

EURO-BOOST

Power Save project gets Objective One funding

MANWEB and Knowsley Borough Council have won European Community backing for a £6.8 million project to boost the profitability of business in Knowsley by saving energy.

The Knowsley Power Save project will focus on small and medium sized enterprises, which the European Commission sees as key to the revitalisation of Europe's regions. The scheme was eligible to apply for European Community funding because it is on Merseyside – an area which has been given EC Objective One status for regional aid, and the bid's success means it will receive 50 per cent funding from the European Regional Development Fund.

Manweb is investing £3.4 million in the scheme, with matching funding coming from the ERDF. The scheme was developed by Manweb Energy Consultants Ltd working closely with Knowsley Borough Council's Business Resource Unit. Knowsley will benefit from a boost to the profitability of local businesses to help to secure jobs in the borough. There will also be environmental benefits with an expected 36,500 tonnes per year reduction in carbon dioxide emissions from power stations.

Energy Saving

Manweb Energy Consultants' General Manager Keith Nord worked extensively on the proposal, and is co-ordinating the project. He said: "We will be seeking to put a range of energy saving measures into small and medium sized enterprises in Knowsley. Our initial research has shown a great deal of potential for schemes such as low energy lighting and improved motor drives. Manweb will carry out surveys for customers, and help arrange full funding for the installation of energy efficient equipment. Although Manweb will actually be selling less electricity, we will recover our investment costs by receiving a percentage of the savings made by the companies."

As a joint project between Manweb and Knowsley Borough Council, the scheme fits Objective One goal of public and private sector partnership, and was designed to meet the European

By
Graeme Cooper

Community's regional development objectives of assisting local industrial development and promoting clean technology.

Manweb's Chief Executive John Roberts said: "We are delighted that the importance of this scheme has been recognised with Objective One funding. By working in partnership with Knowsley Borough Council we have been able to develop a project which has benefit for both the economy and the environment. We hope to launch more schemes of this type in the future."

There is certainly potential for further energy saving work with small and medium sized enterprises. Manweb's industrial experience, and pre-project research in Knowsley has shown that there is great scope to save energy. However, the up-front costs of installing energy-efficient measures can be a problem for some firms, even though there is a long term saving to be made.

Manweb's experience of energy saving schemes, and the Company's ability to finance the initial measures means we are in a position to offer 'shared saving' deals to customers. The EC funding means more companies will be able to benefit from the project.

The 'third party finance' concept for funding energy efficiency is new ground for UK utilities and Manweb's experience with two existing Power Save projects in Holyhead and Crewe has helped confirm that customers find the proposition financially attractive.

Discussions have already begun with

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Saved by a whisker!

IT was a purr-fect ending for three cuddly kittens after they were nearly discarded with the warehouse waste.

Working in the warehouse at Queensferry, Storeman Andy Jones was watching boxes full of waste approaching the compactor, when he heard meowing sounds from one of the boxes. The compactor was stopped and when Andy opened the box, there were the three kittens.

"No one seemed to know how they got there or where they came from," said Administration Assistant Ann Allen who was taken in by their charm and decided to keep them in the office for a while and supply them with the customary cuddles. "We knew the boxes had come from Frodsham Shop, but when we checked there, no-one knew anything about them, nor was there a mother cat anywhere in sight," said Ann.

Now the three kittens have left the warehouse and gone to good homes. One went to a Manweb employee who happened to be visiting the warehouse. Another went to Driver Geoff Easton who lives on a farm, and Andy, who rescued them, took one which he has named . . . Lucky.



Andy Jones with Ann Allen.

SEASON'S GREETINGS TO ALL CONTACT READERS

EURO-BOOST

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businesses in Knowsley, which is home to around 400 companies, including nationally known names such as Kodak, Kraft and Ford at Halewood.

Knowsley Borough Council's Chief Executive David Henshaw said: "This is a major boost for companies in Knowsley. We anticipate significant savings for businesses, which will help to strengthen them, and will ultimately lead to new jobs. This highly innovative scheme is an example of Knowsley's ability to work constructively for local businesses."

Manweb Energy Consultants will manage the project, and other Manweb staff, particularly Energy Sales personnel, will be trained in assessing energy saving potential. In addition, staff from local companies will be given guidance in energy aware-

ness and saving.

It will take around 30 months to fully implement energy saving measures with all potential customers. Assessing results will be complicated by the varying lengths of payback times for different measures. However, assessing the project's success in terms of energy saving will be assisted, in larger companies, by high-tech metering equipment which will yield detailed information on power consumption. The anticipated reduction in power consumption is around 50,000 MWh, producing an annual saving to local companies of some £2 million. Equally important for Knowsley will be how improved profitability for local businesses translates into long term economic viability and jobs.

See story below.

Grants team seeks projects

A TEAM of Manweb managers is helping to bring development grants to the region.

Led by Network Service Assistant Accountant Tony Ollier, the group includes Head of Strategic Studies Hugh Saddington, Research and Technical Support Manager David Walker, Network Economist Garth Blundell, Merseyside Energy Sales Manager Cliff Haviland and Project Manager Steve Griffin, who is currently seconded to Sefton Borough Council.

The team helped to co-ordinate Manweb's successful Objective One bid for its Knowsley Power Save project, and has also put in an Objective One bid to help with the

Manweb Community Challenge in Kirkby.

Tony Ollier said: "We are looking at a number of projects and possible sources of funding to assist Manweb's own plans, and help the organisations that are looking to bring inward investment to the region."

"On Merseyside there is further potential to win Objective One funds, and we are in touch with Government departments and other agencies to discuss regional development grants."

The team is keen to hear of Manweb projects that may be eligible for grants, or of schemes in other organisations that could benefit from Manweb involvement.



How John aims to help the old folk

MANWEB has appointed a senior manager to strengthen the Company's links with caring agencies throughout the region and to develop projects to benefit older people.

As Community Relations Manager, John Kennedy (38) will work closely with Age Concern to co-ordinate a range of activities, including the annual winter donation of

30,000 hypothermia thermometers.

"We've got lots of exciting plans linked to energy efficiency, which will hopefully help save our older customers' money," said John. Age Concern organisations have welcomed John's appointment and are looking forward to developing closer ties with the Company.

ACTION PACK SHOULD BENEFIT CUSTOMERS



A NEED for energy efficiency advice has led to the development of a new information pack for customers.

The pack, which was trialed during November in Southport and Warrington, contains easy to follow details about appliance running costs, condensation, low energy lighting and insulation.

Savings

Developed by District Energy Efficiency Advisors and Regional staff, under the co-ordination of Mike McNally and Graham Cooke, the pack also contains action sheets for householders to calculate their potential energy savings.

If it is well received, the pack will be promoted to all households in Manweb's region.

Customer Communications Officer Amanda Nelson said: "We identified the need back in April and feel it fulfils a vital link in our communication strategy on energy efficiency."

"We hope to have the pack available for all customers in time for the increase in VAT on domestic fuel."

Developed

Pictured are members of the team who developed the pack, back row (l-r) Suzanne Brown (Oswestry), Liz Rogers (Dee Valley), Colin Moston (Region 1), Phil Youell (Region 3) and Gloria Griffiths (Aberystwyth). Front row (l-r) Graham Cook (North Wirral), Customer Communications Officer Amanda Nelson, Mike McNally (Liverpool) and Lynn Rawlinson, Customer Communications Manager.

Three other members of the group not pictured are Moira Renwick (North Mersey), Frank Neill (Region 1) and Julie Burgess (Mid Mersey).

All revealed at Jewellery Centre

MANWEB (Chester & Head Office) Retired Staff Association recently visited the Jewellery Quarter Discovery Centre, Birmingham, reports Bert Austin.

Wholesale jewellers have worked in the Hookley district of Birmingham since the beginning of the 19th century.

The premises of one of the old established firms, working until some ten

years ago, is now a 'living museum' in its original building. When the doors closed everything was left as it was - even the worker's mug was left with some 'Marmite' in it.

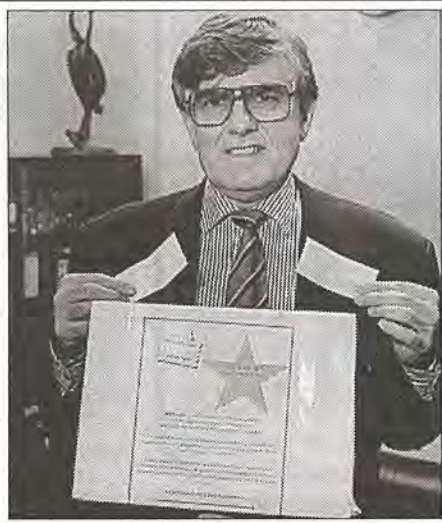
During the visit they shown every aspect of jewellery manufacture commencing with the cutting of the sheet metal with snips; impressing the design in dies under pressure and soldering on small components.

A working jeweller was at his workbench and the valuable gold and silver filings, which dropped onto his leather apron, were salvaged by sucking them into the container under the floor.

No one realised the number of processes required in the manufacture of a piece of jewellery but guides explained every stage.

Future excursions include: 18 January 1995 - Leasowe Castle Hotel, for lunch and afterwards to the Liverpool Maritime Museum.

For further information and/or bookings, please contact Carmel & Bert Austin on 0244-347762.



DOUBLE BOOST

THE Manweb Community Challenge was given a double boost by the staff when two sets of VIP tickets for Aintree Races were offered as the prizes in a fund-raising raffle.

The raffle initially raised over £180 for the Play and Resource Centre project in Kirkby, Merseyside, with the tickets going to Photographic Assistant John Mason and Business Planning Adviser Jeff Morgan. Theirs were the first two names drawn by

Director, Power Marketing, Colin Leonard.

But then Jeff, who was unable to attend the race meeting, offered his tickets for sale to the highest bidder... and the gesture brought in a further £690 for the Challenge appeal. The tickets were snapped up by Liverpool District for use as the bumper prize during the District's Charity Night.

Colin Leonard is pictured drawing the winning tickets.



Canteen alive to sound of music

THERE was a double helping of music on the menu for diners at Queensferry Depot canteen recently.

Storekeeper Alan Jones and colleague Mark Williams served up a series of songs under the stage name 'Semi-Brieve'. And delivery man Paul Keenan joined the 'Play for Time' duo which also provided musical entertainment.

The double duo act helped to raise £118 for 'Operation Christmas Child' - an appeal through Marcher Sound to provide aid to children in Bosnia.

Alan said: "The music

pulled in the diners who were happy to take part in the raffle to raise the money."

He went on to thank Ann Allen of Appliance Stores Office for selling tickets, Paula Jones, Canteen Manageress and her staff and all the people who supplied raffle prizes.

He also came up with his own 'commercial' - 'Our duo is available for bookings - phone 0244 65420.'

Sue is beating the study barrier

SUE DORAN, a clerical assistant in Architectural and Building, is proving that raising a family is no bar to academic achievement.

Sue, who joined Manweb 11 years ago with an OND in Business Studies, has recently gained a BTECH Higher National Diploma in Business and Finance.

On joining Manweb, Sue was sponsored by the Company to do two years part-time HNC, but she broke off from this course to get married. Later she took six months' maternity leave for the birth of her son Liam, returning to her job afterwards.

"Holding down a full-time job and having a child in nursery, as well as coping with the home, had me at full stretch," said Sue. However, when Liam



started school five years later, Sue decided to try and return to part-time study.

At that time West Cheshire College was offering an extra year's study towards an HND on a trial basis to see if students could cope. "I decided to become one of their 'guinea pigs' and see if I could manage the extra studies," said Sue.

The fact that she gained a number of distinctions proved that it was possible should could go further.

Now as well as concentrating on decorating the new home she has recently moved into, Sue has decided to take an Open University course and study for a degree in either Business Studies or Marketing.

COST AND QUALITY LANDS CONTRACTS



BOOTLE Maritime City Challenge has said farewell to its longest serving employee - Business Development Manager John Appleton - who has returned to Manweb Energy Sales at the end of his two-year secondment.

John joined the regeneration agency in 1992 and was very much involved in formulating plans for its official launch on 1 April last year. Since then he has been responsible for raising sponsorship for City Challenge, setting up and administering its scheme of grants and incentives for local businesses and organising promotional events for the agency.

In a ceremony to mark the event, City Challenge Executive Director Ged Fitzgerald wished John well for the future and thanked him - and Manweb - for making an important contribution towards the regeneration of Bootle. Ged Fitzgerald (right) is pictured wishing John all the best in his future career.

ATTENTION to cost and quality has won Manweb Contracting Services (MCSL), a number of important contracts.

MCSL competed against other well-established contracting companies to land the work which will be carried out in partnership with Dee Valley District.

The first project has already been completed. This was the laying of 2,000m of 33,000 volt cable through Acrefair, near Wrexham - a reinforcement project sub-let to T D Gallagher (Rhyl).

Success of the high quality work in this project led to MCSL quoting for, and succeeding in obtaining, the current project which calls for 2,500m of HV and 800m of LV cable to be laid on the former Firestone site on the Wrexham Industrial Estate. MCSL, who are also doing the street lighting works on the site, are utilising trenches excavated for Network Services.

Early in the new year a project to di-

vert an overhead line from a children's playing park will begin. For this project 1,100m of 33,000 volt cable will be laid in Gwersyllt, near Wrexham. It will also involve trenchless technology with a guided jet track excavating under the railway line.

Other projects in the pipeline include:

- Laying 1,300m of HV cable to provide a direct supply to a customer on the Wrexham Industrial Estate formerly supplied by Wrexham Borough Council.

- Refurbishment of approximately 150 properties in villages at Queens Park, Coedpoeth and Connah's Quay.
- HV overhead refurbishment in various zones throughout Dee Valley District.

"By issuing these large parcels of work on a competitive tender basis it allows Network Services to effectively project-manage the District work requirements and obtain a high quality of work at the best cost," said Chester Depot Manager Kevin McGinley, who was also Project Manager for much of the work.

"MCSL is competing on a level playing field with other contracting companies and delivering a high quality of workmanship and management. The partnership between Dee Valley District and

MCSL will ensure that Manweb becomes a world-class supplier and delivers a high quality, low cost service to both external and internal customers.

"As Network Services is restructured into the three business groups; MPE, MBSS and PowerNet, it is essential that we maximise the efficiency and control of our internal and external resources by implementing project management techniques."

Other Manweb personnel involved in the work were MCSL Contract Managers Dave Parry and Graham Monks; Jeff Ainsley MCSL; Dave Bowler, Kevin Williams, Phil Jones, Mike Machin and Audie Murphy of Dee Valley District.

Liverpool - a 'glass' act

LIVERPOOL staff were presented with a piece of cut glass and a certificate following a recent sickness review.

District Manager Bill Tubey said the sickness review was a well established piece of Company procedure which often produces the negative side of life. But this gathering was to promote the positive way of things. It recognises people whose attendance record is excellent.

Twelve members of staff were rewarded by recording a 100 per cent attendance record for five years or more. Three members were rather special: Peter Howard, 33 years, Les Hill 29 years and John Ashley with 34 years.

Pictured (l to r) front row: Peter Howard; Bill Tubey (9) and Colin Robertson (5). Back row: Harry Robertson (5); Dave Wilson (5); Ian Cross (5); Graham Holden (5); John Doyle (6); Les Hill (29); Peter Dene (8); Derek Curtis, City and Guilds; Charlie Barlow (7); George Deakin (5). John Ashley was not available for the photograph - he was on holiday at the time.



Customer FOCUS

SWITCH OFF IS END OF AN ERA



THE switchboard at Head Office has finally closed after 25 years in operation. This is one of the final moves towards the introduction of the Single Telephone Number in Manweb.

At its height the switchboard handled between four and five thousand calls each day and employed five full-time telephonists. The picture, above left, shows how the equipment looked in May 1970. The introduction of the Single Telephone Number and the promotion of direct dialling has dramatically re-

By
Barbara
Sculthorpe

duced the traffic through the switchboard.

The picture, below left, shows the current telephonists with their managers, on the last day of operation.

In future, incoming calls will be received by one of the Customer Information Centres. There will be no opera-

tor service at Head Office, and it is therefore essential that the internal telephone directory (STEL) is correctly maintained. The direct line numbers (DDI) should be promoted to all regular contacts. It is also vital that when staff leave their desks they arrange for their calls to be answered in their absence.

Remember, calls unanswered could be lost business.



Last day of operations (l to r): Sarah Anderton, telephonist; Andy Pooley, Customer Accounting Manager; Bob McMahon, Head of Income; Barbara Sculthorpe, Team Leader, and Freda Wilding, telephonist.

How Do I...



... Report a fault on my phone?

All telephone faults are dealt with by **IS Help Desk 182**. The Help Desk will also assist with speed dialling training and queries.

... Make an outside call if my phone won't allow it?

Any change to the class of service will be actioned by the **IS Help Desk 182**. Your Manager will authorise the change if necessary.

... Place a long distance or overseas call?

If your phone does not allow this either a temporary or permanent class of service change is required. The request should be made to the **IS Help Desk 182** or **Office ID: ISHELP**.

... Update the STEL directory?

Individuals can update and change their own entry. One member of each section has been nominated and trained to monitor and change the section entries. If anyone has difficulty or requires training on STEL they should contact the **Telephone Support Help Desk on 4041**.

... Make a request for a new phone or a phone to be moved?

All new phones or repositioning is dealt with by the **Communications Help Desk Office ID: ISCOMMS**.

... Request a new or revised entry in the BT yellow or white pages?

All entries to the directories must be made through **Customer Communications Office ID: CUSTCOM**.

... Request a new or additional copies of the BT directory?

Office ID: ISADMIN will order the directories. Each section will be billed for the supplies.

... Find an external telephone number?

Ring 6192 for directory enquiries. You can request more than one number on a call. This service is expensive and staff are reminded to use directories wherever possible.

... Find another electricity company on Esinet?

If you do not know how to use Esinet you can ring the Support Help Desk 4041 for advice. All the other Companies are listed in STEL.

Excellent records praised

GWYNEDD District's excellent record under the guaranteed standards of service continued into August and September, with staff achieving 16 consecutive payment-free months.

Chief Executive John Roberts has written to District Manager Alwyn Ellis asking him to pass on his congratulations and appreciation to staff for their 'first class' efforts to maintain this high standard of customer service.

Across Manweb there were just 11 payments made in August and 19 in September, and Mr Roberts has also congratulated several other districts and regions who con-

tributed to this by making no payments during the two months.

Liverpool, Mid Mersey, Mid Cheshire and Clwyd Districts, along with Region 3 Customer Accounts made no payments in August and September, while Oswestry and Aberystwyth Districts, plus Region 1 Customer Accounts were payment-free during August. North Mersey District made no payments during September.

Mr Roberts said: "The figures reinforce the fact that our efforts to offer our customers first-class service are succeeding; a trend we must maintain."



THE GOLDEN RULE

- Answer the phone promptly (ie, target response time is to answer 80 per cent of calls within 20 seconds).
- Always announce your name and department to the caller.
- Always seek agreement before you reroute a call to another person.
- Calls must only be transferred once.
- Always announce a transferred call to the next department and ensure they can take the call.
- Take ownership of the call and take messages for colleagues who are unavailable.
- Make arrangements for your calls to be answered if you leave your desk.
- Respond quickly to messages.
- Promote DDI wherever possible.

MISSING DAYS

A RECENT survey of customers who have asked for our help with appliances needing repair has highlighted a problem which seems to apply more widely to our relationship with our customers. Customers count days differently from the way the Manweb systems count them.

We all know about the difference between working days and real days. We reply in working days but customers complain in actual days, even though we were not at work until the following Monday morning to see to the request lodged with us on a Friday afternoon.

Of course, most customers don't begrudge Manweb staff their weekend or rota time off work - but they do have a more direct concern with their own request for service and can easily lose track of how long it is since they made contact with the Company.

Interruptions

Our earlier work on planned interruptions shows that weekends tend to be seen as break points. Someone calling in the early part of a week tends to see a response before the weekend as something to be appreciated but a call back on the following Monday often seems very

By Tony Harper
Market Research
Manager

much delayed. This time shift effect can be used positively, of course, as a reply to an enquiry taken on Thursday or Friday may be promised on, say, Tuesday by reminding the customer that the weekend is about to make it difficult to be sure how quickly the enquiry can be progressed. Obviously, this approach will have to be used with care - customers tend to think some things we know it will take a while to resolve are really quite simple matters.

Problem

The particular problem highlighted by the latest survey is the tendency for days to be lost in the computer. A customer requesting service, say, by a phone call on a Tuesday thinks of the Tuesday as day one in the cycle of service. A number of our systems recognise that we cannot - or do not expect to - respond to the request on the Tuesday, so Wednesday becomes day one of our service cycle. So, whilst our internal records showed about 75 per cent of requests dealt with in two days, the customers' recollections showed only 40 per cent met within two days. Of course, it's the customer's recollection that gets talked about with his or her friends.



Helping Roy's dream

Dear Editor,
Roy Castle sadly lost his battle against lung cancer, but spent the last part of his life campaigning to raise £12 million to build the world's first lung cancer research centre.

Please help us to achieve his dream. This centre will be a fitting tribute to the courage of Roy Castle and will bring forward the day when this terrible disease is eradicated. At present the North West of England has one of the highest rates of lung cancer in the world.

I urge your employees to help make his dream a reality. Please make a donation to The Roy Castle Cause for Hope Appeal or stage an event to raise your own funds for Roy.

We have already raised over £2

million. But there is still a long way to go. Any help you can give will be greatly appreciated, and will enable us to build this centre as soon as possible.

Sylvia Ingham
Chief Executive
Donations to above address, cheques made payable to 'The Roy Castle Cause for Hope Appeal'. For further information call Michael Deyes or Duncan Priestley on 0151 227 3636.

YOUR VIEW

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

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

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

BIG EFFORT NOW NEEDED

THE accident toll at Manweb has taken a further tumble... but we still have a long way to go to improve our safety record. Performance last year was disappointing, when in spite of significant improvements the Company ended up at the bottom of the regional electricity companies' safety league. Our reportable accident rate (accidents per 100 employees) was 2.11 compared with the average of 1.30 and the best performance of 0.35.

Phil Hughes, of the Occupational Health and Safety Section, said: "At the halfway stage in the current financial year our reportable accident rate for regulated activities is already at 0.39, so it's going to require a sustained effort over the next few months if we are to achieve our current annual targets in both lost time and reportable accidents."

Drop

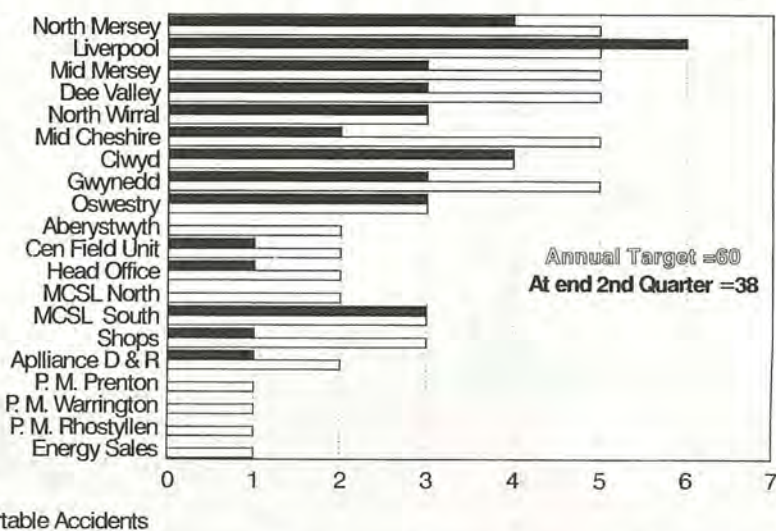
At the end of the second quarter of 1994/95, there was a 15 per cent drop in the number of lost time accidents compared with the same period last year, from 81 to 69.

Days lost due to accidents fell to 764 from 1464 - a 48 per cent reduction - which was reflected in a 45 per cent drop in the cost of time off.

The average duration of a lost time accident during the quarter remained constant at just under 11 days. Last year during the same period it was almost 26. In addition, long term absences have been significantly reduced.

Looking at the second quarter, the reportable accident rate was 0.35 and the equivalent lost time accident rate was 0.73 - a significant im-

REPORTABLE ACCIDENTS 1994/95 PERFORMANCE AGAINST TARGET - At 2nd Quarter End



This year a different method has been used to set targets for reportable accidents. A figure of 1.30 has been given by the Electricity Association for the average accident rate (accidents per 100 employees) for the RECs during 1993/94. For us to achieve this average there must be less than 60 reportable accidents at Manweb this year.

provement over the same period last year.

Aberystwyth District, Central Field Unit, Head Office Network Service activities, all Power Marketing activities, Manweb Contracting Services Limited Northern Region and Head Office Trading Division all had an accident-free quarter. Power Marketing has now achieved a whole year

without any reported lost time accidents.

Accidents

As usual, the most common types of injury resulting from the 16 reportable accidents during the quarter were sprains and strains, accounting for 63 per cent of the total. There was one fracture, one case of

bruising, three open wounds and one burn.

Phil said: "We only have five months left to achieve our target. Everyone will need to make accident prevention a major priority. Every accident should be closely investigated to learn the lessons which must then be applied to prevent it happening again anywhere in the Company."

Check your lights

NOW is the time when we all go hunting about in the attic to bring out for their annual airing the Christmas decorations and the Christmas lights. Hurriedly packed away on 12 January, left to hibernate through the summer, and now we expect to plonk them straight on the tree, switch on and hallelujah!

Just to make sure that this festive occasion isn't marred by electric shocks or Christmas trees on fire, here's just a few simple safeguards before stringing the lights on the tree:

- Check them carefully - look for loose connections, bare wires and broken bulbs.
- Always replace bulbs with ones of the right voltage - some are 20v, others can be 12v or 6v.

By Phil Hughes

The wrong bulb will cause overloading and cause other bulbs to fail.

- Check the fuse size in the plug top - it should be no more than 3 amps. Make sure the cable is firmly secured in the cord-grip.
- Spread the lights out and check they are working before putting them on the tree.
- Always unplug before changing any bulbs.
- Make sure no decorations on the tree are touching the lights.
- Make sure the tree is put up near a power point if at all pos-

sible. If necessary use a proper extension lead - don't twist wires together.

- Don't run cables under carpets. It can be a fire hazard if the cables get damaged by people walking over them.
- Don't overload sockets by using multi-way adaptors.
- Keep the tree decorations away from fires and light fittings, especially naked bulbs.

If you do need new lights, I'm sure any of Manweb's shops will be able to sell you a set.

Finally, if you've got small children, make sure all electrical fittings including Christmas lights are out of their reach. Have a happy Christmas!

AWARDS PROVE MANWEB SUPPORT FOR BUSINESSES

SHINING examples of energy efficiency earned three local companies top honours in the annual Manweb Business Energy Awards.

Now in its 10th year, the competition once again attracted a variety of entrants from all over the region, each having significantly benefited from improvements in energy efficiency.

The competition comprises three sections. The PEP (Power for Efficiency and Productivity) Awards aim to encourage companies to take a fresh look at production processes and apply the latest and most efficient electrical techniques and equipment. There are separate categories – one for organisations with 100 or more employees and another for those with less than 100 staff.

The Beta Award recognises the designers and operators of commercial and public buildings where an electrical service or technique has saved energy costs while improving the amenity of a building and, possibly, its surroundings.

Manweb's portfolio of gas customers is growing rapidly, so a new award was introduced this year, called Gamma, for efficient use of gas technology and equipment.

Chief Executive John Roberts said: "The Business Energy Awards are an important opportunity for us to publicly demonstrate our support for our business customers. Only by working together can we secure the future prosperity of our region."

The three winners were presented with cheques for £1,000, a trophy and a certificate from Lord Wade of Chorlton, Chairman of the North West Regional Technology Centre. They will also go forward as the three regional Manweb nominees in the national finals of the 1994 Business Energy Awards.

The winners were:-
PEP Category 1 – Allied Mills Ltd, Liverpool.
Flour millers, Allied Mills, won this Award with an in-house designed energy saving project which will pay for itself in just 14 to 18 months.

As a result of a relatively straightforward electrical refinement – carried out by Allied's own engineers at an overall cost of around £4,500 – average running costs have been halved and employees are enjoying a much more congenial working environment due to a welcome reduction in fan noise. Consistent high quality air which is necessary for flour milling is also assured.

Highly Commended: AEI Cables – MIC Division, Bootle, Merseyside.
Commended: Fishbach UK Ltd, Runcorn (manufacturers of plastic cartridge containers).

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PEP Category 2 – Shotton Paper Company plc, Deeside.

The UK's largest producer of newsprint, Shotton Paper is making total savings of around £60,000 per month through the installation of a 20-metre long contact dryer which enables it to pelletise effluent sludge and use it as a supplementary boiler fuel. Shotton needed to make this investment because of the dramatic increase in effluent solids produced by a new paper machine and 140,000 tonnes a year Recycled Fibre Plant which processes old newspapers and magazines. With the

By Jackie Unsworth

new dryer, large quantities of recycled paper can be used without creating effluent problems for Deeside.

The same process is helping the mill to meet its environmental responsibilities by decreasing SO2 emissions, as waste sludge is now being burned instead of oil.

Highly Commended: HP Chemie Pelzer (UK) Ltd, Speke, Merseyside (automotive products) and H H Robertson UK Ltd, Ellesmere Port (manufacturers of wall panel systems for the construction industry).

Beta Winner – Trearddur Bay Lifeboat Station, Anglesey.

The Royal National Lifeboat Institution needed to create warm, welcoming conditions for crews arriving on call-out at all times of day and night, or returning cold and wet from their lifesaving missions. A temperature-controlled environment is also essential to protect vital equipment in buildings that are generally unmanned for long periods.

A combination of under-floor storage heating, fan-assisted storage heaters and direct fan and convector heaters give the desired mix of background and instant heating. Energy efficiency is enhanced by automatic set back thermostats and occupancy sensors.

Highly Commended: Village Leisure Hotels Ltd, Wirral.

Commended: Clwyd County Council Fire Station, Wrexham.

Gamma (Gas Management) Winner – Liverpool John Moores University.

Manweb is the utility for both electricity and gas at Liverpool John Moores University. At the School of Healthcare, the University has ensured a smooth transition from old single zone oil fired boiler plant to a new gas fired system. Efficiency is optimised by an energy management system.

With responsive individual and zone control, this radical refurbishment has received a warm welcome from occupants with an equally welcome pay off for the University in energy savings and greatly reduced CO2 emissions.

Commended: North Wales Police, Colwyn Bay.



with their prizes. Director Power Marketing Colin Leonard is pictured, back row,

n take up challenge



Head Office, (l-r) Ruth, Ann, Marie, Lynne, Elaine and Jackie.

By Ann Evans

Getting lost in the fog at midnight.

Discovering I was sleeping outside the shelter when the heavens opened at 3am.

The competition was fierce – we finished 23rd – but we raised over £1,500 for Breakthrough against Cancer. We also learnt a lot

about ourselves. And next year it's for real!

Team members, all from Head Office, were Elaine Lee (Product Development), Ruth Hughes (GIS Team), Jackie Tasker (Tariffs and Customer Contracts), Marie Myles (Marketing Development Manager), Lynne Rosser (Assistant Pensions Officer) and Ann Evans (Load Profile Analyst).



Manweb team inside their shelter during the Breakthrough Women's Challenge.



Sir Phillip Carter (left) from Liverpool John Moores University receives the first-ever Manweb Gamma Award for Gas Management from Lord Wade of Chorlton.

SOURCE OF THE WORLD UNVEILED



CHRIS COPEMAN, of Chester Talking Newspaper for the Blind, is pictured inspecting a tactile sculpture, commissioned by Chester Civic Trust and sponsored by Manweb and Cheshire County and Chester City Councils.

Unveiled by the Duke of Westminster in Chester Grosvenor Park's Garden for the Blind, the work was carved from Portland Stone by Runcorn sculptor Philip Bews. A group of blind people were involved in developing the sculpture, which depicts a Nordic legend – Ymir, Source of the World.

Mike Metcalfe, Head of Staff Development, attended the unveiling in his capacity as Head of Regulation, along with representatives from the Blind Society as well as the local authorities and civic trust.



- Here's your chance to win one of Manweb's latest super products as pictured in the 1995 catalogue.
- All you have to do is provide a caption for the photograph, left.
- The picture is of Catrin Henderson, daughter of a friend of Shotton Shop Manager Paul Meacock.
- As you can see, baby Catrin is 'reading' a Manweb 'Surecare' leaflet.
- Send your entries to The Editor, Contact, Manweb Head Office, Sealand Road, Chester, CH1 4LR, by 30 December.
- Entries will be judged on humour and appropriateness.
- The senders of the best 8 will each receive one of the products featured here.



Winners of the 1994 Manweb Business Award 4th from the left.

WIN ONE OF THESE SUPER PRODUCTS

These are just a small selection of the Christmas gift ideas on offer in Manweb's shops and superstores this year. Staff prices start from as little as £7.99 for a personal stereo and £4.79 for a hair styler, so why not drop in and take a look.



BRAUN AS22 HAIRSTYLER
- staff price £14.39.



REVLON FOLDAWAY HAIRDRYER
- staff price £14.39.



REMINGTON SN1 HAIRDRYER
- staff price £11.99.



REMINGTON FOOTSPA
- staff price £38.39.



CORBY TROUSER PRESS
- staff price £60.79.



AMSTRAD PS150 PERSONAL STEREO
- staff price £7.99.



SHARP QT270 RADIO CASSETTE
- staff price £35.99.



PHILIPS HP2720 WET AND DRY LADYSHAVE
- staff price £19.99.

CAPTION COMPETITION

Name

Address/Location

Phone

CAPTION

(No more than 20 words)

CLOSING DATE FRIDAY 30TH DECEMBER

Women tough



Putting in a spot of practice on the lawn outdoors.

"WHY not inject some adrenaline into your life and those of your female colleagues this autumn? All you need is to be reasonably fit and not mind getting wet, muddy and tired. A sense of humour and an eagerness to learn also helps."

It sounded too good to be true - and it was! Teams of women drawn from organisations across Britain took part in the Breakthrough Women's Challenge '94, a competitive weekend which involved solving problems in the outdoors.

We carried everything we needed, slept in our own shelter and cooked on a log fire. The venue was Eastnor Castle, Herefordshire - and up and down the Malvern Hills several times.

- The high points.
- Jumping off a 100 foot cliff and flying across a quarry on a zip wire (while memorising codes)
 - Winning the 'song contest' with our own composition entitled 'The Fat Cats'
- The low points

AWARDS PRO MANWEB SUPP FOR BUSINESS

SHINING examples of energy efficiency earned three local companies top honours in the annual Manweb Business Energy Awards.

Now in its 10th year, the competition once again attracted a variety of entrants from all over the region, each having significantly benefited from improvements in energy efficiency.

The competition comprises three sections. The PEP (Power for Efficiency and Productivity) Awards aim to encourage companies to take a fresh look at production processes and apply the latest and most efficient electrical techniques and equipment. There are separate categories – one for organisations with 100 or more employees and another for those with less than 100 staff.

The Beta Award recognises the designers and operators of commercial and public buildings where an electrical service or technique has saved energy costs while improving the amenity of a building and, possibly, its surroundings.

Manweb's portfolio of gas customers is growing rapidly, so a new award was introduced this year, called Gamma, for efficient use of gas technology and equipment.

Chief Executive John Roberts said: "The Business Energy Awards are an important opportunity for us to publicly demonstrate our support for our business customers. Only by working together can we secure the future prosperity of our region."

The three winners were presented with cheques for £1,000, a trophy and a certificate from Lord Wade of Chorlton, Chairman of the North West Regional Technology Centre. They will also go forward as the three regional Manweb nominees in the national finals of the 1994 Business Energy Awards.

The winners were:-
PEP Category 1 – Allied Mills Ltd, Liverpool.

Flour millers, Allied Mills, won this Award with an in-house designed energy saving project which will pay for itself in just 14 to 18 months.

As a result of a relatively straightforward electrical refinement – carried out by Allied's own engineers at an overall cost of around £4,500 – average running costs have been halved and employees are enjoying a much more congenial working environment due to a welcome reduction in fan noise. Consistent high quality air which is necessary for flour milling is also assured.

Highly Commended: AEI Cables – MIC Division, Bootle, Merseyside.

Commended: Fishbach UK Ltd, Runcorn (manufacturers of plastic cartridge containers).

PEP Category 2 – Shotton Paper Company plc, Deeside.

The UK's largest producer of newsprint, Shotton Paper is making total savings of around £60,000 per month through the installation of a 20-metre long contact dryer which enables it to pelletise effluent sludge and use it as a supplementary boiler fuel. Shotton needed to make this investment because of the dramatic increase in effluent solids produced by a new paper machine and 140,000 tonnes a year Recycled Fibre Plant which processes old newspapers and magazines. With the



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Mike Metcalfe, Head of Staff Development, attended the unveiling in his capacity as Head of Regulation, along with representatives from the Blind Society as well as the local authorities and civic trust.



Winners of the 1994 Manweb Business Awards with their prizes. Director Power Marketing Colin Leonard is pictured, back row, from the left.

Women take up tough challenge



Participating in a spot of practice on the lawn outside Head Office, (l-r) Ruth, Ann, Marie, Lynne, Elaine and Jackie.

WHY not inject some adrenaline into your life and those of your female colleagues this autumn? All you need is to be reasonably fit and not mind getting wet, muddy and tired. A sense of humour and an eagerness to learn also helps."

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- The high points:
- Jumping off a 100 foot cliff and flying across a quarry on a zip wire (while memorising codes)
 - Winning the 'song contest' with our own composition entitled 'The Fat Cats'

By Ann Evans

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The Manweb team inside their shelter during the Breakthrough Women's Challenge.

THEY SAID IT

Extracts from letters TO Manweb about Manweb people and the services they provide FROM satisfied customers around the region.

TO: Dee Valley District
FROM: Mavis Thompson, Chester.

"The main fuse blew in our house one evening at 6.05pm. We rang Manweb at 6.15pm, and a Manweb service man came at 6.18pm.

"He renewed the fuse and checked every switch for us and he had our electric back on at 6.25pm.

"We were so pleased with such quick service we just had to send a word of thanks to the serviceman and to Manweb as a whole.

"Thank you all very much."

The serviceman was Mario Mager from New Crane Street Depot.

TO: Dee Valley District.
FROM: F. C. Gardner, Willaston.

"Today your meter reader called to read our electric meter, and I am writing to tell you how impressed I was with her manner, which was both pleasant and courteous.

"It is all too easy for us to be critical of the service we receive, but slow to praise.

"In the case of today's visit, your meter reader deserves praise for her very pleasant manner. I hope you will pass on these comments to her."

The meter operator was Christine Pine.

TO: North Mersey District.
FROM: G. Rodgers, Southport.

"I am writing to you to say a very big thank you to all concerned in the work done to my drive, and for the kind and understanding way in which you dealt with the matter.

"It has been an excellent job and the men who did the work were first class.

"Our sincere thanks also to Mr Shields for all his kindness and understanding of the situation. In all a very big thank you."

TO: North Mersey District.
FROM: Miss S. Roderick, Southport.

"Just a brief letter to thank you and your staff (Vincent Hennaker) about the prompt and polite way your department dealt with a complaint.

"I was most impressed with the way your representative quickly dealt with the matter. After feeling very aggrieved about the incident in the first instance, I am totally happy about the way your department has made amends."

TO: Technical Services, Oswestry District.
FROM: Stuart Carter-Brown, Contracts Manager, Jones, Peate & Edmunds.

"I would like to express my gratitude to you and the members of your department, who managed to pull out all the stops to provide us with an electricity supply at our housing development, Llanidloes.

"I am especially grateful that they were able to complete the necessary works within such a short time following the receipt of the necessary Ministerial Approvals.

"I would particularly like you to pass on my thanks to Mr Martin Benson and Mr Robert Jones for their expertise and help on this project."

TO: Region 3.
FROM: D. Oliver, Penmaenmawr.

"Just a short note to say thank you for sorting out my account and letting me know the details so quickly.

"I know you must get a few irate customers on the phone now and again. I hope this shows how grateful I am."

The employee concerned was Maria O'Sullivan.

TO: Mid Cheshire District.
FROM: W. D. Burns, Burnham Building Co.

"We are pleased to inform you our Burnside site at Hale Barns, to which you are the suppliers of electricity, has just received one of the top prestigious awards 'the Pride in the Job' top 100 award.

"Would you please convey to members of your staff who are involved with this site in any way, our thanks for their help in receiving our award."

Those involved were: David Aitchison, Audrey Wilkin, Craig Sankey, Ken McDean and staff.

TO: Region 3.
FROM: J. Thomas & Sons, Denbigh.

"May I thank you for your patience in listening to my complaint, and the understanding you have shown."

The letter refers to Malcolm Hughes, Team Leader, Call Centre.

TO: Arthur Ellinson, Head of Regulation and Environmental Strategy.
FROM: Nigel Evans, The Cheshire Wildlife Trust.

"Please find enclosed photographs of work recently carried out by Manweb at our Swettenham Meadow Nature Reserve.

Thanks to our relationship with yourselves, stemming from input into the Manweb Environmental Report, all parties were able to ensure that the necessary work was carried out with due regard to the sensitivity of the site. This was indeed the case, with minimal machinery being used, and that which was used created little damage.

"Both the Trust's Conservation Manager and Reserve Officer attended the operation and were more than pleased by the co-operation offered by the Manweb engineers."

TO: Contracting, Wrexham.
FROM: Mrs E. B. Pendle, Thingwall.

"It is refreshing in this day and age of apathy in dealing with customer queries, to record an exception to the rule.

"On 19 September, 1994, I was continually shunted round Cheshire and North Wales Manweb offices, until reaching Ext. 2025 at Manweb Contracting, a lady named Rachel (Hearn) explained my sister-in-law's predicament, she apologised for the inconvenience caused and undertook to deal with the matter personally. She then rang back and a satisfactory conclusion was reached.

"I feel that this standard of service should be brought to your attention, with my thanks once again."

TO: Andy Jarvis, Account Control Manager, Region 3.
FROM: G. E. Scott, Broughton.

"I do thank you for the efficient and courteous manner in which you corrected my account.

"As you rightly deduced it was my faulty reading which had caused the problem.

"I am most grateful for your prompt attention."

TO: Waterloo Shop.
FROM: May Hendry, Gt. Crosby.

"I recently bought a Hotpoint twin tub machine from your showroom in South Rd, Waterloo, and would like to take this opportunity to say how very helpful and efficient your salesman 'Colin' was.

"I had been having difficulty trying to find a twin tub machine and he really did put himself out to help me. I thought I would write to tell you how pleasant it was to do business with him and to say thank you to 'Colin'."

TO: Trading Division Retail Administration.
FROM: Ms J. Lewis, Southport.

"All too often people complain about a service, but forget to praise when a service is good.

"I as a single parent, unemployed (at the moment), have on two occasions in the last 12 months, gone into the Lord Street shop,

Southport, with a need for help.

"Pat and John have both found a solution to a financial dilemma.

"I do pay by direct debit and have done so for four years.

"In January the DSS changed my circumstances which meant my direct debit money for all my bills went to pot. Pat cancelled my direct debit, and returned it a month later, this sorted out my dilemma.

"John helped me last week. My eldest son was 18 yesterday, and I had no money to do anything for him. I am well in hand with payments, and asked could he do as Pat had in January. John arranged a refund of one month's payments rather than mess the direct debit up.

"I was ahead, and this will not cause any problem to Manweb.

"This saved my life and was all done with such care and understanding from a young man.

"The whole of the staff in the Lord Street shop are patient and caring, and very polite."



TO: North Wirral District.
FROM: Mrs Liptrot, Pensby.

"I wish to say thank you to the young man who read my meter at the above address this week. This is a pensioner's bungalow and when we know the meter reading is due, a few of us leave the key in the out-house where the meter is situated. After reading our meters the young man very kindly put the keys through our letter box. It was a very thoughtful gesture on his part, when there are so many break-ins these days. So a big thank you to him from us.

The young man was part-time meter reader Dave Whelan.

TO: Manweb Contracting Services.
FROM: Mrs E. Winskill, Corwen.

"Thank you for your letter regarding work at the above address. This was duly carried out and I want to put on record my thanks to the two men who were involved.

"It was a pleasure to have them in the house and as I am a 95-year-old widow you will understand how much that meant to me.

"They were kind, considerate, quick and clean and I was very thankful to them."

The electricians were W. G. Humphreys and E. O. Evans from Corwen Depot.

TO: Manweb Contracting Services.
FROM: C. Bowyer, Colwyn Bay.

"My new Creda Storage Heater was installed on Monday as arranged and it seems to be working efficiently. I have nothing but praise for the two young men who installed it. It was an added bonus that they are Welsh-speaking."

The two electricians were Terry Griffiths and Iola Griffiths from Bangor Depot.

TO: Manweb Contracting Services.
FROM: G. Parry, Caernarfon.

"David Tomkinson had phoned me to tell me he would be here Monday morning. He had worked for about an hour before the Postman came. 'What a wonderful worker.'

"He worked hard all day and had finished the wiring and fixed the radiators and the water timer etc.

"It was a pleasure having such a good and

tidy worker. 'Thank you for sending him.'"

TO: Aberystwyth District.
FROM: Molly Johnson, Aberystwyth.

"My husband and I were so impressed by the efficiency of your assistant, Carole Davies, that we feel that we must write to tell you so.

"We spent almost an hour with Mrs Davies, discussing a variety of appliances for our new extension. Throughout, she was knowledgeable, quick, and efficient."

TO: Regional Operation Manager.
FROM: L. Horton, Hopeside Hostel, Colwyn Bay.

"Too many people today voice complaint after complaint against all sorts of triviality when dealing with the public. Being a Hotelier I experience the same sort of complaint.

"Isn't it a pleasant change when someone actually praises somebody for doing their best when dealing with the public. That's what this letter wishes to convey. I called into your Colwyn Bay Branch to take advantage of an offer on a Satellite dish; the store was in turmoil with a refit taking place around office space.

"I was met by Miss Celia Roberts who was previously unknown to myself, she deserves the upmost praise in handling my particular requests. She could not be more helpful and pleasant and if your body hands out any form of good customer relations awards can you please place her on the list.

"She is a credit to Manweb and deserves to be recognised as such."

TO: Heswall Shop.
FROM: Mrs W. L. Williams, Heswall.

"I fully intended writing to complain after a frustrating saga of incompetence when having a shower fitted but I am writing to commend to you Miss Jan Wilkinson at the Heswall shop, who more than compensated with calm, efficient, and thorough handling of the situation, particularly dealing with an irate customer. I consider her to be a valuable member of your management team."

TO: Network Services Division.
FROM: Ian Laycock, Holmes Chapel.

"I wish to record my thanks and appreciation for the work carried out by one of your teams, led by Mr Darren Whiston.

"The work involved removing a number of tree branches which were touching overhead power lines.

"I found the service provided absolutely outstanding both in terms of response time and the courtesy and consideration of the men involved. They are a credit to your organisation."

Darren Conte was also involved.

TO: Network Services Division.
FROM: Michael Tighe, Knutsford.

"Thank you for your letters of the 25 August and the 6 September and for the cheque of £26 in respect of the broken barometer. I am very grateful for your help in this matter, thanking you once again."

The person concerned was Doris Pritchard.

TO: The Compass Catering Manager, Head Office.
FROM: Sarah Kelly, Neuromuscular Centre, Winsford

"Thank you and all your staff so much for all the splendid catering that helped make such a success of the Finale Party for the Manweb Celebrity Challenge.

"The youngsters at the Centre absolutely raved about how delicious the food was. 'It is just as well that the Centre staff and users do not work at Manweb, as we are all foodaholics and we would probably never move out of the restaurant, given the standard on offer last Friday. Thank you very much indeed for all your hard work, time, trouble and effort, and the superb and helpful service.'"

TO: North Mersey District.
FROM: Mrs S. Aylmer, Bootle.

"It was a pleasure last week answering the door early one morning to a very attractive and pleasant young lady meter reader!

"She looked very smart and even apologised for calling so early. Well done, Manweb, she certainly cheered one customer up!!!"

The meter reader was Jackie Coutts.

OBITUARIES

It is with sadness that Contact reports the deaths of the following retired Manweb employees. They will all be sadly missed by their friends and colleagues:-

Gwyneth Thomas, who died on October 1, was a Telephonist in Dee Valley before retiring in 1980.

Harold David Henry Williams was a Craftsman Electrician in Aberystwyth before retiring in 1982. He died on October 3.

Ronald John Furlong, who died on October 11, was a Consumers Engineer in Area 2/3 before retiring in 1968.

Arthur Wright, a Substation Attendant in Area 1 until retirement in 1967, died on October 12.

Wallis Williams, who died on October 18, was a Print Room Operator at Head Office before retiring in 1970.

Goronwy Wyn Jones, who was a Principal Assistant at Head Office until retirement in 1982, died on October 19.

James Vincent Carroll, a General Assistant Engineer in North Wirral until retirement in 1970, died on October 19.

Reginald Herbert Webster, who died on October 20, was a Service Electrician in North Wirral District until his retirement in 1991.

Ernest Haigh, a Mate in Aberystwyth until his retirement in 1971, died on October 23.

John Marsden, who died on October 26, was a 2nd Engineer at Head Office until he retired in 1976.

Peter Gerard Coupe, an Admin Assistant at Head Office before his retirement in 1985, died on October 27.

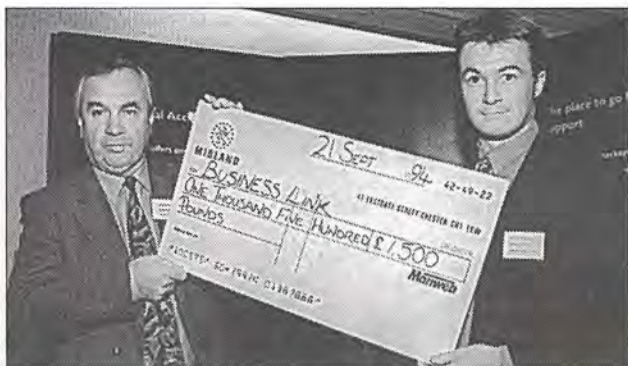
John Major Jones, a 2nd Assistant Engineer at Head Office until his retirement in 1973, died on November 1.

Victor Douglas James Heard, who died on November 1, was a Senior Engineer at Head Office until he retired in 1981.

James Cecil Holland Hughes, who retired in 1967 from Dee Valley, where he was a Clerical Assistant, died on November 3.

Lawrence Morris, a Brick Setter in Dee Valley until his retirement in 1977, died on November 4.

Kenneth Maxwell Williams, who died on November 6, was a Sales Assistant in North Wirral before his retirement in 1987.



Cheque for Agency Network

CONTINUING Manweb's support for the local enterprise agency network, Bob Hodson (left), Head of Sales and Marketing, presents a £1,500 cheque to Richard Holt, Managing Director of Chester and Ellesmere Port Business Link.

Manweb is the first commercial sponsor of Business Link, which has merged with Chester and Ellesmere Port Enterprise Agency (CEPEA), and which was officially declared open for business on 9 November by Michael Heseltine, President of the Board of Trade.

Announcing the merger, Bob Hodson, CEPEA's Chairman, said: "We look forward to joining the strong partnership that is enabling Business Link to support businesses of all sizes as they help strive for the area's economic regeneration."



Centre's useful gift

AN essential piece of equipment was delivered to a group of old folk recently.

It was a fridge/freezer donated by North Wirral District to the Cavendish Community OAP

Centre, Birkenhead. North Wirral District has supported the Centre for several years. The Centre provides hot meals and snacks for about 150 local people.

Pictured, seated, are Community Centre members Clair Harper and Lil Byrne with Janet Ford, North Wirral District Office Manager and Shelah Jones of the Cavendish Community OAP Centre.

PROJECT TAKES TOP AWARD

MANWEB's Holyhead Power Save project has been named as the winner of a special Prince of Wales' Award for services to the Welsh environment.

Launched in 1992, the project reduced power consumption in the North Wales town of Holyhead by one megawatt. This gave savings in energy production, and avoided the cost of building a third electricity substation to meet power demands.

A major publicity campaign helped promote the efficient use of energy, and Manweb also subsidised the purchase of energy saving light bulbs and other appliances. Businesses received help with installing energy efficient processes and equip-

ment, as well as free energy audits from Manweb.

Speaking following the announcement of the award Manweb's Chief Executive John Roberts said: "We are delighted that the environmental benefits of our Holyhead project have been recognised with this award. Power Save was a ground breaking scheme, with benefits for the local community and businesses, as well as the environment. We hope the scheme's success will help create a wider awareness that looking after the environment is good for business."

The award will be presented by His Royal Highness the Prince of Wales in Wrexham on 19 December 1994.

FREE ADS

FOR SALE

Black Ash Bookcase, desk and hi-fi unit; £50. Deep purple shantung bridesmaids dresses, one, size 16-18, two, sizes 10-12. Beautiful colour and design. £130 new, £60 each. Contact Jan Wilkinson on 051-342 3621.

Wordperfect 6.0A (1994). The latest pc word-processing software. Unwanted/unopened prize from Channel 4 Teletext. Worth £250, will accept £150 ono. (Hard disk and 6-8mb 386pc minimum). Contact Paul Cardin on 051-639 0595 (evenings).

Cane settee and 2 chairs for patio, excellent condition (floral design covers); £130 ono. Tel: 0745 822080.

Music and games computer system. Includes Casio midi keyboard, Amstrad cpc computer with music-making software, loads of games, joystick, manuals. Superb bargain at £450. Contact Jeremy Blackford on Chester 653503.

Bentley Piano - good condition, recently tuned; £350 ono. Contact Wrexham 0978 354894.

PROPERTY

Sealand Road, Chester. Within walking distance of Head Office. Three bedroomed semi-detached house comprising lounge with feature fireplace and gas fire. Kitchen/diner, bathroom/wc. Economy 7 storage radiators. UPVC double glazing. Decorated throughout. Garage and garden with open aspect to rear. Contact: Pat on 700-2196.

Professional Photographer. Bookings for weddings for 1995 now being taken, also sittings for portraits of children

CHILDREN'S CANCER LEUKAEMIA CARE

Wanted

Any foreign notes or coins which you forgot about in drawers and sideboards, for these most worthy nurses. Also stamps (any), stamp collections, badges, books and medals. A donation of any kind most welcome.

I worked in the operating theatres with these unfortunate people for many years and saw the patients and nurses needs at first hand.

My grateful thanks.

Please send to:
DAVID BUNN
9 KINGHORN ROAD
NORWICH, NORFOLK,
NR2 3QP.

Telephone: 0603 57314

If postage is a problem I will gladly pay. Every penny goes to the nurses and patients welfare. My time is free.

Registered Charity No. 219222

PERSONAL

and families in well equipped studio. Friendly service assured. "Let me create your wedding album." Peter David Studio, Wrexham. Contact: Pete or Pat on 0978 263 448.

The Officers and Committee of the North Wirral (Electricity) Retired Staff Association send Seasonal Greetings to all retired staff living in the Wirral District, and extend a warm welcome to any non-members who would care to join us.

Furniture Polishing & Restoration. Colours matched.

House interiors. Free quotations. Contact Gavin Pye on 0378 262513 or 0978 846539.

Quality wedding and portrait photography at highly competitive prices. Why pay more for the photos you want? For full details or estimates contact: Ken Smyth (Work - 0244 652449) or (Home - 0244 544771).

VEHICLES

Ford Capri 1600 Laser, C reg, 73,000 miles, one owner, good condition, O.I.R.O. £1,400. Phone 051-648 4579 for full details.

ENTER THE GARDEN & DISCOVER THE SECRET OF CHRISTMAS

If you're looking for somewhere really special, with a wide choice of festive fare including a sumptuous traditional hot & cold Christmas carvery, where a keyboard player encourages you to sing your heart out, somewhere to just sit back and soak-up the party atmosphere, you can have all this and more for just £14.50 per person.

A Christmas Party Lunch with a real difference at the Mollington Banastre's famous Garden Room.

FOR FURTHER DETAILS & RESERVATIONS CONTACT ANITA HARMAN.

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PARKGATE ROAD
CHESTER CR1 6HN
TEL: (0244) 851471
FAX: (0244) 851165



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(BLOCK CAPITALS, PLEASE)

Name

Work place (or retired)

Tel:

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



Region 3 staff all dressed up for fund raising.

Dressed up to help Alan's aims

THERE was only one winner at a recent night at the races - Alan Galbraith, Manweb Region 3 Manager.

For the £315 raised by the Region's punters at the Power Marketing race night went towards Alan's nominated cause - the Liver Unit at Birmingham's Queen Elizabeth Medical Centre, where he recently underwent a major operation.

When staff first collected for Alan and bought him a present, he was naturally very grateful. "But he suggested that if ever we did it again, he would like the money to go to the Liver Unit which cared for him," said Anne Thompson, Region 3 Customer Service representative, who was at the forefront in organising the fundraising.

The original idea had come from Regional Manager Ray Hall - but that was only the start. Encouraged by the response at the race night and keen to help Alan's aims, an account was opened up and ideas for further fundraising were suggested.

Recently employees were charged to come into work in fancy dress - an idea which produced a bumper bonus of £370 for the fund. A variety of colourful characters in an assortment of costumes were on show that day, with Darran Thomas taking the 'bottle of wine' prize with his portrayal of Thor, the God of Thunder.

Employee Antony Jones contributed by cycling from Prestatyn to Wrexham and back (74 miles) which raised £180 towards the fund.

An 'outrageous tie' competition raised £37 and a 'hideous photograph' competition as well as various raffles and other events are planned to help swell funds. "The response has been fantastic, with everyone willing to contribute and join in," said Anne. "Many thanks to everybody in the Wrexham offices."

Centre takes top quality award

NETWORK Services' Data Conversion Centre at Redwither, Wrexham, has become the first department to receive Manweb's internal Quality Award.

The centre is responsible for transferring paper-based network plans onto the Corporate Geographic Information System (CGIS), and to win the award it had to establish a quality system which complied with the International Standards Organisation quality standard ISO 9000 - the equivalent of British Standard 5750. Staff at the centre also had to demonstrate an ongoing improvement in quality of service.

The award was made following a detailed audit by Quality Manager Dennis Fricker, and was endorsed by Chief Executive John Roberts.

Dennis said: "The award recognises the hard work done by Data Conversion Centre Manager Eddie Cottle and all the staff as

well as Assistant Quality Manager John Barker who helped establish the centre's quality procedures. Since it was set up in January 1993 there has been a considerable team effort at all levels, in improving quality and at the same time increasing productivity."

The Centre is unique within Manweb. Run in partnership with Wrexham Maelor Borough Council and the Wrexham ITech training organisation, it is staffed largely by trainees on one year National Vocational Qualification courses. If they obtain permanent employment while working at Redwither they may leave at short notice, and with a constantly changing staff, the quality system helps ensure work is produced to a consistently high standard.

The trainees themselves can indicate to future employees that they have



Eddie Cottle (centre) and his staff celebrate winning the Quality Award with a special cake.

worked within a formal quality system.

Other Manweb departments now plan to seek the Company's internal Quality Award, and the

Quality Department is planning a higher, Gold Award, that involves the sustained introduction of total quality management practices.

Anyone wishing to find out about Manweb's Quality Awards should contact Dennis Fricker on 700 2244 (Office ID:FRICKDR).



Chief Executive John Roberts is pictured (fourth from right) presenting the Quality Award to Eddie Cottle with (l-r): John Barker, Supervisor Gwenan Griffiths, Document Controller Linda Glover, ITech Managing Director Derek Glynn, Supervisor Les Norman, Director, Network Services Howard Kirkham, Chief Engineer John Turner, Projects Engineer Dave Russell and Senior Supervisor Chris May.

CARNIVAL CAPERS

AFTER the chaos came the carnival.

That was the case at Manweb's Whitchurch shop recently when the town celebrated the completion of a few years of road works, pedestrianisation and general re-structuring which had caused problems for many of the traders in the area.

To mark the return to normality, the local Chamber of Trade decided on a series of celebrations including a prize draw with a star prize - a colour TV set donated by Manweb. Shop Manager, Christine Prescott, is pictured with the display she created to show all the prizes in the shop window to the local residents.

