are unaffected by the first stage of the alterations.

It will be necessary for all visitors to be escorted to and from the temporary reception.

SURVEY PROMPTS ACTION PLAN

INFORMATION Services is currently conducting a programme aimed at improving the quality of its services to internal business users.

As part of this exercise, a large number of people from all sections of the business recently took part in a survey aimed at discovering their level of satisfaction with the services provided by the Business Systems Group.

"In total 563 survey forms were issued and 244 were returned. This is a very high rate of return and provided a sound statistical base for analysis," said Head of Information Services the general working environment.

The survey also concluded there are some areas which need to be improved including:

A closer alignment with the business and a more positive role in identifying solutions.

Better cost/benefit information on alternative solutions to enable value for money decisions to be made.

Listening more to customers and keeping them informed of progress in clear, simple terms

Ensuring that IS has the knowledge and skills necessary to solve problems accurately

An artist's impression of the new-look Head Office entrance and reception.

MANWEB linked with The Cookery and Food Association is sponsoring the North Wales Chef of the Year 1993 competition, which identifies the top chef in North Wales.

Competitors are challenged to create a three course dinner for four persons at a maximum cost of £30.00.

The competition is open to all chefs over twenty one years of age who work in a Welsh establishment or are attending a Welsh college.

If your local favourite chef would like to apply,



entry forms are available from:

Judith McIntyre Head Office 2381 or Mr R Lane, and Food Cookery Association, Tel: 0492 530652.

NB Closing date — 7 December 1992.

John Peaker. Reception staff are under strict

instructions not to admit any visitors without them being accompanied by a Manweb employee.

Two interview rooms will also be created in the temporary reception.

The disabled entrance and parking facility located at the front of the building will not be affected by the alterations, and the rear entrances and security desk will remain as now until the new reception is completed, at which time new doors and turnstiles will be fitted.

The survey was conducted for Business Systems by a firm of external consultants using a proven analysis technique, Service Quality improvement (SQi).

The survey covered three main service categories:

The development and maintenance of computer systems.

Account Management.

Personal computing services.

In general positive responses were received regarding:

Our concern in giving confidential and considerate advice.

The degree of personal attention given by making the effort to understand individual needs.

Visible elements of the service such as the appearance of reports, documentation, staff and and dependably.

To address the issues raised by the survey a plan of action has been prepared to continue the Service Quality initiative.

Work will now be carried out by Information Services to increase understanding of the issues and identify the main causes of problems.

Business users will then be involved in identifying possible solutions to the issues and prioritising the way forward with the aim of achieving:-

· closer identification with the needs of our customers

· increased customer satisfaction with the service provided

• the provision of more cost effective services. John Peaker said: "Information Service's goal is service excellence, and the SQi survey has been an important step towards achieving this.'



MANWEB Contracting Services Limited's Western Region had the opportunity to toast the success of their new Company last month at the official opening of their new office, just off the A55 at Abergele.

The opening ceremony for staff and suppliers took place on the evening of Saturday, October 10. Staff were officially welcomed by Regional Contracting Manager Roy Haley into the new building which has been ingeniously converted from a car dealer's showroom to a smart new office block, housing offices, a conference room and warehouse facilities.

It was on the following Friday October 16 that Western Region had the chance to display their achievements to clients with an evening Bucks Fizz reception. Over 100 customers including local builders, property developers and Local Authority representatives attended the evening event which included a tour of the new office facilities. Proceedings

The ceremony involved the cutting of a ribbon to officially access the new building, named Astall House after Finance Director, John Astall. The proceedings were performed by Managing Director Alan Littler who was clearly delighted to be opening the second of his new Contracting Office in the space of 10 days.

The opening was something of a tribute to the speedy planning skills of Western staff taking place just seven days after the building was occupied in the first week of October. The Guests later retired to the nearby Kimmel Manor Hotel, located directly opposite the new office, to enjoy a celebration buffet and disco.

It is hoped that the office relocation, near the major road networks of North Wales, will give improved access to clients and open the way for more major projects within both the areas of North and South Wales. This location has been named by the locals as "Manweb Island"!

Western staff have in the past few weeks been on the move commercially as well as physically with the office relocation coinciding with the the home's Christmas party.



securing of major projects outside their area. The Region has recently secured a large job in Lampeter, Mid Wales, home of South Wales Electricity and their contracting arm, Celtic Contracting.

Rewiring

The project, likely to run for over two and a half months at a value of £100,000, includes complete rewiring of an old people's nursing home for Dyfed County Council, installation of indoor and emergency lighting, power, fire alarms, nurse call systems and an emergency generator. The location of the job has made it necessary for several electricians to have temporary residence in the Lampeter area, whilst other electricians travel daily from Aberystwyth.

The influx of new blood is just what the Doctor ordered and has given the people at the Home a new lease of life, according to the Warden at the home. And Western staff have got on so well with the residents that they are to be the guests of honour at



Contracting Manager David Miller and Administration Manager Janet Matthews.

Regional Contracting Manager Roy Haley cuts the ribbon to declare Western's new offices open for business. Also pictured are Manweb Contracting Services Managing Director Allan

Littler (2nd from right) with (I-r) the Region's Financial Controller Helen Baxendall, Clwyd

Manweb Contracting Services Managing Director Allan Littler (front right) and Regional Contracting Manager Roy Haley drink a toast with staff and guests at the opening of Western's new offices at Abergele.

d Central find new home THE weekend that Western commenced celebrations was equally eventful for sister

region Central who relocated that of a factory! The conversion some of whom favoured contractors illustrates the adaptability and creativity of both Building Services and Contracting regarding utilisation of

> The premises, including a large factory floor, have been converted into comfortable offices to house Contracting operations, including office accommodation for Managing Director Allan Littler, the Special Projects Team headed by Dave Cousins and the previous Head Office-based Brian Attwood,

A major benefit of the move came area, an ideal facility for Central to develop its own on-the-premises design, installation and commission-

programmed at the Region to the customer's specification, using sophistion-site motor process, they can proconditions at the plant or site.

activity after listening to the require- and installation contracts in and ments of some of its major clients, around the Region.

who could accommodate their need for a swift response and instant replacement of equipment in the event of system failure as opposed to waiting longer for manufacturers' lead times

It was then that the activity was first recognised as a major business opportunity. A customer significant in both inspiring and benefiting from this service is Welsh Water. Central has been responsible for upgrading 350 of the water authority's sites from Chester through to Dolgellau, including an emergency maintenance contract, since 1974.

Delivery

Two Welsh Water sites are due to panel building activities. Central now take delivery of the latest produchas in-house skills enabling the tions, which took approximately 10 weeks to design and install at an aver ing of motor control panels for instal- age value of £49,000. They are a reservoir at Bwllch Alwyn, Ruthin, The panels, which house micro- where control processes will include electronic circuitry and software, are monitoring of water levels, and a sewage works at Connors Quay, Deeside, where amongst other things the technology will control the timing and concentration of chlorine levels added to sewage during the purification process.

Central is now fully equipped to tender for large panel design, build

CLEAN and green was recipe of the day when Manweb donated a brand new dishwasher to the restaurant of Greenbank - a centre for disabled people in Merseyside.

The dishwasher, which was offi-cially presented to Restaurant Manager Philip Young by Bill Tubey, Liverpool District Manager is already being put to good use at their vegetarian restaurant and wine bar near Sefton Park in Liverpool. It caters for disabled people, and is just one of the facilities that Greenbank has to offer.

Bill Tubey said: "We are delight-

ed to be supporting such a worthy cause in our region. Greenbank show a great deal of promise and intitiative, and we hope their new dish-washer is a great help to them."

Facilities

put to good use

Greenbank serves the people of Merseyside, disabled or otherwise, providing training, employment, and special facilities, as well as finding jobs for disabled people.

Within the restaurant complex they have housed a charity shop and T-shirt printing workshop — their most recent successful business initiative.

Some of their other highly successful ideas include "Chevron",

producers of custom-built wheelchairs, mainly for sports purposes, "The Transport Company", who run a fleet of ambulances, and "Handicapped Persons into Business" providing support for dis-abled and non-handicapped people who wish to set themselves up in business.

Greenbank Restaurant Manager, Philip Young said: "Greenbank caters mainly for 16-25 year-olds, although we are open to everyone the vegetarian restaurant is a perfect example of this. We provide facilities for the disabled, and the restaurant is specially designed for easy access.'

from their District Office at **Rhostyllen** to Redwither Industrial Estate, Wrexham. resources. The building, as with the Western Office, had a different previous use Greenbank's gift

Contracting Accountant.

with the building of a large factory lation within customers' premises.

cated software. As well as controlling vide information to clients by telephone lines regarding activity and

Central undertook panel building

NEW SHOPS OFFER WIDER SELECTION

THERE's a new look in store for customers with the opening of three new Manweb shops in Rhyl, Warrington and Oswestry in the run up to Christmas.

In all three towns Manweb has relocated to bigger and better premises, providing a wider choice of goods and an improved service for customers.

By coincidence, the three new stores are all former shoe shops and their prime loca-tions will ensure Manweb has an even stronger 'foothold' in the high street!

The new Warrington store is in the Golden Square shopping centre and, introducing a new concept to Manweb's shops, nearly a third of the floor space has been apportioned as a customer service area

It has four accounts positions for ease of payment, and comfortable seating areas where staff can deal with customer enquiries on a face-toface basis. TV monitors set from the ceiling will relay information about Manweb's products and services with supporting leaflets also available in the customer service area.

"We have introduced a professional, high street building society and banking environ-ment into the new Warrington shop," said Paul Sharkey Retail Operations Manager "It's a totally new concept for us and demonstrates our commitment to first class customer service.

The new Rhyl store is at the

A project team has been estab-

lished to help improve the way

customers are dealt with when

they phone Manweb. With the company's three

new Regional Customer

Information Centres now han-

dling an increased number of

phone calls, getting this area of

customer contact right is vital. The project team members

have been drawn from

Manweb's three business divi-

sions as well as corporate ser-

vices, and the project is based

in the LW1 Head Office

Explaining the project's

goals Project Leader Maureen

'bunker'

Team help

on the line

White Rose Shopping Centre in a prominent position alongside rival retailers Dixons and Curry's.

Special features include a redesigned camcorder bar, a work station display gondola, a satellite feature and catalogue area, showing Manweb's entire range of stocked major appliances.

A Contracting stand has also been introduced, representing all types of work carried out by Manweb Contracting Services, in catalogue format supported by leaflets and with storage heaters and showers on display.

Access

A Customer Service area on smaller scale than Warrington has been incorporated adjacent to the accounts collection facilities, and there is a loading area at the rear of the shop, allowing access without parking or traffic restriction.

Situated on one level unlike the old Rhyl store which had three floors, the new shop provides better access for disabled customers.

In Oswestry, Manweb has relocated from the edge of town right into the centre, into larger premises with better access for disabled people.

With a completely redesigned shop front, the store has an increased range of brown goods, and catalogue areas both for appliances and contracting services, plus a new style customer service area complete with two accounts collection facilities, have also been introduced.



CHANGING

Manweb's new Head of Marketing Michael Nehrmann (left) with retiring Head of Energy Marketing Bryan Ogden.

Mike takes new post

MANWEB has strengthened its management team with the appointment of Michael Nehrmann to the new post of Head of Marketing. Formerly Head of Sales Planning and Support with TSB plc in Birmingham, 39-year-old Mr Nehrmann was born in Germany but emigrated to Australia when he was 11. He was educated in Melbourne and gained a B.Ec (Hons) degree in Business Management at La Trobe University. His previous posts have been with the Ford Motor Company in Australia, working his way up from management trainee to Overseas Field Manager. He transferred to Ford (Europe) in 1978, based at Brentwood in Essex.

Brentwood in Essex.

In 1980 Mr Nehrmann was appointed Assistant Vice President (Marketing) with the Bank of America in London, and four years later joined the TSB, where he held various senior marketing and opera-

within the Power Marketing Division, with responsibility for Energy Marketing, Tariffs and Customer Contracts, and Business Intelligence. Mr Nehrmann, who lives in

Tarporley with his wife and three daughters, said: "As a substantial North West company Manweb has a sound base for future development and a vital part of this is to ensure we provide excellent service for all our customers. I am delighted to be joining Manweb at this interesting stage in its progress since privatisation."

 Head of Energy Marketing Bryan Ogden has taken early retirement from Manweb after 37 years' service in the electricity supply industry. Bryan joined Yorkshire

Electricity Board in 1955 as an Apprentice Electrician, later becoming Student Apprentice, then Commercial Engineer.

He moved to East Midlands Electricity in 1966 in a similar post, and worked his way up the promotion ladder to Senior

In 1977 he was appointed Deincipal Commercial Engineer with Manweb, and four years later - initially on secondment — took up the post of District Commercial Engineer in Liverpool. He then became Customer Services Manager.

Bryan was appointed Energy Marketing Manager at Head Office in 1986, and on privati-sation became Head of Energy

Marketing. Married with two grown up children, Bryan, who lives in Chester, enjoys fell walking, caravanning and photography in his spare time, and amongst the gifts presented to him by colleagues was a camera. He said: "I've thoroughly

enjoyed my career, particularly working at Manweb. The changes and the challenges these last six years have been phenomenal, and I have been very fortunate to have had a super, hard working and very professional team within Energy Marketing."

Time to develop his painting skills

MAINS Development Manager Stan Roberts is enjoying a well earned retirement after 39 years in the electricity industry He joined Manweb in 1953 as a Craft Apprentice, becoming a Student Apprentice in 1956. After qualifying

Stan worked at the Central Electrical Research Laboratories in Leatherhead as a Research Engineer before returning to Manweb in 1962.

He went on to hold senior engineering posts in districts and Head Office, becoming Assistant Chief Engineer, Plant and Construction in 1978, Plant Development Manager in 1989 and later Mains Development Manager. During this time he also temporarily took over the reins at Oswestry following District Manager Lyn Price's retirement

Director, Technical Strategy Denis Farquhar speaking shortly before his own retirement said: "Stan is a versa-tile and very experienced engineer. He used this experience to great effect in order to bring about significant

changes and cost reductions in the way Manweb uses electrical plant. Because of this I am sure many people will have good reason

to remember him for many years to come." Stan, who is married and lives in Penycae, Wrexham, has many interests including moun-taineering, walking, cycling and motorbike touring, and he now plans to add painting to his pastimes.

In the picture below, Stan is seen (right) receiving a retirement gift of a slide projector from Denis Farquhar (left) and Director, Network Services, Howard Kirkham.





Wheely good gift

AFTER over 40 years in the industry and 25 years in his current post, Doug Jones, a Fitting and Mechanical Workshop Instructor at Hoylake Training Centre, retired at the end of August.

He is pictured above at his leaving party receiving his retirement gift, a pair of special bike wheels, from Don McRae, Skills Centre Manager, and some of his Hoylake colleagues.

Doug is a keen cyclist and member of the local cycling club, so the present was just down his street!

Jefferies said: "We aim to provide the Customer Service Representatives in the three Regional Information Centres with the support they require in terms of training, telephony and computer systems. By autumn of next year the infrastructure should be in place to enable them to deal more

calls.' It is also planned to set up a series of second level 'expert' help desks throughout the company, which will be able to deal with specific calls not taken care of by the Information Centres.

effectively with all customer

Wider role for new team

FACES

Wishing a fond farewell to the old Security Staff. From left to right, Dave Jones, Arthur Chester, Don Scott (retired Adminstration Officer), Fred Robertson, Ged Pleavin, Barbara Harris (Administration Manager), Ted Skinner, Frank Stone, Jim Parker, Dave Savill, Norman Huxley, Sandra Davies (Adminstrative Assistant).

FOND wishes were given to the Head Office Security current security methods, making suggestions for, and and Porterage staff when they left to embark on their new roles within Manweb, or for some, when they took advantage of early retirement.

They have now been replaced by a specially recruited team from Firm Security - experts in the security field. Initially, the new team will perform the existing duties, but will progressively take on a wider role

Barbara Harris, Administration Manager said: "Eventually they will be called upon to assess Manweb's

implementing improvements. "Additionally, their job will extend further. With the refurbishment of reception by early 1993, Firm Security

will take over all reception duties as well.' The central aim of these changes is to eventually provide Head Office with an efficient and integrated services, that incorporates Reception, Security and Porterage.

tional posts.

In his post at Manweb Mr Nehrmann heads a new department

WOW! THAT'S SOME RECOMMENDATION

THAT's the beauty of ... electricity! Trading Division received a letter from a Wirral customer suggesting an advertising ploy to take some of the gloss off 'wonder-fuel gas'.

He wrote: "Some weeks ago I had a British Gas engineer to do a routine service check on my gas fire a good quality appliance professionally installed in a modern house and performing perfectly satisfactorily.

"He declared it to be



dangerous, disconnected it, it is cold. How am I to keep sealed the gas point and warm?' His authentic affixed a notice warning British Gas response was: that it must not be used on pain of prosecution.

to him: 'Hold on a minute, Gas'?'

'Use an electric fire'.

"So how about a new tag "...When the gasman was for your products - 'As on his way out my wife said recommended by British

Manweb staff get the bird

becoming expert at animal rescue. The following is an extract from a letter received following CFU's attempts to retrieve Henry the macaw from overhead lines in Liverpool.

"Special thanks must go to the office staff and field staff of the Central Field Manweb, Unit. Birkenhead. I must mention the riggers who willingly shimmed up the wet pylon as the daylight faded. The pleasant personalities and professionalism of Tom Reddington and Les Heesom (both CFU linesmen) made my day.'

In spite (or because of?) the CFU men's valiant

THE Central field Unit is efforts Henry flew from the able aviary with a vacancy power line as they for a wayward macaw! approached, but was later retrieved sa fely in a nearby timber yard.

> His owner is now report- the birth of a calf while ed to be looking for a suit- working near Colwyn Bay).

Sound search

THE high pitched humming noise coming from near a electrician made a closer customer's electricity meter inspection of the underleft Gwynedd District's shift stairs meter cupboard and electrician scratching his discovered the householdhead.

Our man had carried out the usual checks but everything seemed in order. Exasperated, he eventually turned off the mains supply...

(Last summer Les and fellow Linesman Bill Geary were on hand to help with

but the sound continued.

Armed with a torch, the er really had got his wires crossed.

The whining noise was coming from the customer's hearing aid, which he had lost in the cupboard some time ago!

Musical entertainment!

FITTERS working in a substation in revealed the woman in question was Lister Liverpool had to face the music when a Drive's one and only female electrical fitting neighbour complained they were playing their radio too loud and were entertaining a woman!

An investigation by Liverpool District guilty!

apprentice.

Names are being withheld to protect the



Dear Editor

The heading 'A Heart of Gold' in the April 1992 edition of Contact was a most appropriate one for an article paying tribute to retired employee Ken Wynn and describing his then proposed sponsorship walk to raise funds for the Heart Scanner appeal.

Judged by any standard, I know Ken to be a man of great faith and courage. It took both these attributes and more to enable him to recover from his accident in 1954, to recover from his succession of heart attacks and his subsequent bypass operation and, most remarkably, to undertake his coast-to-coast 200-mile walk. **Bernard Scott (retired)** Is not his achievement deserv-**3** Claughton Green ing of a further article? It seems a shame that he had to tell us of his Birkenhead success in his own Postbag letter. Merseyside His wife, Mabel, is also deserv- L43 1YA ing of praise.



Do you have a view you'd like to share or an opinion you'd like to air? Then why not drop us a line? Write to: The Editor, Contact, Room 5E1, Manweb plc, Sealand

Road, Chester CH1 4LR, making sure you include your name and address or work location. All letters ar dealt with in strict confidence and your name can, upon request, be withheld.

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

John Shead, Area Energy Sales Manager (desk), with his team (l-r), Neil Forber, Chris Corless, Paul Chesworth, Graham Rixon, Andrew Spiers, Robert James, Karen Lummis, Nigel Appleton, Ian Bidwell, Cliff Robinson, Nerys Jones, Howard Crompton, Leo Purcell, Andrew Underhill, Phil Youell, Doug Houlbrook.

Why Re-organise?

To provide a streamlined, cost effective and efficient service particularly targeted at those customers who can most affect Manweb's future success.

Manweb is now in a competitive market situation and customers who use over 1mW of power have been able to purchase electricity from any suppli er since early 1990. From April 1 1994 customers who use over 100 kW will also be able to choose their supplier. It is thereensure they remain customers of

The Team

Manweb.

John Shead, Area Energy Sales Manager, heads the new team based at Warrington District Office which consists of 12 Account Managers and a Technical Sales Support Unit.

The Account Managers are home based and with modern communication links can be contacted either by telephone/answerphone, fax, mobile phone or failing these urgent messages can go straight to the TSSU. aggressively marketing Manweb's Each Account Manager has a products and services. portable PC which is linked by



modem to the main frame providing access to all relevant systems and enabling use of the Office system.

The role of the Account Manager is to be the main point of contact between Manweb's major customers relatively la or 'influencers' and all Manweb of which ! departments.

The customers are termed 'Portfolio Customers' and have team have been chosen due to their size (maxi- many are fore important that specific effort mum demand of over 75 kW) or number of is directed to these users to their status as major influencers of Cheshire is energy applications. Influencers may include architects, consultants, Energy Sa housing associations, local authorities, etc.

> Account Managers are responsible Trade Lia for all business dealings with their over 100 customers. These include energy efficiency and usage advice, supply and tariff assistance and negotiations companies for electricity and gas contracts.

The objectives of the section are to provide 'Extra Ordinary Customer Service' for the designated group of customers whilst

Cheshire is the most industri- in the field.



Whilst t Cheshi

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large. The offic Support I Griffin prov expertise : support for

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Cheshire Region aiming to 01 keep those THE CHESHIRE **REGION TEAM** customers JAMESR SPIERAT RIXONGA APPLGN WILDMP LUMMK despite FORBEN UNDERA YOUELP HOULBD Sales Manag SHEADJG 2151 0925 710443 restructuring of the HUMPHJI PURCELI CORLECI ales operation has resultincreased creation of 3 regions: The Region, The Merseyside Spotlight on Competition ESHIRE REGION. Councils.

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Graham Rixon designs commercial and domestic applications for builders, housing associations, etc.

Pam Wild designs domestic space and water heating schemes for builders and also looks after commercial catering.

Karen Lummis handles all local promotional support for the Account Managers. She is also responsible for providing tariff analysis and load profiling reports, and has responsibility for controlling the section's budgets.

Despite the recession and the nd offers full back up major re-organisation, Cheshire have continued to sell aggressively in all their markets. They have

specialist with many years experi- 14,000 Mega Watt Hours between example is the bathroom equipment ence in the application of electricity April and September representing manufacturer Ideal Standard site in Plugs of Upton, Wirral won PEP approximately £400,000 of turnover Hull. Andrew Spiers' particular sphere which Manweb will benefit from for

Robert James is an electro-heat achieved Energy Sales of almost not fall within our area). One such

Cheshire Region worked with Manweb Gas to sign Manweb's first Cheshire have won major 2nd tier Gas Contract with Chester Zoo, and Business (supplying sites which do have since signed many other presti-

Cheshire Region Energy Sales, covering Mid Mersey, Mid Cheshire, North Wirral, and parts of Dee Valley.

gious accounts including contracts with Chester City and Vale Royal

INTERNAL (730)

0978 754213 0244 340196 0925 265410

0270 65002

0850 793392 0850 793403 0850 793405 0850 793383

0850 793409

Cheshire Region customers were very successful in this year's "PEP & Beta" Energy Efficiency Awards. Winsford-based Innovative Technologies and Champion Spark Awards. Sandbach Leisure Centre, which belongs to Cheshire County Council, won a Beta Award.

In addition, promotion of other Manweb Group Companies and sales of non-regulated services are ongoing.

It is clear from these early successes that the new organisation is working and the foundations have been laid for an exciting and profitable future.

The shift in emphasis towards the larger customers and influencers has not been achieved at the expense of the smaller customers. New Customer Service sections have been set up under Network Services in each district and these offer tariff, energy efficiency and general advice to customers.

Smaller customers requiring electric space and water heating are now being handled by each of the Contracting regions directly and Contracting staff have been trained to provide this service.



PICTURED (left) celebrating the launch of the DOJM Distribution Operational Job Management system at Lister Drive are Liverpool District Manager Bill Tubey and DOJM Administrator Debbie Birch with colleagues.

Liverpool was the fifth district to go live with DOJM, which provides a fully integrated system for all network services work planning and management. Bill said: "Everyone involved with the project worked extremely hard, including some Saturdays and Sundays, and our Implementer John Boyer did an excellent job masterminding

things for us. Meanwhile Mid-Mersey has also been celebrating going live with DOJM (picture, right).

Director, Network Services Howard Kirkham is pictured (third right) pouring a drink for DOJM Administrator Hilary Smith and other Mid-Mersey colleagues, including District Manager Barry Judd (right).





John Shead, Area Energy Sales Manager (desk), with his team (l-r), Neil Forber, Chris Corless, Paul Chesworth, Graham Rixon, Andrew Spiers, Robert James, Karen Lummis, Nigel Appleton, Ian Bidwell, Cliff Robinson, Nerys Jones, Howard Crompton, Leo Purcell, Andrew Underhill, Phil Youell, Doug Houlbrook.

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BY ROB SKINNER

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RECENT restructuring of the Energy Sales operation has resulted in the creation of 3 regions: The Cheshire Region, The Merseyside Region and The Welsh Region. This month, Contact puts the Spotlight on CHESHIRE REGION.

alised of the three Energy Sales regions and this is reflected by the relatively large industrial team each of which has approximately 100 customers to manage.

Whilst the domestic/commercial team have fewer named customers, many are multiples and the total number of sites managed by Cheshire is in excess of 3000.,

Cheshire, like the other two Energy Sales regions are actively developing the Trade Electric concept. Paul Chesworth, the Area Trade Liaison Manager now has over 100 electrical contractors, plumbers and wholesalers in his portfolio. With his support these companies are actively promoting electrical solutions to the public at large.

The office based Technical Sales Support Unit, headed by Steve Griffin provides a centre of technical expertise and offers full back up support for the Account Managers in the field.

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Cheshire Reg

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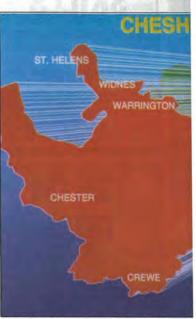
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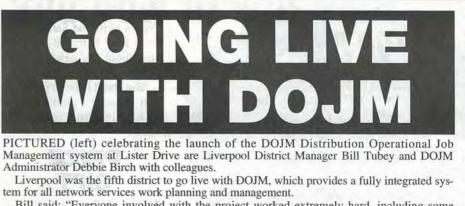
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GOING...Craig and his pony tail.



PROGRESS IN THE MANWEB SHOPS



Chester Superstore Sales Assistant Melanie Bool (left) and Buyer's Assistant Laura Holmes with some of the gift ideas available this Christmas in Manweb's shops.

Start here for **Christmas gifts**

STUCK for gift ideas this Christmas? with a free battery-operated foot massager. Then why not nip into your local Manweb shop and choose from a host of With a free Elle beauty book worth £12.99. Braun LIK 280 food processor (staff price small appliances that would make ideal Braun UK280 food processor (staff price presents for your friends and family.

With 20 per cent staff discount, you'd be hard-pressed to find better value. With an expanded range of audio and visual equipment, personal grooming products and the latest arcade quality video games, you're bound to find something to suit every taste.

Paperback

You might even find a bonus in store as many appliances come with a free gift! Ideas include:

Braun GCC50 Combi Styler (staff price £15.99) with a free best selling paperback. Clairol FF4 Footspa (staff price £31.99)

£63.99) with £20 worth of free accessories.

Moulinex Coolwall Fryers - E13 Compact (£23.99), AO3 Masterfry Family (39.99) and A63 Masterfry Automatic (£55.99) — with free kitchen knives worth £9.99 while stocks last.

Buy any Rowenta small appliance and receive two free MGM cinema tickets.

Also new in stock and sure to be a hot favourite this Christmas is Clairol's 'Snoopy' design hairdryer, selling at the staff price of £15.99.

Remember, these are just a few ideas and there are many more items on the shelves at Manweb to help you make it a very merry Christmas.



GONE! A new image for fund-raiser Craig.

SHARE OF SUCCESS

BANGOR and Caernarfon shops scored 100 per cent success when they took part in a Surecare Knockout Competition run along the lines of the FA Cup.

All 60 Manweb shops competed in the tournament, sponsored by Zanussi, in which



NINETEEN Manweb shop managers are planning to sharpen up their skills by taking the Institute of Supervisory Management introductory certificate. The three month open learning course will be run by a Management and Training Consultant from the company Multi Train. The man-agers taking part are: David Dylan Parry (Caernarfon).

TEN ON

INCREASING demand from Manweb customers for special orders has led to the Trading Division expanding its direct delivery operation.

Until recently all 60 Manweb shops had to phone every order for a non-stocked appliance through to the Retail Services Department at Head Office.

STOP PRESS!

THE three lucky winners of Contact's Corby Trouser Press Competition are: • Mr G Parry, DRC Attendant, Gwynedd District

· S McRae, of 44 Whitchurch Road, Chester · Mrs Marilyn Bates, of 11 Marina Drive, Ellesmere Port

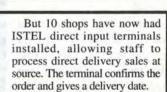
Their names were drawn after they sent in the following correct answers - 1. BEAB, 2. Five years, 3. Stretcher Bar System, 4. 1p. They will each now take delivery of a Corby 5000 trouser press.

points were scored for selling Surecare extended warranty on appliances.

Shops of varying size 'played' each other, and there were many local derbys even a clash of the Superstores in round 2.

The cup ran from June, climaxing in a final between Bangor and Caernarfon. Despite extra time, the contest ended in a draw and the two shops decided to share the cup and prize money.

Kingston (Northwich), Syd Farrimond (Bootle), Steve Bentley (Old Swan), Pat Walsh (Garston), John Pritchard (Southport), Mark Sherrington (Widnes), Steve Bromilow (Ellesmere Port), Phil Roberts (Chester Superstore), Chris Jones (Shotton), Helen Russell (Chester), Sheila Unsworth (Wrexham), Gina Holmes (Mold), Peter Jones (Birkenhead), Steve Monks (Llandudno), Adam Howard (Holyhead), Lynda Hughes (Bangor), Chris Davies (Tywyn),



The shops involved are Bootle, St John's, St Helens, Warrington Bridge Street, Warrington Superstore, Northwich, Crewe, Chester Northgate Street, Chester Superstore and Southport. If the system is successful, it may be introduced in other Manweb stores

IT was a case of hair today, gone tomorrow for Manweb Advertising Assistant Craig Lewis when he decided it was time for a new image. But a brush with the barber

turned out to be a hair-raising

BY **JACKIE UNSWORTH**

experience for bachelor Craig, who is feeling positively light-headed these days!

For many years Craig, whoworks in the Trading Division at Head Office, has been easily distinguishable by his waist-length flowing red locks, normally kept tidy in a pony tail.

But he decided it was time for a 'parting of the ways', booked an appointment at the Belmont Salon in Ellesmere Port with the hairdresser he last saw five years ago, and set about combing Manweb for sponsors.

Donation

As a result, Craig managed to raise £131 for the Chester branch of the British Heart Foundation, and this amount has been doubled with a donation from Manweb's Charity Chest, set up to boost the fund-raising efforts of staff.

When she learned Craig was raising funds for charity, hairdresser Suzanne Roberts volunteered her services for free and, in addition, made a £5 donation.

Now sporting a neat 'short back and sides', 22-year-old Craig said: "I decided that if I was going to have a haircut, I would raise money for charity at the same time.

Nervous

"I was a bit nervous when I arrived at the hairdresser's, and the cold draught that hit my neck afterwards was a real shock! But I feel great now that I've had it cut, and everyone says how much better my hair looks."

Everyone, that is, except Craig's girlfriend Sarah! "She loves long hair and isn't so sure about my new image," he said.

"But she'll have to get used to it because I plan to keep my hair short from now on."



RHYL shop is donating a microwave oven to the charity Childline to be used as a star prize in a fund raising Christmas raffle.

CONTACT Page 9





AS part of Manweb's con- sound (with headphones) is the tinuing development within the brown goods sector, some of the company's shops now stock a selection of the hugely popular SEGA video games.

The games are available in 26 of Manweb's shops and, in addition, six of those stores ----Birkenhead, St John's, Bootle, St Helens and the superstores at Chester and Warrington also carry the three games machines, SEGA Mega Drive, SEGA Game Gear (both of which are supplied with the game 'Sonic') and SEGA Master System.

The six stores have games machines installed on the premises for demonstration purposes

With arcade quality sound and graphics, the SEGA Mega Drive is a dazzling example of hi tech console hardware, and is in may ways the definitive modern video games machine. Selling at £129.99 (staff price \pounds 103.99), with its 16 Bit central processor it has awesome potential and connects to any TV set.

There are now over 150 games available for the Mega Drive, with new releases being launched thick and fast.

The fully portable SEGA Game Gear, with brilliant 32 ultimate in hand held systems.

Retailing at £129.99 (staff price £103.99), it has a host of optional extras such as the car adaptor allowing you to use the cigarette lighter in your vehicle for power and the amazing TV adaptor, which turns the Game Gear into a 3.5in colour TV.

The SEGA Master System, without doubt the largest selling eight-Bit console in the UK, retails at £49.99 but is available to staff at £39.99.

With over 200 popular games now available, the choice for the whole family is better than ever. Games include old favourites like Pacman, arcade classics such as Mickey Mouse, and the ever-popular shoot-em-ups like Operation Wolf and Rambo.

The Master System is an excellent starter model for beginners, particularly the younger game players.

 SEGA games are available in the following Manweb shops: Bootle, Birkenhead, Chester, Crewe, Northwich, St Helens, St John's, Warrington, Wrexham, Aberystwyth, Bangor, Caernarfon, Ellesmere Port, Huyton, Llandudno, Mold, Norris Green, Old Swan, Prestatyn, Rhyl, Runcorn, Southport, Wallasey and

N-TIME

MANWEB's Engineers enjoy a challenge, but replacing complex high voltage equipment, on another company's site, working against a deadline is biting off enough to give most electricity companies severe indigestion!

But this was the task facing Central Regional Contracting and Dee Valley Network Services when they won the tender for changing a series of 11kV switchboards at chemical firm Monsanto's Wrexham factory

High Voltage Contracts Manager Chris Roberts was in overall charge of the job, from negotiating the work through to some very long days on site. On the first day he arrived at 5.30am and did not leave until 2pm the following afternoon!

The Contracting team were confident from the start that assisted by staff from Network Services they could cope with a complex job and a tight schedule.

Reservations

New Crane Street-based Contracts Manager Dave Parry said: "We did have some reservations, but we knew we'd be able to cope

as long as all parts of the plan slotted into place. We were working on switchboards at three Monsanto substations. It was normally a month's work, and to get the job done we had teams working around the clock. Everyone did excellent work, in spite of the fact that some of the lads didn't get home for several days, and we must thank them and their families for their patience!

In total there were around 20 Manweb staff involved in the job, drawn mainly from Central Contracting and Dee Valley Network Services, but with specialist help from Liverpool District and Head Office.

As well as replacing the high voltage switchboards Manweb also had the job of refurbishing no less than 25 oil circuit breakers, again, against a four day time limit.

In spite of meticulous planning there were some problems.

Disaster

A leading industry supplier failed to meet a delivery deadline with vital parts for the switchboards, which, for most electrical contractors, would have spelt disaster. Dee Valley Resources Engineer Keith Shaw explained how the problem was overcome.

"As a major electrical engineering company were were able to use our Network Services stores to tide us over until the equipment from the supplier arrived.'

An additional complication was Monsanto's need to keep continuous production processes running while the work was carried out. This effectively ruled out a complete shutdown, and half of the switchboards were kept live while the others were replaced.

Keith together with Dee Valley Technical Services Engineer Roy Callister carried out commissioning work on the equipment, and the team effort in what was in effect a Manweb rather than a Contracting or Network Services job kept things on course.

While the work was being

BY GRAEME COOPER

carried out Manweb also took the opportunity to modify safety protection equipment at the Monsanto plant, with the help from Liverpool Operations Engineer Kevin Smith.

In spite of the tight schedule the team were on course for completing the job on time, when disaster, in the shape of an 11kV cable fault struck.

"We got the test van out to locate the fault, and Dee Valley Mains Engineer Alan Rigby with Test Van Technician Steve Wragg were able to track it down within a few hours," said Keith. "The repair meant we had to carry out two additional straight joints, which put more time on the job."

Head Office Cables Development Engineer Barry Harrison inspected the faulty cable for Monsanto.

Additional time was scheduled to take account of the repair, and the full switchboard replacement and OCB refurbishment was completed to Monsanto's complete sat-



Dee Valley Fitter John Knott (now an Jointer Lee Connah (front) and Jointer's Mate Mitchell with a new GEC vacuum board.



Chris Roberts (left) and Dave Parry studying plans at Monsanto.



Removing old switchgear are Central Region Contracting Electricians Ian Fields (back) and Robert Merrick (front left), and Dee Valley Electrical Fitter Ken Stokes.

isfaction. The job had taken tight deadlines Dave said: "The from Sunday to the following line.

take on other large jobs with future.'

experience was good. We Friday. Setting aside the learned how to plan short duracable fault, everything was tion jobs and not least of all completed inside the dead- proved we can do it! We will certainly use the experience to As to whether they would tender for similar work in the



Engineering Trainee), Peter Bowker and John Steve Hallmark (both Dee Valley) working on an 11kV joint.

and how to win

HERE'S your chance to win a super SEGA games machine in our easy-to-enter competition.

First prize is a fantastic SEGA Mega Drive plus 'Sonic' game, worth £129.99.

The runner-up will receive a super SEGA Master System worth £49.99. All you have to do is answer the following four questions.

1. What is the portable hand-held unit from SEGA called?

- What type of animal is 'Sonic'?
- 3. What is the Arnold Schwarzeneggar SEGA game called?

4. The SEGA Mega Drive has how many 'Bits'?

Send your answers to: SEGA Competition, Contact, Room 5E1, Manweb plc, Sealand Road, Chester CH1 4LR, to arrive no later than January 4 1993. The first two names drawn will win a prize. The competition is open to Manweb employees, their immediate families and retired staff. The Editor's decision is final.

Widnes, plus the two superstores colour graphics and stereo at Chester and Warrington.



Company reaffirms energy commitment

MANWEB Chief Executive. John Roberts is pictured (right) reaffirming the company's commitment to energy efficiency with Department of Environment Minister Lord Strathclyde at the department's Energy Efficiency roadshow in Runcorn.

Mr Roberts said: "We signed on to the Making a Corporate Commitment campaign earlier this year, and I'm delighted with the progress we've already made in (See main story).

energy efficiency. The roadshow gave us a further chance to demonstrate that energy efficiency is good for business as well as helping to protect the environment."

Manweb was one of the event's sponsors, and during the roadshow Technical Sales Development Manager Dr David Walker presented the case for electricity as an efficient fuel to an audience drawn from local businesses and public bodies.



Sales Development Manager Dr David Walker's presenta-Environment's **Energy Efficiency Roadshow at Run**corn.

Speaking to an audience from local businesses and public bodies David convincingly argued that electricity was making real improvements in reducing emissions caused by power generation as well as providing an extremely efficient alternative to other fuels.

"Electricity has obvious

impacts on the environment aspects of life, including industry, and by no means

arising from its genera- lower energy costs in the least an improved environtion during the tion," he said, "but it can home and industry, Department of the also have a significant increased productivity and factory or by the treatment impact on many other quality of products in of pollution and minimisa-



ment either locally in the tion of waste."

Outlining measures taken to reduce emissions of CO2 from power stations he said that over the last 20 years these had fallen by five per cent while at the same time the amount of electricity produced had risen by 32 per cent.

As well as becoming more efficient in its own production, electricity was also able to improve the efficiency of industrial

reducing the overall amount of energy used.

award winning companies contaminated land. who had made savings with new electrical processes. They included Deeside company Sous Chef, where improving energy efficienan ohmic heating food process improved production as well as doing away with the need for refrigerated storage. Breakfast cereal producers Kellog's at Wrexham, used electrical technology to solve pollution problems and reduce costs.

processes when used to range of other technologies Strathclyde.

replace other fuels, so were also available or being developed for uses including water purifica-David gave examples of tion and the treatment of

> Summing up David said that Manweb had a commitment not only to cy both in itself and its customers, but also by making available a wide range of techniques for the treatment of waste.

Some of these were on. show at Manweb's stand in the exhibition which accompanied the roadshow. David is pictured (left) at He added that a wide the exhibition with Lord



HOLIDAYS

Llandudno - Brandstone Hotel, privately owned and licensed. Bookings now being taken for Christmas, all inclusive 3-night break, £149 per person. Or why not greet the New Year in style, 2-night break including gala dinner and champagne celebration, £89 inclusive. Special offer during December and January for Contact readers (excluding Christmas and New Year) £12 per person bed and breakfast. Evening meal also available at £5 per person. To make your provisional reserva-tion tel. 0492 876448 and don't forget to mention Contact.

South of France - Frejus, 6berth mobile home on 4-star site with all facilities. Available May 1993 to September 1993. For details tel. 0686 625355 (evenings).

North Wales - B&B en suite accommodation in converted barn, within area of outstanding natural beauty. Ideal base for walking, fishing, riding etc. Tel 082 42 4047 (Ruthin).

Machynlleth - B&B self catering cottage situated outskirts of historic Mid Wales town. Sandy beaches of Aberdovey and Borth easily accessible. Sleeps 5 + cot, from £130 - £160 p.w. Ring Mrs Powell on 0654 702206.

French Alps - Between Annecy and La Clusaz. To let, a traditional Alpine farmhouse set high in the lovely Maningod Valley. Fully modernised accommodation on one level, three bedrooms, sleeps 6-8. Large open plan kitchen, dining and lounge area with balcony and large verandah. New show-er room, separate toilet. Stunning views of the Aravis mountains. Skiing, toboggan-ning, skating in winter. Walking, sailing, swimming, riding in summer. Call P Moray on HO ext 2311 or Mrs Bennett on 051 342 7334 for availability and photos.

Caravan - 6-8 berth sited on Greenacres Holiday Park, Morfa Bychan, Porthmadog. Fridge and gas cooker, fitted kitchen. Clubhouse, heated swimming pool, tennis courts, bowling green, children's play-ground. Tel 0691 773708.

Falaise - Normandy, 18th Century farmhouse, large gardens, tastefully restored. Near historic market town, sleeps 4-6, from £100 pw. Tel. 0244 317820.

Pwllheli - North Wales, detached bungalow, sleeps 6. Superb views, fully equipped, inclusive of linen and electricity, convenient to all amenities. Tel. Pwllheli 612353.

Colwyn Bay – Swiss style Chalet, sleeps 6, electric heat-ing. Bathroom, flush toilet, fridge, colour TV, garden and parking. Situated in beautiful woodland dell near Eirias Park and beach. Weekly rates or weekend or mid-week breaks. Tel. 051 678 9854.

Caravan - Luxury 6-berth, Talacre Beach, nr. Prestatyn. All amenities, satellite TV, award-winning site, club, sauna, swimming pool, tennis bowls, horse-riding, etc. Tel. Sue Wilson on 051 531 8755 or int. ext. 710 2338.

Cumbria - Newly appointed cottage. ETB 4-key commended. Peacefully situated on small farm. Hadrian's Wall area. Sleeps four. Short breaks available, open all year. No pets. Tel: 0228 75650.

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

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

Algarve - privately-owned villa set in large gardens in the Monichique Hills. Split level dining room, good kitchen facilities, utility room, two good-sized bedrooms, terraces with garden furniture. Panoramic views of the west coast 24kms away. Swimming pool, maid service food hamper provided. Flights arranged. Tel: 0352 86709 or fax: 0492 540457.

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

Porthmadog – Holiday bunga-low, sleeps six. Black Rock Sands five minutes' drive. Convenient Ffestiniog Railway, Snowdonia National Park. Contact C. Jones, 2 Meadow Drive, Porthmadog. Tel: 0766 512519.

Anglesey - Self catering and coarse fishing holidays. Two lakes on 15-acre site overlook-ing Snowdonia. Touring caravans and tents welcome. Brochure available, tel: 0248 713410.

Blackpool - Kenley Hotel. Small, friendly and licensed. Excellent home cooking, most rooms en-suite. B&B from £12 per night, E.M. optional. Ring Pat or Graham on 0253 46447.

Weston-super-Mare - Static caravan on farm. Six berth, separate double bedroom, shower, toilet, TV etc. All season price £70 per week. Tel: 0934 750 292.

South of France – 6 berth mobile home near to Monaco, Nice, Cannes, St Tropez, all facilities on site, swimming pool, restaurant, bar, shop etc. Further details from Malcolm Williams, Tel: 0544 267579.

Dolgellau - Traditional farmhouse cottage set in a seven acre smallholding in Snowdonia National Park. Sleeps seven plus cot. Tastefully modernised, fully fitted kitchen inc. dishwasher and mircowave. Storage heater and large inglenook fireplace. Ample parking and grounds. Kennel for pet by arrangement. Easy access to mountains and sea. Beautiful scenery and walks. Prices from £100 to £220 per week. Tel: 0341 423912.

Llandudno – Rosaire Private Hotel, family-run and situated in lovely garden area of town, yet close to all entertainment and shops with no hills to climb. Free car park. Tea/cof-fee making facilities, some en-suite rooms available, excellent home cooking, served at sepa-rate tables. Tel: 0492 877677 or write for brochure to Mr and Mrs G Evans, 2 St Seiriols Road, Llandudno, Gwynedd LL30 2YY.

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

Snowdon - Quiet valley, modern flat with all facilities. Sleeps four. Beautiful views, free fish-Contact Mrs A. Bohannon ing. on 0286 85537.

Caravan - New 31', 6/7 berth, clean. Spacious comfortable all mains services. Gas, elec- en-suite rooms with free colour tricity and colour tv included. Sited on Haven's Ty Mawr Holiday Park near Abergele (Dragon Awarsdd). Free entertainments, heated indoor swim-ming pool, family club, disco, children's Tiger Club etc. Near all major resorts. Tel: Chester 372860 for details. Families only, sorry no pets. Discounts for Manweb employees and families.

Toomargoed, Rhyl - Take that break you've been promising yourself. Relax in a family hotel and enjoy good home cooking and fully licensed bar. Weekly rates for B&B and evening meal, weekends or mid-week breaks. Ring Len or Sandy on 0745 334103 or 677 3003.

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

Orlando - Florida. To let, luxury holiday home on Buenaventura Lakes Golf and Country Club (15 mins from Disneyworld). 3 beds, 2 bathrooms, will accom-modate up to 8 persons. Private swimming pool. Use residents' golf club. Full management service on hand. For further details ring 051 625 8202.

Lanzarote - Playa Blanca, 1 bed villa on small development with pool, bar, tennis court, luxury kitchen, lounge, private garden with BBQ. Available May and November, Tel. 051 336 8678

Snowdonia - Bungalow near Harlech with wide sea views, 3 double bedrooms with bunk/playroom with 6 bunks. Ideal for 1 or 2 families. TV, gar-den and ample parking. Prices from £150 to £250 per week. Tel: 051 336 1709.

North Wales - six berth caravan to let, fully equipped, peaceful countryside, 6 miles from Bala, £10 per day. Tel: 049084 208.

Pembrokeshire - Country bungalow near beaches. Sleeps 5. pets welcome. Ring 0437

731375. For Charter – Luxury 56ft steel ketch, Uisge Beatha. Join us for the holidays of a lifetime cruising the beautiful Hebridies and West Coast of Scotland, Visit the islands of Jura, Mull and Skye. Luxury crewed yacht for 6 guests. No experience necessary, skipper looks after you. Good food and company in a relaxed atmosphere. Also ideal for incentives/promotions for

staff and clients. Brochure on

request, including details of

winter season in Canaries. Telephone: Melford Charters on

051 207 4069. Jersey - Channel Islands. The Willows Hotel, Grand Vaux, St Saviour, Jersey JE2 4NB. New, purpose-built hotel, completed May 1991. One and a half miles from St Helier, situated in the lovely Grand Vaux Valley. All bedroome en-suite, colour tele-vision, radio, direct dial telephones, tea and coffee-making facilities. Economy 7 electric heating, hair driers and shaving points. Choice of menu, also self catering apartment. Ten per cent discount to Manweb staff and retired employees, tel. 0534 36267.

Ruthin – B&B in converted barn. En-suite, private sitting room, excellent area for pony trekking, walking, fishing etc. Tel. 08242 4047.

Benalmadena - Costa Del Sol. studio apartment suitable for 2/3. Splendid pool and other amenities. Tel. J. Flanagan on Chester 341097.

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

 Hollybank Llandudno Edwardian Hotel. Small, friendly, non-smoking, elegant licensed hotel. Central position and with own car park. Full central heating and spotlessly

TV and drinks facilities. Dinner optional - excellent cuisine. Nightly or weekly terms. Reductions for OAPs and children. SAE please for brochure to Mrs. R. Antrobus, Hollybank, St. David's Place, Llandudno LL30 2UG. Tel. 0492 878521.

FOR SALE

Electric Guitar - With amp,

books, strap, case etc. As new, £55 o.n.o. Tel. Barry Judd on 0925 32258 or 730 2200. Sony - 302 CD stereo system, excellent condition, offers over

£200, tel. 051 526 4919.

Video Recorder - Sharp VC A60. Still on guarantee, never used, £160. Tel. 051 480 2112.

Tow Bar – for 1989 Ford Sierra hatchback, £20 o.n.o. Tel. Paul Dewar on HO int. ext. 3243.

Caravan - Sprite Musketeer 'S' 1984, 4/5 berth, fully equipped with fridge, cooker etc. One careful owner, excellent condition, £1,950 o.n.o. Tel. 0704 212688.

Caravan - 6-berth Willerby on Greenacres Holiday Park, 3miles Porthmadog, 2-bedrooms with fitted wardrobes, shower room and toilet, vanity unit, fully equipped galley kitchen, site consists of swimming pool, club, pub, supermarket, hairdressers, launderette, bakery, fish and chip shop, Absolute bargain, cost £7,200, for quick sale £3,200 o.n.o. Genuine rea-son for selling. Tel. Hazel at St John's Shop or 051 546 4816 (home).

Wedding Dress - white satin, full skirt, size 14. Price £250 (cost £444 new). Also two peach figured satin bridesmaid dresses with underskirts, one to fit age 2-3, other to fit age 11-12, £75 each, All professionally made. Contact Peter Willows in Rhyl Stores, Clwyd int. ext. 770 2274, or 0745 339354.

PROPERTY

Wallasey - 4 bedroom house in Rice Lane. 2 entertaining, large kitchen, £35,950. Tel. Graeme Cooper. Head Office 2089.

LEISURE

Fishing Trips - and pleasure cruises aboard the DTI vessel 'Cerismar' out of Beaumaris, Anglesey. Wreck, reef and gen-eral fishing. Pleasure cruises to Puffin Island. Competitive prices from £35. Full time skipper owner David Jones, 2nd Coxswain Beaumaris Lifeboat and member of the National Federation of Charter Skippers. Contact D. A. Jones on 0248 810746.

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

North Wales. Starlight offshore

Fly Fishery – Gweryd Lodge, Llanarmon-yn-Ial, Mold. Superb fly fishing on a great 122-acre lake. Boats for hire. Contact John Stowell on 08243230.

Tennis - Liverpool Electric Supply Tennis Club welcomes new member, established or beginners. Club sessions Sunday am/pm and Wednesday evenings. League matches played mid-week evenings.

Drive, int. ext. 2170 or 051-254 1900.

PERSONAL

Treework and Landscaping -Specialist, all aspects of tree-work undertaken, trees lopped, thinned, pruned and shaped. Dead or dangerous trees felled. Trees, hedges and shrubs supplied and planted. Ponds and rockeries designed and built. Turfing, fencing and patio work also available. For expert advice, free quotations and friendly service tel. Lee Hewitt on 051 355 8929.

Painter – Decorator, artexing, property repairs. Free esti-mates, tel. 0244 549375.

Plumbing - Installations and repairs. Quality bathroom suites supplied and fitted, tiling if required. Competitive rates. Tel. G. Davies on 0244 372860.

Quality - Replacement windows, doors and conservato-ries, UPVC hardwood, aluminium. Free estimates, all work guarantee, 10% discount for Manweb employees. Tel. 0244 549449 or 0352 758793 after 5.30pm.

County Wills - Make a Will. There is now a convenient method of making your Will. A consultant visits your home at a time to suit you. Private and confidential, anywhere in the Manweb area. Get a leaflet from your District Office or contact County Wills, 0477 33447.

Astrological Charts - Cast and interpreted. Approximately 2,500 words. topics include general personality, mind, emoions, relationships, career, family, Personal astrological aspects used. This is not sun sign waffle. Would make an ideal birthday gift. £15. For more details or sample phone Sheila Walsh on 051 480 4524.

10% Discount - To all Manweb staff. Suits 'U' and Juliano Italia, two shops within the Albert Dock, Liverpool. Suits 'U' (formerly above 'L' for Leather) now at 5 Brittania Pavilion, Albert Dock, 051 707 0980. Juliano Italia, 14 Brittania Pavilion, Albert Dock, selling designer suits, jackets, shirts, etc. from Milan, Genoa and Naples. Fantastic styles, com-petitive prices. Both shops open 7 days a week, 10am to 6pm, free parking.

Wedding Photography - Capture the informal pictures of bride, groom, guests, etc. that the official photographer misses. Let me be your 'backup' photographer on the spe-cial day. 80 7.5" x 5" photos chosen from 100, £70. Contact Ken Smyth on H.O. int. ext. 3207 for details.

Photographer - Professional wedding and portrait. Let me create your wedding album, portfolios or portraits. Reasonable rates. Contact Matthew Harman on H.O. int. ext 2777 or 0978 263448.

Wedding Videos - Your most

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important day saved forever. High quality colour and sound, a real professional service giving you just what you want. One price, no extras, everything throughout the day captured but no one embarrassed too much! 20 per cent discount for staff. Please ring if you would like to see examples - no oblig-ation - Gemini Videos, 051 645 1549.

Crazy Caricatures - The ideal gift for any occasion, leaving parties, retirements, etc. 10 per cent discount for Manweb staff. Contact Sandra on 710 2332 (North Mersey int.).

Artist - Portraits painted. No charge if customer is not satis-fied. Tel. 0248 355592.

Crystal Karaoke - Laser, for private parties, office parties, weddings, etc., reasonable prices from £45. Tel. 0352 770

The Ferries - Manweb's own trio are available for your Manweb function. Please con-tact P. Keenan, Q'ferry internal 4216 if your require first class live entertainment.

A&R Photographic – For your high quality wedding photographs and family portraits at highly competitive prices. Contact Ray Rowland on Chester (0244) 376369.

For all your floor and wall tiling, contact J. W. French on 0492 583347 or Glyn Jones at Flint Shop. Over 30 years' experience.

VEHICLES

Humber Sceptre – 1963 Mk1, MOT June '92. Non runner, ideal for restore project. Was used daily last 10 years. Tel. P. Willows on Clwyd int. ext. 770 2274 or 0745 339354.

TUITION

Driving Lessons - Robin Jones School of Motoring. Department of Transport approved driving instructor. Member of the Institute of Advanced Motorists, ROSPA Advanced Driving Certificate. Member of the Motor Schools of Great Britain. Special discount for Manweb members. Beginners to advanced, motorway course, dual control Metro. Free pick-up service. For details tel. 0831 584643 (day-time) or 051 339 8135 (evenings).

Guitar Tuition - Howard Evans, B.Mus. - classical guitar tuition in Aberystwyth area. Music reading and all aspects of playing and performance techniques. Associated Board examinations. Contact W M Evans, 0970 86755.

Deep Sea Fishing - Pwllheli, 27 turbo, fully equipped. Tel. Mark Lewis: 0925 860269.

Guided tours - Walks and talks. Discover more about the Merseyside area in the compa-ny of Brian King, a registered blue badge Mersey Guide, Find out about its fascinating history, architecture, development and the famous people who made it all happen. Tel. 051-526 4032.

Contact Ken Rigby at Lister

SPORT

CUP KING **GWYNEDD'S** golfers

DAFYDD

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swung into action when they competed in the **District's annual Trydan** competition at Cup **Caernarfon Golf Club.**

The tournament attracted 32 competitors, both past and present Manweb employees.

Due to heavy overnight rain, three holes were closed, leaving just 15 holes to play in the competition, which was held under Stableford rules.

There were two categories - Category B for 24 handicap and Category A for under 24 handicap.

The Category B winners were:

1. Len Hicks (Network Services Foreman) - 25 points.

2. Ian Jones (Network Services Statutory) - 24 points.

3. Colin Jones (Network Services Statutory) - 20 points.

The winners of Category A were:

1. Peter Griffiths (DRC) -29 points (card count back). 2. Arwel Jones (Network Services Statutory) - 29 points.

3. Dennis Vaughan (Transport Supervisor) — 28 points.

Overall winner and winner of the Trydan Cup was Roberts, Dafydd an Appliance Delivery Electrician, with 31 points. Special prize went to Emyr Hughes, of the Drawing Office.

Special thanks for the prize presentation to Mr Eric Phillips, who had everyone howling with laughter with

Dirty Dozen won by six

A SHOOTOUT at Broughton Hall Cricket Club resulted in Manweb's Managers XI (alias the 'Dirty Dozen') outgunning the Allstars XI.

It would be unfair to Yul Brynner to compare him with Mike Metcalfe, captain of the Managers' team, but looks are not everything! But like the film star, his style, leadership and experience was all there to be seen. Winning the toss against fellow captain of the Allstars XI, Damian Hyland, for the first time in four years was an

excellent start, and that set the scene for the evening's events.

With only six runs on the board the Allstars, having been put into bat in this 20 overs per side match, lost the wicket of opener Andy Kelsall to the fourth bounce of opening bowler Eifion Jenkins, the second delivery of his first over.

Then Mike decided to bring on his '12th man' — Head of Public Relations Joy King — the first and, we hope, not the last female to represent the Managers. This was a stroke of pure genius as he 'accidentally forgot' to take another player off

Allstars Chairman John Townend said that Joy certainly made all the difference to the Managers' fielding exploits.

Tight bowling by fellow Managers George Harrison, Mike Boxall and Dave Linton restricted the Allstars to a modest total of 88 runs all out. But the man who did the real damage by claiming five wickets for 11 runs in a four over spell was none other than 'pretty boy' Mark Astbury. He certainly packed a mean six shooter!

All this plus taking a one handed catch on the boundary to dismiss Martin Kay when he looked set for a big score eventually made Mark the man of the match.

The only Allstars batsman to acquit himself was Pat Byrne, scoring 30 of his team's total of 88.

With only a small total to defend, the Allstars set an attacking field. This decision looked as if it had paid off when opening bowlers Ken Sudlow and Richard Bromley sent back openers Bob Hodson and Martin Jones for a duck and one run respectively - this being Bob's fourth duck in as many years.

Unfortunately for



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uct from Brewking allows you to produce you own beers in a clean, easy to use 'sack', without the fuss normally associated with home-brew. No extra equipment is needed. All you do is simply add water and the sachet of yeast provided and within four weeks you will have 20 pints of pressurised beer for as little as 50p per pint.

For this exclusive offer we have put together two of our strong beers which brew to a strength of 6 per cent. We have chosen an Olde English Porter and an Extra Strength Lager which are both extremely popular.

This form of brewing has taken five long years to develop and is now selling successfully in eight different countries, with over 1/4 million sacks sold to date.

We must stress that the product is not to be brewed or consumed during work or on Manweb premises. To order your Mini Brewery simply fill in the form below, or call sup-

pliers Centremist Limited on 0244 680317 (fax 0244 679834).

Or save the £2.99 p&p charge by calling in person at Centremist Ltd. Red Hill House, Hope St, Saltney, Chester CH4 8UB between 10am and

THEIR TREAT IN A BOX

Six disabled youngsters and their carers were given executive treatment at Bruce Grobbelaar's Anfield testimonial match when they were entertained in Manweb's new corporate hospitality box.

Pictured with Bruce are some of Manweb's special guests (front row, 1-r) Mark Canavan, James Borrows and Stephen Jones, as well as Manweb Marketing Development Manager Dave Tinsley (back left) and Business Marketing Manager Terry Dunne (back right).

Other soccer celebrities who dropped in to chat and sign autographs during the Liverpool-Everton derby included Manchester City

Manager Peter Reid and Andy Grey, ex-Everton player and now Sky TV presenter

The youngsters are part of Alder Hey Hospital's Mosaic group which works with 16 to 18 year olds, and Manweb was put in touch with them through Brian Hall of Liverpool FC's Caring in the Community Project.

The boxes have only been available since the start of this season and Manweb's Power Marketing Director Colin Leonard was particularly keen to discover if they could cope with the special needs of handicapped people on match days. He now knows that Anfield's facilities passed with flying colours.

Ambassador

PAMPE YOURS

Ever wished you could relax and be pampered for a few days? Do you dream of sitting back and letting someone else massage all your cares away? With this month's prize draw you can get your-self into shape in the most delightful way!

Shape Up In Style

Our prize this month will take you away from the hustle and bustle of everyday life and transport you into the beautifully land-scaped grounds of stately Ragdale Hall, in Leicestershire

Ragdale Hall is one of Britain's most highly acclaimed Health Hydros, offering a complete range of activities and beauty treatments, from the strenuous to the most relaxing.

The Ideal Setting

The setting is perfect - acres of gardens surround this magnificent Victorian building. And inside you can enjoy the marvellous decor, whether it's over a light meal in the conservatory-style restaurant, or relaxing in front of an open fire in the wood panelled lounge, should the weather outside be chilly.

A Programme Tailored to You

The moment you arrive you'll be made to feel at home. Manweb are offering you and a friend two nights of unashamed luxury - with a healthy angle too. After being shown to your room, you will be invited to attend a Personal Consultation so that an individual programme of treatments and exercises will help you get the most out of your stay.

Beauty is Only Skin Deep!

At Ragdale, the treatments we have booked for you are just the beginning... You can try out reflexology, aromatherapy, detoxifying treatments — the choice is amazing, and always a pleasure we're told!

Exercise is good for the Soul!

Or so they tell us! At Ragdale you can have full use of the fully equipped gymnasium, complete with jogging and rowing machines, bicycles and all the latest resistance fitness equipment.

There's an exercise studio where you can work out with high or low impact aerobics, body conditioning classes or pure relaxation



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The next competition in Gwynedd is for the Cefni Shield, which is also held by Dafydd Roberts.

Make a date

Manweb (Chester) Sports and Social Club formal Ball 1993 will be on Friday January 22 in the Head Office Restaurant. Reservations now being taken. Please contact Sue Linton in Room GS1, Head Office (ext.2538) for bookings and further information.

Allstars, this only brought together Mike 'Gower' Boxall and the Managers' answer to Botham, Beefy Bob McMahon. Their partnership of 66 runs saw the Managers through to a comfortable win by six wickets, Mike finishing unbeaten on 39 not out and Bob making an excellent 36. After-match celebrations were enjoyed by all participants and both captains would like to thank all the

ladies responsible for providing them with an excellent spread yet again.

> **By Damian Hyland** and Martin Kay

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4pm, Monday to Friday.

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Throughout your stay you have full use of the swimming pool and whirlpool spa bath; there are also saunas, steam rooms, plunge pools and hurricane jet showers... For the more outdoor pursuits, there are also tennis courts, pitch

and putt facilities and a croquet lawn. So you definitely won't have time to get bored during your stay!

Food, Glorious Food!

We can promise the food certainly will be glorious. The menus are extensive and are designed to appeal to weight watchers and gourmets alike!

So to win your weekend at Ragdale Hall you need to send in as many leads as you can between 7/12/92 and 8/1/93. These leads will be entered into the prize draw and the winner will receive two nights accommodation in a twin room at Ragdale Hall, including all meals and one facial, one massage and one facial tanner treatment per person. The stay needs to be taken before the end of March 1993.

THE ROUTE TO RAGDALE HALL IS THROUGH LEADS - LOTS AND LOTS OF THEM!