

# WELL SAVED!

We'll continue to participate wholeheartedly in campaign

By Jackie Unsworth

MANWEB is on target to make energy savings of £200,000 annually through good housekeeping at its offices and shops.

In the first full year since signing on to the Government's 'Making a Corporate Commitment' energy efficiency cam-

paign, the Company has reduced the amount of electricity used in its own buildings by 4.3 per cent, showing an initial saving of £63,000 and dramatically reducing Manweb's emissions of greenhouse gases.

Chief Executive John Roberts said: "We intend to continue to participate wholeheartedly in the campaign to ensure we remain the most environmentally responsible of all the regional electricity companies."

"We have made an excellent start, and have set ourselves a target to reduce electricity use by 10 per cent (4.7 million units) and water use by up to 20 per cent by the end of the 1994/95 financial year. From this we expect to save £200,000 annually."

### Initiative

"If we can demonstrate to our customers that the most modern and environmentally friendly measures have been used at Manweb, this may in turn lead them to adopt similar techniques in their own buildings."

The Company's good housekeeping initiatives include:

- Not heating water above 60 deg C
- A "Switch Off" campaign for lights, PCs, VDUs and printers
- Time switches being set to ensure energy is not used outside business hours
- Energy efficient fluorescent lighting installed
- Presence detection controls on lights
- Flush controls on all urinals

Green issues — page 10



## PRIME MINISTER PRAISES MANWEB

MANWEB was praised for its excellent customer service by Prime Minister John Major at the Charter Mark awards ceremony in London.

Manweb won the Charter Mark for all round improvements in its services.

Speaking at the Charter Mark winners' conference Mr Major, pictured presenting the award to Manweb's Chief Executive John Roberts, said: "The Charter Mark presents us with the opportunity to highlight the best of what is being achieved."

Manweb's guaranteed appointments were singled out for praise by the Prime Minister, with the Company now meeting customers' requests to call within two hour time bands.

Other Charter Mark winning improvements include a 61 per cent reduction in complaints to Manweb, an 80 per cent drop in payments for not meeting guaranteed standards and a 98 per cent fall in disconnections to just 17. The Company also reduced its prices by 1 per cent earlier this year.

Meter reading standards have also been improved, with readings now planned to take place every quarter. This has helped to dramatically reduce the number of estimated bills.

● Charter Mark special — next issue.



## OH WHAT A ZOO PRIZE

CHRISTMAS came early for the winners of a children's colouring competition organised by Trading Division.

Twelve youngsters from Chester, Wrexham, Rossett, St Helens and Gayton, Wirral, each won junior membership of Chester Zoo and two overall winners received a V.Tech Video Painter — an electronic artist's pad — worth £70.

Eight of the children went along to Chester Zoo to collect their prizes from Manweb Advertising Manager Helen Danson, who had an extra surprise in store. Helen, pictured (back row, 2nd from left) presented each of the youngsters with a cuddly teddy bear. Standing to Helen's left is Maureen Allsopp, the Zoo's membership secretary.

Season's Greetings to all our readers

# NEW SYSTEM - A BOOST FOR SHOPS

AS part of the Company's initiative to further improve the standard of customer service, a new computer system will be launched in Manweb's shops next year.

The up-to-the-minute, easy-to-use, computer system will be introduced to carry out cash receipting, appliance selling and access to the new customer enquiries system, on one terminal. This will enable the majority of customer transactions to be completed in the shop at the time of their visit.

After studying detailed tenders from three companies, the project board set up by Trading Director Peter Hopkins, which includes senior managers from throughout the Company, has awarded the contract to Softwright, a Berkshire based company who are recognised leaders in the field of graphical interface technology. It is the same software house that developed the graphical interface for the new customer enquiry system for Power Marketing.

This means that not only will the system be easy to use, but it will be fully integrated with the customer enquiry system and allow a seamless transition between the cash, retail and enquiry system functions.

The Softwright proposal was supported throughout by IBM, and is based on the new 'state of the art' IBM 4693 486 processor computer. The graphical interface means that full use can be made of the full colour screen, for clarity, and not only will it mean that the system is simple to use, it will also make training much easier.

The groundwork leading up to the signing of the contract was project managed by Anthony Jennings from Information Services and consisted of many meetings and workshops held with senior personnel from all the divisions, shop staff as well as technical consultants who were brought in from outside the Company for their expertise, to define system requirements.

"Signing of the contract was not the end of the process but only the beginning, as each cash and retail process are being examined in depth and converted into a compute program," said Project Manager John Brown. "The views of all levels of staff will continue to be sought throughout

this project. Now it's down to work," said John. "We have been involving Retail; Income and Information Services staff to help us come up with the best possible system to suit their needs and also to ensure that we are able to offer an excellence in customer service with the new system."

The team working on defining the processes have had the inaugural meetings and will be continuing to work for some months on the process definition. This team comprises of shop staff and Head Office managers from Power Marketing and Information Services as well as Trading.

The project team led by John Brown has Anthony Jennings, supported by Sue Hurst and Oliver Mellish, overseeing the Information Services requirements with Keith Leonard, supported by Phil Roberts, who is covering communications responsible for the business aspects and implementation of the project. Both the Information Services and Business teams will shortly be increased to cater for the increased workload. A Liaison Officer will be engaged to cover the shops and district offices to ensure that as many users of the system as possible are kept informed of developments and to keep the team informed of your ideas.

"The forward thinking package of three applications on one terminal with a common, easy to use interface is essential for Manweb's drive for excellence in customer service," said Peter Hopkins. "It will ensure that not only will the shops be able to play a full role in providing that service, but will also ensure that we remain one step ahead in the high street."

The full project board is constituted as follows: Peter Hopkins, Trading Director; John Peaker, Head of Information Services; Terry Keenan, Retail Manager; Bob McMahon, Head of Incomer; John Couch, Financial Controller; Joe Caldwell, Strategy and Architecture Manager; Brian Sheppard, Customer Focus Implementation Manager; John Higgins, Business Unit Manager (Softwright) and John Brown, Project Manager.



Pictured at the signing of the contract are (left to right) back row; Terry Keenan, Anthony Jennings and Keith Leonard. Front row; Neil Jolliffe, Softwright, Peter Hopkins, John Higgins, Softwright and John Brown.

## Like father — like daughter



Claire, with proud parents Dave and Wynne Brayshaw, receives her prize from Judge Gareth Edwards QC.

FOLLOWING in father's footsteps, Claire Brayshaw, daughter of Property Solicitor Dave Brayshaw, has already made her mark in studying Law.

For Claire, aged 18, totted up a staggering 88 per cent mark in her A Level Law exam — the highest score in the whole of Wales.

These top marks also earned Claire a £100 prize donated partly by Brookland Ltd. and Direct Education Services who administer the Law course through a distance learning scheme.

Proud parents Dave and Wynne were at Mold Crown Court to see Claire presented with her prize by Judge Gareth Edwards QC.

"I don't know where she gets her brains from," said Dave, modestly. But, like his daughter, Dave has had his share of exam successes too. In 1967 he was featured in Contact for being the most successful student in the Liverpool Branch of the Institute of Legal Executives. Then Dave passed Part II gaining a distinction in the Law paper — the first distinction ever awarded in Liverpool.

Meanwhile, Claire has left Buckley Elfed High School where she gained her exam successes and gone on to study at Keele University.

## SAFETY PLAY

MANWEB is helping spread the safety message to Merseyside youngsters by sponsoring over 40 performances of the play 'Hidden Dangers' throughout Liverpool schools.

'Hidden Dangers' has been specifically written with the help of local schoolchildren, by the 'First Bite' theatre company. The play seeks to warn 8-15 year olds about the dangers of everyday life, through challenging, physical theatre.

The 'First Bite' theatre company, based in Liverpool, was formed to work in the field of health education, but extended its work to wider issues. These included the safe use of electricity, which is where Manweb was particularly keen to become involved.

Manweb's Liverpool District Manager Bill Tubey said: "Manweb is keen to highlight to children the dangers that can arise from the misuse of electricity, and 'Hidden Dangers' is the ideal way in which to do this."

## Accidents drop

The 2nd Quarter (July to September) of 1993/94 has seen a significant improvement to our accident performance, writes Phil Hughes of Occupational Safety.

When compared with the same quarter last year there has been a 31% drop in lost time accidents (from 61 down to 42). This is also reflected in a 25% reduction in reportable accidents — those involving more than three days off work or major injuries — down from 28 to 21.

Most significant is that days off as a result of accidents have more than halved (from 1169 down to 536). This, in turn, is reflected in a 54% reduction in the cost of lost time accidents where, even allowing for the recent pay award, costs fell from almost £89,000 to just over £42,000. As well as a drop in the number of accidents there has been a substantial reduction in the number of long term absences. This has had the effect of reducing the average days lost per lost time accident from just over 19 days to just under 13 days.

Dee Valley, Clwyd, Oswestry, Aberystwyth and Central Field Unit all completed an accident free quarter. They were joined by all Corporate Services, all three Regional Centres, all the shops and the Northern Region of Manweb Contracting Services Ltd. They should all be justly proud of their achievements.

At the start of the year we set a target of 46 reportable accidents for Manweb as a whole. The purpose behind this was to try to lift us from near the bottom of the RECs' accident league to somewhere more respectable near the top. We have already suffered 40 accidents so this only leaves us with six for the rest of the year. It is doubtful whether we can meet our

target now but let's all make the effort to get as near as possible so that we can give ourselves a sound platform to strike for 'gold' next year.

Looking at the cause of accidents — there were three caused by slipping on objects; three by handling objects; three by objects falling; five by people falling; two electrical accidents and three by other causes. Progress has been made in reversing last year's worrying trend of increasing falling accidents as they now comprise less than a quarter of total accidents.

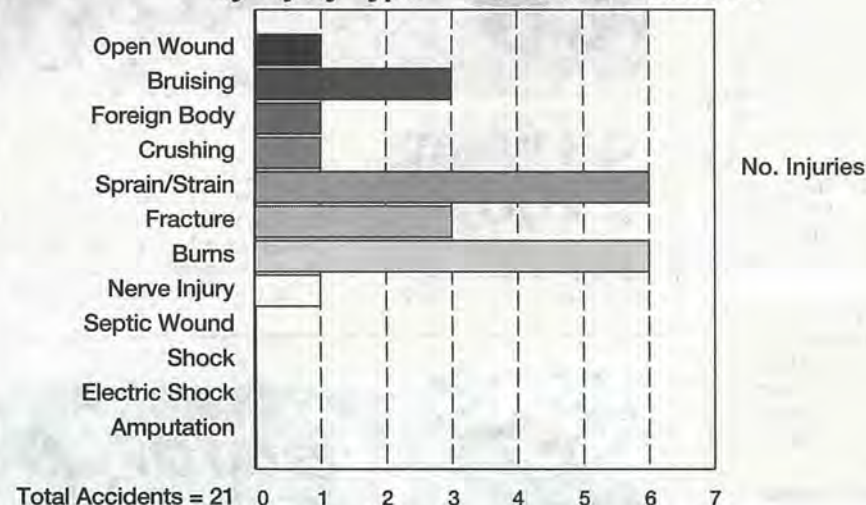
The most worrying aspect of this quarter's figures is the high level (five) of electrical accidents. Not all these resulted in serious injuries but, in all cases the injured suffered considerable stress and discomfort. We should all support the efforts which Network Services are making to eliminate this serious problem.

The type of injuries sustained show six sprain & strain — always the largest number — but equalled on this occasion by six burn injuries, five of which were due to the electrical incidents.

Looking at the reports in detail highlights a number of areas where we need more care. Obviously the electrical accidents warrant closer attention to the work but we are still leaving lots of bits and pieces around for us to fall over, we're still dropping things on our colleagues, our excavations are not as tidy as they should be.

Overall, it has been a good quarter for Manweb accident wise. Let's see if we can do even better in the rest of the year.

### MANWEB REPORTABLE ACCIDENTS by Injury Type - 2nd Quarter 1993/94



## NEARING END OF FLOTATION INCENTIVE ARRANGEMENTS

ANOTHER privatisation milestone will be reached in the New Year when the flotation incentive arrangements come to an end.

The incentive arrangements comprised either electricity vouchers or a 'share bonus' of extra free shares.

In the case of customers, this was a bonus of one share for every 10 purchased up to a maximum 300 shares, and, for non-customers, one share for every 20 bought up to a maximum 150 shares.

Those who validly applied for the share bonus were required to continuously hold

the shares giving the entitlement from flotation up to and including December 31 this year.

Early in January 1994 the bonus shares will be automatically added to shareholders' accounts, and the Registrar's plan to mail out the corresponding share certificates on January 31. There is nothing that share bonus shareholders need to do other than watch out for the share certificate arriving in early February.

## By Don Kilgallon Assistant Company Secretary

Some people may intend to sell the whole or part of their post-bonus shareholding. If you are one of these shareholders you should consider taking advice on any capital gains tax liability that may arise.

As each person's circumstances are different, such advice has to be on an individual basis and given by an appropriate professional advisor who is aware of all your circumstances.

The electricity vouchers

incentive is also complete as all vouchers have now been issued.

Vouchers that have yet to be used against an electricity account must be used before February 28 1994, when they will cease to be valid. Unlike cheques or dividend warrants they cannot be re-dated or re-issued and therefore become completely valueless after that date.

Records indicate there are still a large number of vouchers yet to be presented — so have a look at the back of the drawer or behind the clock. Time is running out!



## WE'LL GET BY WITH A LITTLE HELP FROM OUR FRIENDS

By Cheryl Stephenson

MANWEB Contracting Services Ltd. is a young company just over 12 months old. Like with any young child parental guidance is crucial in those formative years.

A bright star on an accelerated education programme, MCSL is currently receiving guidance from staff within its parent company in areas such as Network Services in order to develop as a utilities contractor; Power Marketing for energy related contracting; Trading for domestic business development and corporate services such as Building and Architectural services for project management skills and new business opportunities.

Over the next few months we will be looking at the individual sections and people offering good parental guidance in areas of key importance to the new company's development, and highlighting how MCSL staff really are getting by with a little help from their friends!

PROJECT  
MANAGEMENT  
SKILLS  
FURTHER  
ENHANCED

## IN ACTION...

### ...For Manweb Plc Architectural services

MCSL is listening wisely to parental guidance in a successful endeavour to make inroads into the dynamic and progressive world of construction project management.

Constantly looking to increase its skill base as a means of developing new business, the Company is in training under the skilled eye of Manweb plc Architectural and Building Services colleagues such as Ben Foster and Peter Webb and their team, to further develop and enhance its project management skills by carrying out in-house service, before taking these specialist skills to the outside market.

#### Control

By complete managing of a project, MCSL takes control of the overall project as opposed to acting as a subcontractor to, for example, a building contractor. With the aid of Architectural and Building services MCSL controls and oversees not just the electrical installation but building works and mechanical services.

Skills in general project management enable MCSL to offer an all round contracting package as opposed to one specific element of work, opening up areas for both new customers and business opportunities.

MCSL is undertaking a learning exercise in project management on two major projects for Manweb plc Architectural and Building Services Section — both connected with the Appliance Retail Business.

The first project involving a 12 month refurbishment programme of 33 retail shops into Customer Service Centres, is in keeping with the Manweb plc objective of providing Extraordinary Customer Service. Phil Woodward (Building Services) is putting Mark Beeston (MCSL) through his paces.

Northwich Shop is the first in the programme to be completed with MCSL carrying out total design and installation of lighting and power, fire alarm and public address systems, CCTV, satellite TV and an intruder alarm, in the building previously occupied by Marks and Spencer.

Other shops completed to date include: St Johns, Chester, Wrexham, Birkenhead and Llandudno.

This scheme is an excellent opportunity for MCSL to develop further Project Management skills and enhance even further the opportunity for business development in this area.

Additionally, refurbishment of the old Queensferry Appliance Store into new office accommodation for Appliance Servicing and Deliveries is well underway. Phil Woodward (Building Services) is this time putting Richard Williams (MCSL) through his paces.

Phase 1 of the project involves refurbishment of part of the building into office accommodation, geared up to house the Appliance Servicing and Delivery Administration teams, while Phase 2 involves construction of a 150-seater staff canteen, to serve all Queensferry staff.

The site known previously as Queensferry Stores was incorporated under the name of Manweb Retail Services, Queensferry Depot, when the project was completed in November. MCSL is on course to complete both the total electrical contracting package and also the structural work on the building, which in its early life was both a munitions factory and later a Ministry of Defence building before being acquired by Manweb on nationalisation of the Electricity Industry in 1948.

Total value of electrical and structural work to be carried out by MCSL will be somewhere in the region of £700,000 and MCSL is delighted with the

excellent liaison and support received from their parent company colleagues, such as: Bob Wright — Queensferry Depot Manager; Harry Jones — Appliance Services Manager and Jim Brown — Shop Services Manager, throughout the project.

With the lessons learnt at Queensferry, MCSL Wrexham based Engineer Richard Williams and his team, under similar guidance, has recently carried out electrical and structural alterations at their own Wrexham office. Converting a section of the Redwither workshop into new offices to house amongst others their Wrexham based estimating team.

With this kind of experience the contracting team has moved onto the outside world.

## MCSL BRIGHT SPARKS COMPETITION

NOW the question is how do we keep up the momentum of change?

As a dynamic and progressive Company MCSL is constantly looking for new ideas to develop further the Electrical Contracting Business. If you have any "Bright Ideas" on how MCSL can further develop and expand the business, send them in writing to Cheryl Stevenson, Marketing Department, MCSL, Birchwood Office.

And because we feel that 'if we get by with a little help from our friends' it's only right to give them "A Ticket to Ride" along on the success of MCSL. The best suggestion containing a particular spark of inspiration will entitle the sender to a choice of prize including two free theatre tickets, or a meal for two or two football tickets — details to be finalised on award.

## ...FOR LEGH ST. CAR PARK



SENIOR Engineer, Lew Carter and the Birchwood MCSL team are indeed already demonstrating considerable project management skill in the "big outside world" in both the business and public sectors, with three substantial projects already completed.

Legh Street Multi-Storey Car Park, Warrington has recently been completed on behalf of Warrington Metropolitan Borough Council. MCSL carried out a three month refurbishment programme at the car park aimed at improving lighting and security measures within the building. The package included: total refurbishment of lighting on all floors, emergency lighting in the main car park area, improved lighting to stairwells and a close circuit TV system,

incorporating 23 CCTV cameras, to assist monitoring of cars and promote public safety at all parking levels.

So successful was the project that the car park has recently won an award under the Secured Car Parks Scheme (SCP). Which is a major police initiative to encourage developers to incorporate the latest police recommendations for security of car parks, in order to prevent crime and promote safety of the general public.

Under the scheme car parks accrue points for reaching standards of design in categories such as lighting, safety of pedestrian routes and security systems. As a winner Legh Street is now able to use the official SCP logo as a marketing tool to attract new users.

## ...FOR CEREAL PARTNERS

SENIOR Engineer Bryn Morris and the Wrexham MCSL team, in a similar vein, has in recent months completed work to the value of £636,000 for Cereal Partners at their redeveloped Bromborough site. The contract, again project managed by MCSL, included both HV and LV installations. Additionally, MCSL negotiated for, and completed construction of a HV sub-station to take the new incoming supply to the site from the Manweb plc network.

The sub-station project was an added bonus. The work being previously unanticipated by the client and threatening to delay the site's critical switch on date for two-three weeks, before MCSL stepped in to the rescue, completing the work two weeks ahead of the critical deadline.

Cereal Partners were so delighted with the work carried out by MCSL that they highlighted this as one of the main factors for awarding Manweb plc the supply contract to the redeveloped site.

# Customer FOCUS

CONTINUING our series of articles about how Manweb's customer service programme is progressing, this month we focus on six 'field service' projects that should help ensure the service we provide is of the highest quality. Briefing meetings covering these new developments are also being held for staff.



Gary Williams

## GARY TO FOCUS ON CUSTOMERS

GARY WILLIAMS has been appointed Customer Focus Project Manager reporting to Director Network Services Howard Kirkham.

No newcomer to putting the focus on customer service, Gary was formerly Co-ordinator for the Customer Service Training programme. He took up his new post on November 1, replacing Brian Sheppard, who has returned to

Information Services as Customer Focus Implementation Manager.

"The Customer Focus programme which started in September last year, seeks to identify the gap between our vision for extraordinary customer service and the current delivery of that service," explained Gary.

As part of his new role Gary will be responsible for the Customer Focus Working Group which examines ways in which Manweb delivers its service to customers, and ensures that they are provided with a high quality service at least cost.

"The Customer Focus Working Group has done a tremendous job over the last 14 months and I am looking forward to working with the team," said Gary. "We will continue the process of helping Manweb to become truly customer focused."

The Customer Focus programme is now in the implementation stage with projects being set up, piloted and implemented towards achieving the Company's vision of being a high quality, low cost utility delivering extraordinary customer service. One of the roles of the Customer Focus Working Group is to ensure that the new processes identified are implemented and the customer service improvements achieved.

**Progress**  
Contact will keep you informed of their progress. Gary's previous role as Customer Service Training Co-ordinator included delivery to all staff of the Achieving Extraordinary Customer Relations programme. By October 1993, 4,300 staff had attended this course. Gary has worked for Manweb for 17 years starting as a clerk in Customer Accounts in Clwyd District, becoming Customer Accounts Manager, Income Operations at Head Office in 1992 before taking on the role of Customer Service Training Co-ordinator. Married with two children he lives at Lixwm, Clwyd. His hobbies include fishing, DIY, cycling and gardening.

# RIGHT FIRST TIME

Aiming to improve meter reading service

## Make those appointments with ease

An improved system for making appointments with customers is being developed by Manweb.

Project Manager Mark Harrison said: "We make appointments to visit customers for a number of reasons. Examples may be:

- special meter readings such as check readings and tenancy changes
- tariff/meter changes
- repair of an appliance

"We have varied systems for making and keeping appointments, and we believe that these need to be improved and simplified."

The main features of the appointments project are:

- A Corporate solution
- Easy to use
- Exceed customer expectations
- Improved scheduling of work

"Effective response to customers is essential if we are to maintain good customer service. Through an efficient appointments system we can send the correct resources to do the right job at the agreed time," said Mark.

MANWEB is improving the meter reading service it provides to customers with the aim of "getting it right first time".

New working practices are being put in place, including calling on customers at a time convenient to them and, in a bid to reduce the number of estimated bills, providing

## Plans to make it simply better for everyone

SIMPLER, quicker and more customer friendly ways of carrying out chargeable work are being developed by Manweb.

Customers are billed for certain work, ranging from altering the service position in a domestic property, to larger jobs like providing the electricity supply to a housing development.

Manweb plans to:

- visit customers at times convenient to them.
- offer a range of prices and services.
- gain customer commitment on the spot.
- minimise visits to customers.
- offer a range of payment methods.

The project is being developed by North Wirral Services Engineer Dave Russell, who said: "Normally we ask for the money up front before we do this sort of work. Nobody else does this, so why should we? Customers would prefer to pay for the work when it has been done — and when they are happy with it — so that's one of the main issues being looked at."

"We're also trying to be more flexible in the way we deal with customers, which means doing work at times more convenient to them."

quarterly meter readings for most domestic customers.

"Our meter reading working arrangements were not considered to offer a good customer service and were not in line with the Company's goal of being the most successful regional electricity supply company," said District Support Manager Jim McLennan.

The improvements in service were agreed after Manweb identified that:

- Queries and disputes had increased with the rising number of estimated bills.
- 60 per cent of the meter reading workforce was tied up on special calls.
- Only 35 per cent of bills were based on actual readings.
- Customers were dissatisfied with estimated bills.
- The access rate for meter readings was less than 58 per cent.

- The Company's record on meter reading gave a poor image to customers, the Regulator and to shareholders.
- There was an opportunity for new business, for example providing a meter reading service for other utilities.

Jim said: "Our overall aim

is to get it right first time, and to do this there are a number of objectives we need to achieve.

"We will make meter reading calls when customers are usually at home, for example early evening or on Saturdays, and for those customers who were visited three out of every five quarters, we will visit every quarter."

"We will also try to improve the frequency of visiting annually read customers, and develop a facility for these customers to telephone us with their own meter reading.

### Access

"For quarterly customers we aim to achieve access levels of 85 per cent of those visited, and for 98 per cent of customers to receive a bill based on a reading within a 12 month period."

Part-time staff are being taken on to enable more flexible working, and meter readers will have their own 'patches' so that customers can get to know them.

## A 'ONE STOP'

MANWEB staff are to become 'multi-skilled' in a scheme designed to provide better service for customers.

The Company is to introduce Domestic Rep-

resentatives, Business Representatives and Service Squads who can carry out a range of tasks whilst visiting a customer's premises.

District Support Manager



## Light on the subject

A bright idea led to North Mersey District hosting a 'getting to know you' meeting for street lighting customers.

Representatives from the five local street lighting authorities — Sefton, Knowsley, Liverpool, West Lancashire and Lancashire County — together with delegates from British Telecom, cable television, traffic control and bus shelter company Adshel, joined staff from the District's newly-formed Street Lighting Section, members of North Mersey's management team, plus colleagues from Liverpool District for an informal buffet lunch at Bridle Road.

The meeting was organised by Services Engineer Bernie Robinson who said: "The object was to create an even better working relationship between us all. It was an opportunity to put a face to the name and the whose thing went really well."

Bernie is pictured (front centre) with Manweb colleagues and some of the street lighting customers.

# Fine tuning for DOJM

ALMOST two years have passed since the 'roll out' of Manweb's work management system DOJM at Dee Valley District.

The phased introduction of DOJM (Distribution Operational Job Management) is now complete with the Central Field Unit going live recently.

District Support Manager Jim

McLennan has overall responsibility for the scheme. He said: "DOJM was designed to enable Network Services to manage its resources — manpower, materials and money — effectively, particularly in the privatised business environment."

"Prior to its implementation we had problems with poor and untimely management information, poor medi-

um term planning, a high level of unplanned work, poor materials requirement planning and poor customer and job information.

"These issues have largely been rectified, but we are now working to fine-tune DOJM and enhance the system so that it is easy to use and becomes an invaluable management tool."

# Happy family at showpiece shop



Enquiries can be handled in comfort and privacy.



Ian Ashurst gaining valuable sales experience.



Neil Roberts explains the features of a washing machine.



Evonne Blumenow makes a sale in the small appliances section.

**LIVERPOOL'S cosmopolitan buzz spills over into the bustling St John's Precinct and into Manweb's busy showpiece shop.**

Customers from all walks of life and all nationalities choose to shop there. There's plenty of room for them to browse among the rows of fridges, washing machines, vacuum cleaners, TVs and scores of electrical goods on the ground floor or seek assistance at the neat row of customer service booths, one floor up.

The shop, located in St John's Precinct since 1976, took a step forward and earned its 'showpiece' tag in June this year when a major refurbishment programme was completed.

### Commitment

Manager Carl Jones, enjoying his second spell at Manweb, has been in charge at Liverpool since 1990. He previously worked for the Company from 1979 to 1986. "Since returning, I've realised that the Company's commitment to customer care is not just paying lip service. The refurbishment has been designed with the customer in mind," said Carl.

### Faceless

Now there's no undisciplined queuing for attention. Customers can sit and have a cup of coffee while waiting for one of the booths to become free where they can then talk face to face with friendly staff in privacy.

"Previously they had to call from a wall mounted 'phone after first queuing to use it, and then talk to a faceless member of staff," said Carl.

Liverpool is the Company's biggest shop with 30 staff.

Sales, accounts and customer service are successfully combined and staff are trained to be flexible so they can operate in these areas. "It allows me to deploy the right people in the right place at the right time." And he's quick to point out that

## STAFF GO OUT OF THEIR WAY TO HELP OUR CUSTOMERS

his current team is coping well and "responds quickly, courteously and efficiently".

Customer service has even extended to providing simultaneous translation. Carl explained: "I had a customer from Kuwait who couldn't speak English, so I 'phoned the Kuwaiti High Commissioner's office. The customer spoke on the 'phone then I listened while the man on the line translated the customer's requirements."

### Variety

Floor Manager, Iris Sage points out: "It's like one big happy family in this shop. I love being with people and of course, there's such a variety of customers here." Iris, who with her colleague Thelma Kitcher has been at the shop for 20 years, says she sometimes feels as though she's a social worker — "It's amazing some of the problems people bring and expect you to discuss". Iris says there are many regular customers with whom she has built up good rela-



Eve Glover and cus



Shop Manager Ca

tionships. "But t grumpy ones y Manweb spendir bishment."

Sales Assista feels like a small temporarily swa er, quieter Norris experience," he

## SMALLER — BUT WELSH TE JUST AS PROFESSIONAL

**THOUGH** the small Manweb shop in the Welsh resort of Porthmadog could be tucked into a corner of its Liverpool counterpart, Manager Philip Russell and his team are just as big on enthusiasm and commitment as their big city colleagues.

Formerly on an even smaller site at the opposite end of the high street, the Porthmadog shop has been refurbished to provide more than twice the previous space.

This initially trebled the sales figures which have now settled down to twice as much as that taken at the former shop.

Philip, with just three staff, Jim

Dennis and two part-timers, Liz Williams and Manon Evans, took on the post at Porthmadog in January this year. He had previous Manweb shop experience in Pwllheli, Caernarfon and Bangor, where he was Assistant Manager.

His shop carries and sells a full range of Manweb products, "all going really well", he says. The shop's product displays create a great deal of interest too. "We've been told many times that our displays are brilliant and the best in Porthmadog," he adds.

Philip recalls the opening day after refurbishment. "We were due to open at 9.00am, but people were queuing at 8.30am. The attraction was star bar-

gain television s before five past n

With customer at Porthmadog, Liz and Manon and Welsh is a customers feel a bishment has al sitting room wh wait in comfort a fee if they wish phone system wi has improved c increased efficien shop.

"We may be sn professional as a "and my staff ar and caring about

# THE NEW WAY TO DISPLAY



Mark Astbury

EVERY Manweb retail outlet whether small shop or superstore can now 'display' the full range of Company products — even if they only have the space for a limited range.

No, it's not done with mirrors — it's done by catalogue.

This idea, the brainchild of Mark Astbury, Merchandising Manager, Trading Division, compensates for the retail space many shops have lost in creating new customer facilities.

Mark initiated and co-ordinated production and total distribution of the catalogues to the Company's 58 high street shops and three superstores. Launched early in November, the two types of catalogue covering mainly white goods and brown goods, are part of an attractive display unit in each shop.



## Information

Covering over 350 different products, the full colour catalogues are divided into easy-to-read sections giving full product information and current prices.

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The spiral-bound catalogues will be updated every promotional period or as new products or prices are introduced.

Liverpool Superstore Manager Carl Jones is already reporting success with the introduction of catalogues to his city centre outlet.

## Impression

"To deliver the quality of customer service demanded by the Company we have had to lose some retail space without giving the impression we have fewer goods to offer. Here, even though we can show a good range of items the catalogues enable us to show the full range. It's like having an extra member of staff," said Carl.

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

CONTACT READERS: Here's your chance to win a super television set from the pages of the new catalogue.

You can start the New Year in style with this attractive 14" tilt screen Sony colour set.

Features of this latest model include • Black Triniton screen • Fastext with four page memory • Infra red remote commander • 60 channel tuning • Two position tilt design • Black or white finish.

This is the super prize offered by Trading Division to mark the launch of their new catalogue.

It could be yours if you're the winner in our easy-to-enter, fun-to-do Christmas competition.

ALL you have to do is complete this simple wordsearch. Just find the words listed. Mark them on the grid and send your coupon to Jackie Unsworth, Public Relations, Head Office. Closing date for entries is Friday December 31. The sender of the first correct solution drawn out of the bag will get the star prize.

Name.....  
 Location.....  
 Address.....  
 Phone.....

You must find the following words in the square:

- |           |        |          |
|-----------|--------|----------|
| BETHLEHEM | EVE    | PRESENTS |
| BLITZEN   | FAIRY  | SACK     |
| BOX       | GROTTO | SOLSTICE |
| CASPAR    | IVY    | STABLE   |
| COMET     | MAGI   | TOYS     |
| CRIB      | MYRRH  | VIXEN    |



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Carl and his team are now gearing up for the Christmas period when it is expected the shop will be busier than ever. They will open extra hours, including until 8.00pm on Thursdays — hoping to beat their weekly £35,000 sales target and probably surpassing their £4,000 a week on extended warranties.

"It will be hectic, but we'll cope," says Carl. "The staff here are superb and will go out of their way to help our customers."

## Stopped

CD players and videos are this year's big sellers. But what won't be on sale are camcorders. "They are too much of a target for shoplifters," said Carl. "In fact since we stopped selling camcorders we have had no further incidence of shoplifting."

Echoing Iris's words, Carl confirmed that variety is the spice of life and that the shop staff are one happy family dealing with a vast variety of people. "We get some strange requests," he said. "Like the one from a lady who insisted on us calling to turn her heating off. Sensing a problem we sent an engineer — only to find she had gas heating. Then there was a lady who brought in an electric kettle to have the element changed — problem was it still had water in it."

# Family at the shop

L'S cosmopolitan buzz spills over into the bustling Street and into Manweb's busy showpiece shop.

From all walks of life and all nationalities choose to shop there. The variety of room for them to browse among the rows of fridges, washing machines, vacuum cleaners, TVs and scores of electrical goods on the ground floor or first floor at the neat row of customer service booths, one floor up. The shop is located in St John's Precinct and has taken a step forward and earned its 'showpiece' tag in June this year after a major refurbishment programme was completed.

## Commitment

Carl Jones, enjoying his second year at Manweb, has been in charge since 1990. He previously worked for the Company from 1979 to 1988. "Returning, I've realised that my commitment to customer service is paying lip service. The shop has been designed with the customer in mind," said Carl.

## Faceless

No undisciplined queuing. Customers can sit and have a drink while waiting for one of the staff to become free where they can face with friendly staff.

They had to call from a payphone after first queuing. Then talk to a faceless member of staff, said Carl.

It's the Company's biggest achievement.

Staff and customer service are combined and staff are flexible so they can operate in any area. "It allows me to deploy the staff in the right place at the right time," said Carl. "It's quick to point out that

## SMALLER — BUT WELSH TEAM JUST AS PROFESSIONAL

At the small Manweb shop at the Welsh resort of Porthmadog could be tucked into the corner of its Liverpool counterpart. Manager Philip Russell and his staff are just as big on enthusiasm and commitment as their colleagues.

On an even smaller site at the end of the high street, the Porthmadog shop has been refurbished more than twice the size.

It has trebled the sales figures and have now settled down to a level as high as that taken at the larger shop with just three staff, Jim

Williams and two part-timers, Liz Williams and Manon Evans, took on the post at Porthmadog in January this year. He had previous Manweb shop experience in Pwllheli, Caernarfon and Bangor, where he was Assistant Manager.

His shop carries and sells a full range of Manweb products, "all going really well", he says. The shop's product displays create a great deal of interest too. "We've been told many times that our displays are brilliant and the best in Porthmadog," he adds.

Philip recalls the opening day after refurbishment. "We were due to open at 9.00am, but people were queuing at 8.30am. The attraction was star bar-

gain television sets, and we sold six before five past nine." With customer care a high priority at Porthmadog, the fact that Philip, Liz and Manon speak both English and Welsh is a big help in making customers feel at home. The refurbishment has also provided a small sitting room where customers can wait in comfort and have a cup of coffee if they wish. An extended telephone system with three extra lines has improved communications and increased efficiency in this busy little shop.

"We may be small but we're just as professional as anyone," says Philip, "and my staff are just as enthusiastic and caring about their work."



Eve Glover and customer at the new catalogue sales stand.



Shop Manager Carl Jones makes this customer feel at home.

relationships. "But there are the occasional grumpy ones who complain about Manweb spending money on the refurbishment."

Sales Assistant Ian Ashurst says he feels like a small fish in a big pool having temporarily swapped jobs from the smaller, quieter Norris Green shop. "It's great experience," he says, "and gives me

knowledge of all aspects from sales, stock, cash enquiries and customer service."

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# THE TO

EVERY Manweb retail outlet, shop or superstore can now offer a range of Company products. They only have the space for a limited range.

No, it's not done with mirrors and a catalogue.

This idea, the brainchild of Manweb's Merchandising Manager, Trading Director, has opened up the retail space many shops have never had. It offers customer facilities.

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# CERTIFICATES OF SUCCESS

MID Mersey District Manager Barry Judd presented certificates at the double last month to two successful groups of employees.

The District fire fighters and first aiders were acknowledged after attending a course run by the Cheshire County Council Fire Brigade.

"It's all part of our everyday preparedness for the International Safety Rating System which requires us to have trained fire wardens in order to get our Fire Certificate," said Barry.

The CCC Fire Brigade was so impressed by the District's application to the task and the results achieved they asked if they could film the team at work as part of a training video.

Successful firefighters were: Sally Thompson, Joanne Clarkson, Andy McDonald, Colin Moston, Jean Boardman, Debbie Henson, Steve Dobson, Jimmy Potter, Phil Stewart, Marylyn Walton, Gill Savage, Gwen Dorsey, Ian White, Mark Bradley, Steve Holt, Ray Wright, Steve Moores, Roger Booth, Bill Peters, Christine Archer.

It was a 100% pass rate for the District's operators and supervisors who undertook training for the Roads and Streetworks Act 1992 Certificate. Their training took place at Hoylake Training Centre and the course was conducted at City and Guilds level. The supervisors were successful



Certificates for the firefighters and first aiders.



Certificates for operators and supervisors.

in the three modules required and the operators in the three-to-eight required for their particular jobs.

Those receiving certificates were: Stewart Balmer, Mike Gittins, Glyn Crosby, Pat

O'Malley, Frank Dennison, Steve Dobson, Mike Craven, Barry Hayes, Jimmy Potter, Tommy Prendergast, Phil Stewart, Kevin Cordwell, Mike Rourke, Len Yearsley.



## Joint win in van comp

WHEN Chairman Bryan Weston visited New Crane Street he surprised staff by judging the depot's best kept vehicle competition.

It resulted in a joint win for Chargehand Linesman Andrew McHarrie and Linesman Albert Cooper.

"I have a sneaking suspicion at the Chairman must have done his homework," said Section Manager Cliff James. "He really knew what he was looking for."

The competition is run every three months involving the depot's 55 vehicles. Points are awarded for general tidiness, including correct storing of equipment, security of gas bottles, correct loading weight, fire extinguishers tested and labelled up to date, and that ladders are secure. Each three months the competition is judged by an outside, independent person.

"It is a good idea which our staff have taken to, I'm surprised that it hasn't been taken up elsewhere in the Company," said Cliff.

Andrew and Albert received £40 which will be donated their nominated charity. Chairman Bryan Weston is seen presenting the cash to Andrew (left) and Albert.

# TAKING STOCK

By Geoff Standring

THERE has been a significant increase in Manweb plc's share price since the beginning of the year. At the beginning of February the shares were 468 pence, from where they have risen by 201 pence (43 per cent) to 669 pence in just nine months.

This rise has been against a back-drop of an increase in the FT-SE 100 index which, like Manweb plc's share price, has set a new high on numerous occasions.

There have been varying reasons for the short term ups and downs over 1993, but the trend has been steadfastly 'up'. This has been driven mainly by yield considerations, which have been highlighted in the numerous strong buy recommendations for the Electricity Sector by brokers. At a time of low interest rates, shares with higher than average yields will invariably attract investors, so long as the yield on the shares is sufficient in the investor's mind to outweigh any perceived risks.

This should push up the share price and therefore reduce the yield for new investors coming in at the higher price.

In the case of electricity shares the major risks are perceived to be regulatory and political considerations.

Gross yield is the gross annual dividends on a share divided by the share price. The share price is the current share price at the time of calculating the yield (daily in the Financial Times) and the dividends are historical, that is, most recent known/declared dividends.

When Manweb announced its results and final dividend for 1992/93 on June 15 the share price was 521 pence. The total dividend for 1992/93 was 21 pence net, 26.75 pence gross. The yield at that time was therefore 5.1 per cent (26.75/521).

Based on the same dividend, the yield at the time of writing has now fallen to 4.0 per cent (26.75/667), but a purchaser of the shares would hopefully yield more than this if future dividends were higher.

Some of the RECs have issued bullish dividend forecasts. Many have used words like "progressive real increases in dividends" (real means greater than inflation), some have even put specific numbers on them, like Norweb which forecasts rises of inflation plus 6-8 per cent.

Manweb's shares went 'ex-div' for the 1992/93 interim dividend of 6.10 pence, on January 18.

The Base Rate was cut by 1 per cent to 6 per cent on January 26, which caused an immediate sharp rise in

the FT-SE 100 index. At this time the RECS' shares continued to fall. Manweb plc reached its low of the year on February 1 at 468 pence.

Late January was a disquieting period for the Electricity Sector, after the Commons Select Committee published its coal industry report. MPs were dissatisfied with Professor Littlechild and criticised him for "over reliance" on competition and apparent lack of urgency in resolving problems. The report suggested that the Department of Trade and Industry be asked to review the power of energy regulators with the aim of acquiring more parliamentary and governmental control over their work.

In May the call by the electricity regulator — Offer — for the generators to account for their involvement in recent electricity pool price rises, unsettled the generators and also affected sentiment in RECS.

May saw the 1992/93 results announcements for the RECS, which revealed dividend rises ranging from a 13 per cent increase on last year (Norweb) to a 17.65 per cent increase by Southern. Manweb's increase was 15.07 per cent.

There was seemingly no fear that higher dividends would cause closer regulatory attention. Indeed it is suggested that the attitude of the electricity regulator Prof. Stephen Littlechild is that it is up to the RECS to decide how much profit they want to pay out in dividends — provided they are reinvesting enough to maintain and improve technical and service standards. But the RECS are not entirely free from regulatory threat. Prof. Littlechild can — and does — influence profits by setting the price controls. On July 9 he announced a tougher price regime for the RECS' electricity supply business. However, this was 'less tough' than had been expected.

Although this was a minor move affecting only about 10 per cent of the RECS' operating profits, it is a forerunner of a much larger review which will affect the other 90 per cent around the middle of next year.

Holders of electricity shares will note that next summer is a key date.

If you have any further queries on these matters, your professional advisor, bank, tax office or building society will probably be best placed to help you.

## AWARDS LUNCH



Clwyd District staff celebrated long service with the Company at a special luncheon at which District Manager John Hampson presented the awards.

Pictured, left to right, back row: Meter Operative Andy Maxwell, 20 years; 2nd Engineer Keith Honeysett, 30 years. Middle row: Electrician John Powell, 30 years; Electrician Arthur Salisbury, 30 years; Mains Foreman Dave Parry, 20 years; Clerk Howard Worsnip, 20 years. Front row: Electrician Ray Davies, 30 years and John Hampson. Unfortunately, Anne Roberts, a Clerk with 20 years service, was unable to attend the luncheon.

## GOOD CATCH



It was the catch of a lifetime for keen angler David John Ricketts when he married Iola Evans at Soar Chapel, Trefyddol, Aberystwyth on October 2 before spending their honeymoon in Tenerife.

Early next year David, an Appliance Delivery Driver from Aberystwyth, will represent Wales in the International Fly Fishing team against Ireland.

## Colleagues say cheerio to Ritchie



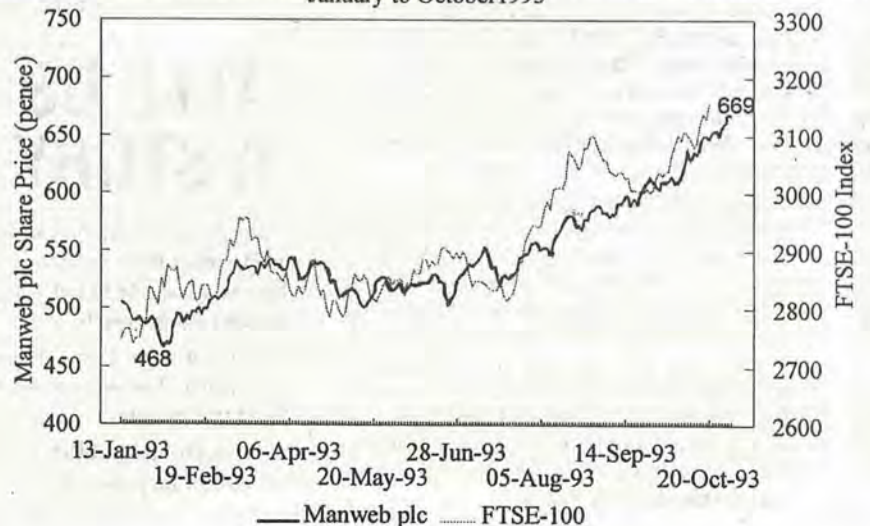
When Ritchie Maylor retired after a career with Manweb which spanned 18 years, Roger Hemington, Network Services Training Manager, made the presentation on behalf of Sealand Road colleagues.

During his time with the Company Ritchie had various appointments in the Purchasing, Metering, Special Projects and Training Sections of the Network Services Division.

Before joining Manweb Ritchie was employed by GEC (previously English Electric) in Liverpool as an Instrument Engineer and also spent two years in the RAF.

Ritchie, accompanied by his wife Edna received photographic equipment from his friends and colleagues who gathered to mark his retirement at the age of 63. The couple are pictured here with Roger Hemington and colleagues.

## Manweb plc Share Price & FT-SE 100 Index







**GREEN ISSUES**



Aberystwyth Customer Services Manager Keith Jones (centre) gets stuck in to the clean-up operation, helped by (l-r) Welsh Water's Area Supervisor Mesach Williams and Peter Walters Davies of Parc Natur Penglais.

# BLOT'S NOW BEAUTIFUL

**A BLOT on the landscape has been transformed into a beauty spot thanks to a clean-up operation by Manweb.**

The common land surrounding the electricity substation on the fringe of Parc Natur, a country park at Penglais, in Aberystwyth District, had been turned into an unofficial rubbish dump by thoughtless fly-tippers, giving visitors the wrong impression.

But with the help of Manweb the site has been restored into a pleasant green area and haven for wildlife, complete with trees and shrubs.

"People had started dumping garden waste there, and even the occasional mattress or the odd chair had started to appear," said Peter Walters Davies, Chairman of Parc Natur Penglais Executive Committee.

"Manweb not only cleaned up the area but bought us some plants to help screen the substation and give the impression of integrating the land into the park. We're hoping the newly restored land will deter anyone from tipping rubbish there again."

Dwr Cymru Welsh Water also contributed to the project by helping to tidy up the path area.

Manweb's Aberystwyth Customer Service Manager Keith Jones said: "We are always keen to provide the best service we can with as little environmental impact as possible. Parc Natur Penglais is an excellent example of local residents actively trying to improve their environment and, as such, is something we are happy to support."

## Wind Farm location talks in progress

MANWEB is talking to Colwyn Borough Council about the possible location of a wind farm on the Denbigh Moors.

Results of a recent survey carried out in conjunction with the Department of Trade and Industry throughout the Manweb region have indicated that wind power is the greatest renewable energy resource within the area. Manweb's generation subsidiary has been investigating a number of sites in North Wales with potential for wind farm development, including an area to the north of Pentrefoelas in Clwyd, which is currently the subject of discussion with the local council.

### Measuring

Ian Sharpe, Manweb's Head of Energy Resources, said: "We have been measuring wind speed at a number of sites in North Wales for over a year now, and in conjunction with planning and environmental constraints we have identified this area as offering potential for wind farm development. We are still at an early stage, and our next move must be to enter into consultation with the local councillors, planners and other local bodies to discuss more specific locations, the size and timing of the project."

These discussions form part of a series of consultations being held between Manweb and interested parties across North Wales to discuss possible implementation of renewable energy projects.

# HOME COMFORTS

**MANWEB has helped a Merseyside housing association scheme to make homes more energy efficient and cheaper to run while at the same time helping the environment.**

Working with Merseyside Improved Houses, Manweb is supplying elderly, disabled or otherwise disadvantaged home owners with energy saving lamps and other insulation measures aimed at cutting fuel bills and reducing emissions from power stations.

### Provision

The scheme is worth £3,000 over the three years, and also includes the provision of lagging jackets for hot water tanks.

The first presentation of energy saving light bulbs was made to Merseyside Improved Houses during the Government-backed national Helping the Earth week at the end of October at MIH's offices in Wavertree Road, Liverpool.

People who qualify for the scheme and have all-electric housing will also be eligible for loft insulation and draught proofing, supplied via the Neighbourhood Energy Action charity's approved local installers.

Manweb will carry out energy usage monitoring in selected all-electric houses, providing the Company with essential data as to when its customers use electricity, and enabling Manweb to enhance its customer service.

John Napier (back row, left) of MIH, receives the first batch of energy saving light bulbs from (back row, l-r) Bill Hasper, of Manweb Energy Sales, Liverpool District Manager Bill Tubey, and Project Co-ordinator Graham Slaffer. Seated are members of the MIH project team.



## They're sowing seeds for a green future

**NORTH Wirral District Manager Phil Ramsey helped sow the seeds of environmental awareness when he joined pupils at two Wallasey schools for a spot of tree planting.**

The District has sponsored Poulton Primary School in the form of young trees for its wildlife area, and has provided similar 'green' support for Riverside Primary School.

Referring to the Poulton Primary School

project, Phil Ramsey said: "The children are very enthusiastic about the benefits of being able to have access to a wildlife habitat, to watch it mature as they move through the schools, and to leave what was a derelict area for the use of others who will be attending the school in the future."

In the picture (left), Phil is pictured (standing right) at Poulton Primary School with (l-r)

Claire Morrell, Laura Steen, teacher Kath Helm, John Cousins, Michelle Carrington and tree supplier Mark Prytherch, Director of Neston-based Shenstone Landscapes.

The picture (right) shows Phil lending a helping hand at Riverside Primary School, with (l-r) Debbie Locke, tree supplier Mark Prytherch, teacher Steve Helm, Kim Lloyd and Diane Mullineux.



# CHALLENGE AHEAD FOR NORTH MERSEY



Martin Davies — we'll carry out environmental improvements.

NORTH Mersey District staff are rising to the Bootle City Challenge.

This Merseyside Development Corporation initiative would like to turn the Leeds and Liverpool canal into a highly attractive navigable waterway once again.

Industry backing onto the canal has a vital role to play say the 'Challenge' organisers. And that's where Manweb comes in.

The main aim is to improve the canal where it passes through the City Challenge area and tidy up the appearance of the premises which back on to the canal. It will be developed as a leisure amenity and the

towpath as a long distance footpath.

Martin Davies, Technical Services Manager, North Mersey District says that Manweb has agreed to carry out environmental improvements to Bootle grid substation to a design jointly agreed with City Challenge.

"In addition to replacing corroded fencing which fronts the canal we will resurface the adjacent substation compound and plant small trees and climbing shrubs," said Martin.

Last year the Company and MDC removed the numerous electricity gantries which ran alongside the canal.



At the awards ceremony (left to right) Manweb Chairman Bryan Weston; Corporate Affairs Minister Neil Hamilton; Mersey Basin Campaign Chairman Brian Alexander; Roger Mills, owner RBN Mills and Mrs Ruth Mills.

## Green achievers earn their awards

Manweb sponsored environmental awards for green achievers have been presented to a number of Merseyside organisations.

The environmentally conscious organisations and agriculture businesses received the prestigious new awards by Corporate Affairs Minister Neil Hamilton.

The Mersey Basin Campaign Business and Environment Achievement Awards winners were:

Large Organisations: Shell UK Limited, Ellesmere Port.

Medium/Small Organisations: John Pring and Sons Limited, Sandbach.

Agricultural Industry: RBN Mills and Company, Fields Farm, near Winsford.

Speaking at the Catalyst, the Museum of the Chemical Industry, Widnes, Mr Hamilton said: "I congratulate the winners along with the commended and runners up for taking significant steps to improve the environment."

"With 35 top class entries from all over the Mersey Basin Campaign area the competition has been fierce and the judges have been given a difficult job."

"There is no doubt that caring for the environment is not just good sense but good business. As demands for and expectations of high environmental standards become tougher and customers more aware of 'green' issues, there is

no doubt that business success will hinge more and more on good environmental practice.

"In only its first year the competition has been a great success and I look forward to it going from strength to strength."

The winners received £1,000, a certificate and a specially commissioned bronze trophy designed by sculptor Stephen Broadbent. Those commended and the runners up received individual certificates.

Entries had to demonstrate a commitment over the past two years to improve air, water or land by changes in working practices which have also enhanced business performance.

### MORE GREEN ISSUES

# SAVINGS START AT HOME

By Geoff Ravenscroft

NOW that we are firmly into Winter it may be worthwhile to look again at how to save energy at home. This is important for two reasons:-

1. Saving the Earth Begins at Home — The current advertisements on TV indicate that the home has a significant effect on global warming (producing 50% of CO<sub>2</sub> gases which contribute to global warming) and that we each should help to save the environment by making sure that energy is used as wisely and as effectively as possible.
  2. It makes monetary sense to save energy. 10% can be saved by good housekeeping measures. Since the average home spends £300 a year on energy, a 10% saving would equate to £30 extra to spend. However, the Energy Efficiency Office, which is part of the Department of the Environment, indicate that 20% savings are achievable by modest expenditure on cost effective methods of energy efficiency. That's £60 a year extra for you.
- Shown below is a "Walkabout Energy Audit Checklist". Use the checklist immediately to see if you can save energy immediately and then use the check list monthly to ensure that you continue to save energy.

#### WALKABOUT ENERGY AUDIT CHECKLIST FOR THE HOME

##### Low cost measures

- \* Has the loft got 150mm of insulation? Cost is about £120-£145 for a saving of £60-£70 annually.
- \* Has the hot water cylinder got a lagging jacket and are pipes adequately lagged? Cost is about £30 for a saving of £20-£30 annually.
- \* Are the doors and windows draught-proofed? Cost is about £70-£90 for a saving of £40-£85

- annually.
- \* Is the central heating only on when required?

##### No cost measures

- Time switches**
- \* Is clock set to BST or one hour behind in winter?
  - \* Is heating only on for minimum hours required?
  - \* Check water heated by electricity is off by end of E7 hours.

##### Thermostats

- \* If water is just bearable then setting is 60 Deg C.
- \* Check that room thermostat is set to 20 Deg C in lounge. (One Deg C increases energy costs by 10%).

##### Lighting

- \* Ensure that unnecessary lights are switched off when not required.
- \* Change to slim line (one inch) fluorescent tubes (9% savings). Replace the main light in the most often used room with a Compact Fluorescent Lamp (currently on sale at £9.99 or less).

##### Doors/Windows

- \* Ensure kept closed to conserve heat.
- \* Use extractor fan to ventilate rooms rather than opening windows.

##### General

- \* Switch off TV at switch — not on remote control. Stand-by mode uses almost as much energy as when TV working and will reduce its life.
- \* If using more than 14% of energy at night, change to E7 tariff.



Roy Haley

## Prestigious post for Manweb Manager

THE Institute of Electronics and Electrical Incorporated Engineers (IEEIE) has recently elected Roy Haley, Regional Contracting Manager with Manweb Contracting Services Limited, as the IEEIE's new Chairman of Council for 1993/94.

Roy, who lives in Prestatyn, joined the IEEIE 18 years ago and was an active member of its North Western Regional Committee, holding the post of Regional Chairman between 1982 and 1988. His service with IEEIE on national committees have included chairing the Regional Chairman's Committee and the Membership Committee. He has also sat on several panels and served as Deputy Chairman for the 1992/93 session of the Council.

Upon completion of his apprenticeship with Electrical Installation Limited, Coventry, Roy joined Coventry City Council as a design engineer. He later joined Manweb at Aberystwyth and has held several posts with the Company at Head Office and Warrington. When Manweb Contracting Services Limited was formed he was appointed Regional Contracting Manager.

When time permits, Roy enjoys walking and playing an occasional round of golf. He is married with a son at university and a teenage daughter.

The IEEIE is the largest body nominated by the Engineering Council to register individuals as Incorporated Engineers and Engineering Technicians. It has 12 Regional Centres and three Overseas Centres all organising a wide range of technical activities to enable members to keep up-to-date with ever advancing technology. It also gives members the opportunity to meet other Incorporated Engineers in the electronics and electrical industry.

In his position as Chairman Roy will be representing the Institution at several prestigious national events throughout his year of office. The first engagement will be to attend a dinner party in London to be attended by Peter Rost, Chairman Energy Users Council and J. Hobbs, Director General, Energy Efficiency Office.

"I am honoured to have been elected for this prestigious national appointment. I feel that this provides me with the opportunity to promote engineers in society and incorporate engineers in the professional engineering community," he said.

This institution holds many lectures and events throughout the regions and Roy states that during his year in office he would like to encourage more people to be involved in these activities.

The Institution also jointly sponsors, with the Caroline Hesketh Trust, the "Young Woman Engineer of the Year Award". Manweb has provided sponsorship for this award and it would be pleasing to see a Manweb Engineer in the final or, even better, to win this award.

Anyone wishing to obtain further information on how to become a member of this leading organisation should contact: The Secretary, IEEIE, Savoy Hill House, Savoy Hill, London WC2R 0BS (Telephone 071 836 3357).

## QUALITY APPROVED

By Dennis Fricker  
Quality Manager

MANWEB Contracting Services Limited has received British Standard 5750 quality approval for its Security Systems Unit at Birchwood, Warrington.

Accreditation from the National Approval Council for Security Systems (NACOSS) follows 18 months' effort by staff based at the Unit to formalise their practices and procedures.

The quality certificate was presented to Regional Contracting Manager Ray Appleton, who said: "Approval from NACOSS is doubly important for us because it involves assessment of our quality control system as well as the standard of service we provide."

The Security Systems Unit is the first part of Manweb Contracting Services to receive formal quality approval to BS 5750.

Presenting the certificate, NACOSS Quality Manager David Trickett congratulated staff at the Unit on their success and reminded them of the need to maintain and improve quality in the future.

Ray Appleton paid tribute to the team for their effort, in particular Administration Manager Jean Pennington, Customer Service Manager Les Latham and Assistant Quality Manager, Network Services, Dave Needham.



Ray is pictured (right) receiving the certificate from David Trickett, flanked by staff from the Unit and from Manweb's Quality Department.



# JIM TAKES TOP PRIZE

**THE first captain's day of the newly formed Liverpool District Golf Society took place in September at Woolton golf course, Liverpool.**

A wet and windy day greeted the twenty competitors for the morning session — a warm up nine hole Stableford competition, reports Harry Robertson.

After lunch and a few sips of lemonade the first players teed off in the captain's competition. By this time bright sunshine had replaced the wind and rain.

The last threesome putted out the last hole as dusk shrouded the ancient club house and after a hot shower everyone moved to the dining room for a slap up meal, and a few more sips of lemonade.



Liverpool District Manager Bill Tubey joined the group as guest of honour and presented the prizes to the winners of each competition. The picture shows Jim Nolan receiving the Captain's prize shield, the major prize of the day.

Everybody had a great day and it is hoped that the occasion will be a yearly event for many years to come. Special thanks were given to the committee of Jim Nolan, Geoff Bent and Tony Redhead for the hard work put in during the season.

## And it's new shield for Len

**GWYNEDD District staged the Tarian Golf Challenge Shield in October at Pwllheli.**

This is a new shield donated by Gwynedd District to replace the Cefni Shield.

Thirty five players, including former colleagues from Gwynedd District, took part. The weather and club facilities were perfect for the occasion. There were two categories; 24 handicap (category 'B') and under 24 handicap (category 'A') held under Stableford rules.

The Ball Sweep for a two on the card was won by Len Hicks and Dennis Vaughan.

Winner of Category 'B' was:-

1. Arwel Thomas with 34 points.
  2. Bryn Williams with 22 points.
  3. Colin Jones with 20 points.
- Winner of Category 'A' was:-
1. Len Roberts with 37 points.
  2. Dennis Vaughan with 36 points.
  3. Emyr Rowlands with 35 points.
- Overall winner and winner of shield was Len Hicks with 40 points. The special prize went to Emyr Jones.
- The secretary says many thanks to the staff who organised the event, and reports that everybody is looking forward to the next competition.

### THEY ALL WENT TO BLACKPOOL

THE September excursion of Manweb (Chester & Head Office) to Blackpool Association was to Blackpool. Lunch was at the Sandcastle Complex, followed by a matinee performance of a "Tribute to the Stars" given by Mike Donohoe, his wife Gina and guest artists. The show was designed for senior holiday-makers and was much enjoyed by an audience of "pensioners" from the North West.

Future events: A comprehensive programme of excursions is planned for 1994, beginning with luncheon at the Leasowe Castle Hotel, Moreton, on January 19 and a visit to the Lady Lever Art Gallery at Port Sunlight on the way home.

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

## FREE ADS

### Holidays:

**Costa del Sol** - Why not get away for a few weeks in the sun this winter? Studio apartment available Dec/Jan/Feb at special cheap rates. One week £65, two weeks £120, four weeks £200. Suitable two persons. Help with flights and insurance if needed. Beautiful site, close to beach, bars and all amenities but not noisy. Cable tv, 24 hours reception, pool and gardens. For further details ring Bette Flanagan on 0244 341097.

**B&B Accommodation** - Just off A55 at Halkyn. Ideal for walking, horse-riding & breathtaking views. Good local pubs for food and drink. En-suite double room available. Tel. 0244 652913.

**Benalmadena Costa** - Saltillo Alto, Costa Del Sol. Apartments to let throughout the year, 2-3 persons, from 9500 pesetas (approx. £50 per flat) per week. Balcony overlooking extensive gardens with two swimming pools, kiddies pool, pool bar, lounge bar, entertainment most nights, weekly barbecue etc. For further information contact Brian Thomas on Clwyd int. 2018 or 0745 822333 or (home) 0492 580604.

**North Wales** - Colwyn Bay. Swiss-style chalet, sleeps up to 10. Full time, fridge, combi tv, garden and parking. Situated in woodland dell near Eirias Park and beach. Pets welcome. Weekly rates, weekends or mid week breaks. Tel. 051 678 9854.

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

### For Sale:

**Recliner Chair** - Eight months old, cost £539, will accept £270 o.n.o. Tel. Adrian Pharaoh on 051 530 2118 (daytime) or 051 334 5469 (evening).

**Caravan** sited on small family site. No letting. Very good condition. Penrefail Caravan Park, Penrefail Cross Road, Abergele. Tel. 0978 262837.

**Black** sheepskin rug, approx 4ft. long haired. Exc. Condition, £12. Nina Ricci "L'Air du Temps" Eau de Toilette, 75ml. in unopened box, list price £34, sell for £20. Stuart Crystal hock wine glasses (2), "Victoria" pattern, gold plated rims and bases, as new, £12 the pair. Canon Ftb-ql body and hard leather case, good condition, £35. Contact Ian Stockdale, H.O. 3076 Office id STOCKID or 0352 781443.

**Racing Bicycle** - Red Dave Quinn, 56cm (22in), recent respray, 10 speed, 'Campagnola', 'Mavic' rims, 'Look' pedals, 'Rolls' saddle, £200. Tel. 0244 319161.

**Suzuki Exhaust** - Three into Four, GT750, £100. Tel. Thelma Kitcher, St John's Shop, 051-525 2680.

Min 8' x 10'; 2) Min 12' x 16'. 0829 70109 after 7.30pm.

### Personal:

**Croft Paving**, block paving specialists. Top quality workmanship at the right price. Phone now for free quote at special winter rates. Good condition used flags for sale. Phone 0925 763820.

**Professional Photographer**, weddings or portraits framed for wall or albums. Studio work, families, children. Let me create your wedding album. Peter David Studio. Friendly service assured. Tel. 0978 263 448.

### Wanted:

**Honda C50/C70/C90 runner** or non-runner, reasonable price. Vic. 051-677 2422.

**Sheds** in good condition. 1)

### Property

**Rhyl** - Brandon Court, Russell Road, 2-bedroom 1st floor maisonette. Safe, secure, ready to move in to. Recently fitted kitchen, inclusive cooker, fridge, freezer, washer/dryer. New corner bathroom suite. Fitted wardrobe, carpets, curtains and furniture (black ash). Low heating and maintenance. £41,000 ono. Tel. 0745 351350.

**Detached Bungalow** - Two bedroom in quiet residential park in St Asaph. Living room, morning room, kitchen and bathroom, gas central heating, attached garage. Room for loft extension. Easily manageable. Gardens to front and rear. £50,750, including fitted carpets. No chain, vacant possession. Tel. Gordon on 0244 660859.

## CONTACT

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

If you've an idea for a story or photograph, write, phone or come and talk to Editor Jackie Unsworth in Public Relations, Room 5E1, Head Office, ext. 2090. At the following locations, you can talk directly to one of Contact's District correspondents.

|               |                               |
|---------------|-------------------------------|
| North Mersey: | Pat Shaw.....ext. 2204        |
| Liverpool:    | Harry Robertson.....ext. 2160 |
| Mid-Mersey:   | Mike Townson.....ext. 2231    |
| Dee Valley:   | Kath Sadowski.....ext. 2202   |
| North Wirral: | Janet Ford.....ext. 2360      |
| Mid-Cheshire: | Diana Wood.....ext. 2117      |
| Clwyd:        | Min Williams.....ext. 2187    |
| Gwynedd:      | Hefyn Thomas.....ext. 2250    |
| Oswestry:     | Cherry Garbett.....ext. 2201  |
| Aberystwyth:  | Gloria Griffith.....ext. 2261 |
| Region 2:     | Liz Newman.....ext. 85504     |

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

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SEALAND ROAD, CHESTER CH1 4LR

## MOLLINGTON BANASTRE HOTEL

Exclusive to Manweb from the Mollington Banastre Hotel.

A unique opportunity for January and February '94, specially reduced local privilege rates on accommodation inclusive of full English breakfast, complimentary use of leisure facilities.

Rates from.....**£59.00 to £67.00**

IF YOU WOULD LIKE FURTHER INFORMATION PLEASE CONTACT KATE IN THE SALES OFFICE ON **0244 851471**

## Manweb (Chester)

### SPORTS AND SOCIAL CLUB

25th Anniversary Formal Ball

To be held on

Friday, January 21st, 1994

Cabaret/Dinner Dance

Tickets **£16.50 each**

Ticket applications to:  
**Sue Linton, Club Administrator**  
Head Office, Chester  
Tel. **0244 652538**



## MORE PRAISE FOR MANWEB CHARTER MARK

**ELECTRICITY** Regulator Professor Stephen Littlechild congratulated Manweb on receiving the Charter Mark customer service award.

He said: "It is very much to Manweb's credit that your hard work since privatisation to enhance customer service has been recognised in this way. I am sure that you and your colleagues are delighted by this award. Customers also can be assured that they have begun to share in the benefits of privatisation."

Professor Littlechild is pictured (left) congratulating Chief Executive John Roberts with the Charter Mark award.



## HAVEN — HELP HER

**THE job she loves at Manweb's Holyhead shop could help her again** Margaret Case to set up her dream home.

But this is not just a cottage in the country that sales assistant Margaret aspires to — it is a 'haven' for the homeless, underprivileged and young people with emotional or abuse problems.

Formerly a part-time assistant at the shop, Margaret says her new full-time role will bring in more money to help achieve her ambition.

Her aim is to raise £50,000 towards buying Nant Y Glyn farmhouse near Rhosybol to create a 20 bed home.

An ordained minister Margaret also runs the Church of Victory in Amlwch, Anglesey.

"The area has many social problems, particularly amongst youngsters with much of it drugs related," she says.

"Nant Y Glyn would be an ideal haven to help these youngsters. However, it would not be a halfway house or a rehabilitation centre," she stressed.

"It would be there for young people who are homeless as a result of emotional problems or who feel vulnerable. They could stay as long as they need to regain their self confidence."

Margaret has already helped a number of people from various parts of Gwynedd and has had eight young people stay at her home in Penysarn during the last two years.

Now Margaret thinks she will have to sell this house she

## Margaret fighting for next generation

and her husband Jack built, in order to buy Nant Y Glyn. She obviously doesn't want to sell as the house is needed to provide accommodation as well as the Rhosybol farmhouse.

"I just hope and pray that people will co-operate and help to buy the farmhouse," said Margaret.

Many of the people Margaret helps have suffered from drug or domestic problems and she deals with cases of physical sexual abuse, or drug or alcohol abuse.

A Lancashire lass originally from Wigan, Margaret previously ran her own business — a furniture warehouse.

She says it was about 13 years ago when she discovered Christ. "I found Christ — not religion," she emphasised. "I believe He called me to help these youngsters. I'm fighting for the next generation — they are certainly worth fighting for," she says. "Some of these kids have been to hell and back — some even try to kill themselves. I feel I need to be there to help when they fall."

"Everyone knows we have a dreadful drugs problem on Anglesey and the message I'm trying to put across is that everyone should co-operate, as we can't pretend the problem doesn't exist."

# High Hopes

**PEAKS WALK SWELLS FUNDS FOR FIGHT ON AUTISM**

**PEAK** performances by a group of Manweb walkers has boosted funds for the National Autistic Society, Cheshire Branch to the tune of £2500.

Staff from Manweb Contracting Services and friends carried out their sponsored walk earlier in the year.

The hectic schedule covered the three highest mountain peaks in Britain — Ben Nevis, Scafell and Snowdon.

"The walk went very well with few mishaps apart from a few blisters and strained muscles," said organiser Geoff Edwards, Contracting Manager, MSCL, in partnership and company donations with £150 from the Manweb charity chest which was presented to Senior Contracting Manager Bryn Morris to match the sum he raised.

### Advice

Geoff Edwards presented the main cheque to Kay Taylor of the NAS Cheshire Branch at a presentation dinner. The money will be used to fund the first autistic help centre to be set up in Cheshire. Ashley Williamson, Production Supervisor, MSCL who is a parent of an autistic son, said: "The centre will offer help and advice to families and professionals. The Cheshire Branch has only been formed recently as there was a lack of help in this county."

In a thank you letter for the generous donation an NAS official said: "It was a tremendous effort by all and we can not express how wonderful we think you all are. Autism places a great strain on families so our support to them is vital. Without your kind efforts we would not be able to bring this relief."

Autism is a lifelong mental disability which isolates the child or adult from the world as we perceive it. Believed to be caused by brain damage, this distressing condition affects some 80,000 people in the UK.

Although the condition varies in severity, autism impairs the natural instinct, born within the rest of us, to relate to fellow human beings. Words, gestures and facial expressions mean little to someone with autism. They show little curiosity or imagination and frequently seem indifferent to the usual two-way process of communication.



The Manweb team, with Geoff Edwards presenting the £2500 cheque to Kay Taylor.

The effect on parents is traumatic. Family life is disrupted by such unpredictable and anti-social behaviour and there's the ceaseless worry about what will happen when they become too old and frail to take care of their child themselves.

That's why the work of The National Autistic Society is so important. It takes a very special kind of training to reach out to children and adults who often don't recognise even the simplest communication — who are confused and cut off from the rest of us. And it takes a very special and structured environment in which to guide people with autism out of this isolation into our world.

But there is hope. The National Autistic Society was founded to help children and adults with autism, and their families. The NAS, together with a network of local societies, runs nearly 50 schools and adult centres throughout the country. It also provides practical advice and assistance to families and professionals. In addition it offers a diagnostic and assessment service and encourages research into the causes of autism.

### Footnote

Ashley Williamson makes the following

comment about the way the local press reported the presentation story.

"We were very disappointed that they wanted to make more use of the story as a dig at Manweb as there was a power cut at the time. In that paper I was totally misquoted as blaming Networks for the cut!"

"This was total fiction of course. I actually supported my colleagues in Networks and thank them very much for restoring the supply."

For details of the NAC Cheshire Branch or for further details contact Kay Taylor on 0606 882625 or Jo Williamson on 0244 373405.



John Milne — Manweb Senior Contracts Manager MCS and a surprise guest prior to the three peaks walk.

## THANKS FOR EXCELLENT RESULT

FOUR Manweb Districts and Region 3 Customer Accounts have been congratulated for making no guaranteed standards of service payments during September.

Chief Executive John Roberts has written to District Managers Barry Judd (Mid Mersey), John Macdonald (Dee Valley), Ian Basford (Gwynedd) and Don McRae (Oswestry), and also to

Customer Accounts Manager John Griffith, asking them to pass on his appreciation to all their staff "for this excellent result and for their efforts in achieving this standard".

Letters of congratulation have also been sent to Region 1 and Clwyd and Aberystwyth Districts, where just one payment was made in September.