



MANWEB has won a new national award for its achievements in energy efficiency.

The Company is the only regional electricity company amongst just 16 organisations to receive Energy Efficiency Accreditation. Other award winners include Marks and Spencer, British Telecom and J Sainsbury plc.

Supported by the Department of the Environment's Energy Efficiency Office, the new scheme independently assesses an organisation's achievements in the Government's 'Making a Corporate Commitment' campaign, aimed at increasing energy efficiency. There are 1,600 organisations that have now signed this commitment.

The accrediting body for the new scheme is the Institute of Energy and it is administered by the Energy Systems Trade Association (ESTA).

Under the scheme commitment and performance is measured in:

- management policy and reporting procedures.
- investment in energy efficiency.
- improvements in energy efficiency achieved over the previous three years.

The award was presented to Manweb's Director Network Services Howard Kirkham by Professor Jim Harrison, President of the Institute of Energy, and broadcaster and former Director of Friends of the Earth, Jonathon Porritt, at the recent launch of the scheme in Birmingham.

Manweb's Energy and Environment Manager Geoff

New award for energy efficiency

Ravenscroft said it was a major achievement for the Company to be amongst the first 16 organisations to receive the award. "We stand amongst some very good names in the area of environmental responsibilities," he said.

He added that Jonathon Porritt, in his 10 minute speech to launch the new award, had mentioned Manweb twice, citing the Company's Holyhead 'Power Save' project as an excellent example of utilising Demand Side Management to exploit energy efficiency.

In the picture above Howard Kirkham is pictured (centre), receiving the Energy Efficiency Accreditation Award from Professor Jim Harrison (left) and Jonathon Porritt.

NATIONAL WINNERS



Here are just some of the many Manweb personnel whose prompt reaction to a major power failure quickly helped to have a big city buzzing back to life.

They are (l to r) Back row: Alan Sandells,

George Deakin, Ted Bostock, Ross McAdam, Bob Connor, Paul Fitzgerald and Chris Tigwell. Front row: Jim Henderson, Frank Taylor, Steve Waring and Phil Cato.

Full story pages 6-7.

SHARES BONUS MEANS THANKS

FIFTY free shares have been offered to eligible Manweb staff as a 'thank you' gesture from the Company.

Since being floated on the Stock Exchange in December 1990, Manweb has consistently achieved high levels of performance compared with the other Regional Electricity Companies, and we are regarded as one of the most successful companies in the electricity sector.

Chief Executive John Roberts said: "Every one of us has played an important part in this success, and in recognition

By Jackie Unsworth

the Board has decided to offer 50 free shares to eligible members of staff.

"On behalf of the Board I am delighted to be able to make this offer of shares to our staff and that, as shareholders, they will be able to benefit from the future successes of our Company."

If the shares remain for five years in a

special trust established by Manweb, they will be completely free of tax.

The offer is open to all permanent staff of Manweb plc and Manweb Contracting Services Ltd who were employed on 17 December 1993 and:

- are contracted to work at least 16 hours a week and have at least six months' continuous service, or
- are contracted to work at least eight hours a week and have at least five years' continuous service.

IT'S A BIG BONUS FOR HOUSE BUYERS

HOUSE BUYERS can improve their homes by participating in Manweb's latest sales promotion and they can help themselves to a free gift too.

The Manweb Privilege Scheme, re-launched in conjunction with Royal Insurance Property Services, offers vouchers of over £1,250 to customers who buy or sell property through Jones & Chapman or Swetenhams Estate Agents.

The vouchers entitle customers to special discounts across a wide range of Manweb appliances and services. They can also be used in conjunction with any other Manweb offers running at the same time — thus offering the opportunity for even further savings.

When a customer has completed the sale or purchase of a property through one of the participating estate agents, they will be issued with a stamped and authorised privileged certificate.

Vouchers

This certificate entitles the customer to a book of vouchers worth over £1,250 and a free gift of a low energy lamp or smoke alarm from their Manweb shop. The discount vouchers can be used against purchase of any products from Manweb shops, including goods already subject to offer or discount.

Dave Tinsley, Head of Domestic Sales, Power Marketing, who introduced the scheme, said: "It opens up a new sales base with tremendous potential for sale of our products and services and is yet another example of Manweb making life easier for customers."

Stressfull

Welcoming the scheme, Royal Insurance Regional Operations Director Barry Pearson said: "Buying and selling a home can be stressful and time consuming. Our commitment is to make the whole process as straight forward and as worry free as possible. Now in this joint venture with Manweb, we aim to give our clients something extra every step of the way."

Staff who are thinking of moving house can take advantage of this promotion by visiting either Swetenhams or Jones and Chapman estate agents, where they will be given 10 per cent off the standard sales commission rate.

There is also 10 per cent off the standard charge for either a House Buyer's Report and Valuation or a full structural survey.



Manweb's Head of Domestic Sales and Marketing David Tinsley is pictured (centre) with Retail Marketing Manager Stan Hawtin (right) and Barry Pearson, Regional Manager of Royal Insurance Property Services, at the re-launch of the promotion.



CODE UP AND KEEP

AS part of a crackdown on crime, customers at Manweb's Holyhead shop were invited to 'personalise' their electrical goods with a special pen. The 'Code Up and Keep' campaign, organised by Holyhead Youth Crime Prevention Panel, enabled people to put their post code on items bought from the shop.

Shop Manager Alan Jones is pictured with local youngster Andrew Williams, who designed a special poster, and Victoria Williams, the new Secretary of the Youth Panel.



JOINING FORCES

MANWEB's Mid Mersey District joined forces with Cheshire Police to promote awareness of "Stranger Danger".

The District donated a portable television, which was used as the main prize in a draw held during the January performances of the police-sponsored pantomime 'Jack and the Beanstalk', at the Parr Hall, Warrington. Money raised from the prize draw will boost the 'Stranger Danger' campaign. Malcolm Bebbington, Manweb Customer Service Executive, is pictured (2nd from right) presenting the TV to (l-r) John Parry, of the Parr Hall, Maurice Lloyd, Vice Chairman of Warrington Crime Prevention Panel, and Divisional Crime Prevention Officer Graham Hale.

POST BAG

Act on that criticism

Dear Editor,
With regard to the article by Graeme Cooper about the Which? magazine criticising the electricity industry, I would think that you have got off very lightly.

On my last quarterly bill for instance a service charge was shown for 100 days at £12.66. This being the case it would show that Manweb have 400 days in their year. This is just a minor instance, so is there any wonder you should be criticised?

Mr Cooper went on to state that people using small amounts of electricity were not billed with a service charge. Oh! how noble, this means that all holiday houses get this service where they are

only occupied for two weeks of the year of 52 weeks. Why do only card customers get a discount, why don't I get one on my thrift meter?

Being an O.A.P. and having put in 36 years' service with Manweb I would have thought that someone such as I could have qualified. I could mention lots of instances where the industry falls short and you will always come in for some criticism.

Providing the criticism is acted upon and wrongs are being shown to be put right then this will be good for you.

Yours respectfully
Mr G. Jackson
Llandudno Junction

Editor's note: We do of course look into criticism, and the points you mention, daily charges instead of a quarterly standing charge — the Select Tariff and discounts — came about through listening to customers' views and acting on them.

Taking the Which? article first, their feature contained a number of inaccuracies which we were obliged to point out to customers and staff who may have seen the story, as well as to Which? itself.

Moving on to your other points, your electricity bill clearly shows that you are paying a daily charge for the period shown, in this case 100 days. Bills are sent roughly every quarter, but the period you're charged for will vary according to when your meter was read.

We introduced Select to address specific concerns from customers, particularly pensioners, about the fairness of standing charges. Select has a higher unit rate, so relating all costs to electricity usage, and if Mr Jackson feels he may benefit from this tariff we'll be happy to discuss it with him.

On discounts, it is not only card meter customers who benefit from these. Direct Debit customers also receive them. The more frequent payments these customers make help Manweb's cashflow, and the discounts are Manweb's way of sharing this benefit with customers. Thrift meters assist customers in budgeting for their electricity, but Manweb does not benefit from more frequent payments, therefore they don't qualify for discounts.

Books to be bought

Dear Editor,
I am writing to you to ask if you could pass on my sincere thanks to Manweb staff, in particular Mr Bill Tubey, and all those at the Lister Drive and Bridle Road Depots, for their recent support in holding a charity football match and raffle on 27 December, to raise funds for M2 Ward, Alder Hey Hospital, where my two year old son Thomas was a cardiac patient last October.

Due to everyone's magnificent

efforts, well over £300 was raised. The ward staff have requested that much needed text books are required by them for their ward, to help with their fine work, and these will be purchased forthwith.

Again, I would like to thank everyone on behalf of my son Thomas, myself, and very surprised, but grateful M2 Ward staff, as without their help this would not have been possible.

Thank you all very much.
Mrs Joan Knowles.

Curious character

Dear Editor,
The attached which featured in the current issue of our church magazine is, I think, quite hilarious.

You might consider it worthy of inclusion in your "postbag" column.

Peter G. Coupe (Pensioner)
15, Windrush Close
Mill Gardens
Wrexham LL13 0NJ

THE OLD TIME PARSON

One of the most curious and eccentric characters that ever lived was the Rev Joshua Brooks, chaplain of the old collegiate church of Manchester, who died in 1821...

Sometimes he would during service box the ears of a chorister for coming late; and once he clouted a boy who was singing the Kyrie after the Fifth Commandment, saying, "Hold thy noise, lad; what hast thou to do with the Fifth Commandment? Thou'st got neither father nor mother"...

When reading the Burial Service he would break off in the middle, go to a neighbouring confectioner's shop, procure a supply of hore-hound drops, and then return to his neglected duties and conclude the service.

Easter Monday was the great day for weddings at the old church, and large numbers flocked to be married, and with so many couples it was rather difficult to get them properly sorted, as one reading of the service sufficed for all. It was on one of these occasions that some of the bridegrooms got married to the wrong brides and the parson shouted out, "Sort yourselves when you go out."

P. H. Ditchfield, 'The Old-Time Parson' (1908)



GREEN ISSUES

Going underground at Formby – (l-r) Manweb Engineer Neil Hainsworth with Chris Healey, of contracting company Kennedy's.



ENVIRONMENTAL PROJECT NOW UNDERWAY

MANWEB and the National Trust have joined forces to carry out environmental improvements at a Merseyside beauty spot.

The two organisations have been working together to replace a 300 metre stretch of high voltage overhead power line with underground cable near Wicks Lane, Formby.

The line supplies electricity to St Joseph's Nursing Home, set in an isolated spot close to the sandhills and pine woodland which form part of the coastal conservation area.

North Mersey Engineer Neil Hainsworth said: "The National Trust recently acquired this small parcel of land which had previously been in private ownership and they approached us because they were concerned about the visual impact of the overhead line.

"We looked at the possibility of re-routing the power line but in the end the most acceptable solution was to run a 300 metre section underground."

To keep costs down, the National Trust agreed to dig the trench for the electricity cables and also British Telecom equipment which is currently carried on Manweb's overhead line. The Trust later back-filled the excavations. The cost of

the scheme to Manweb is around £6,000.

"We feel this is an extremely worthwhile contribution to the valuable work being carried out by the National Trust to preserve and improve the quality and conservation value of

the fields. It is an area widely used by the public for recreational purposes," said Neil.

The project was due for completion towards the end of January, when Manweb was to dismantle the overhead line.

Going underground improves village

UNSIGHTLY overhead wires have gone underground in a Cheshire village.

The disappearance trick is thanks to a guided boring system — deployed by Manweb.

The Company agreed to a

suggestion from Huxley Parish Council — located in the heart of Cheshire — that wires across the village green detracted from its appeal, but did not want to cause another problem by digging up the green and surrounding roads, leaving equally unsightly trenches visible on the road surfaces.

The solution to the problem came from Manweb Foreman Steve Wilson and his Liverpool-based team who operate a machine known as a Jet Trac 440 that can take cables underground by burrowing from a small hole without breaking ground surface en route.

In all, four kilometres of cable were laid in Huxley, with Steve's team concentrating on 250 metres in the village centre.

Said Steve: "There was one section that we could not com-

plete because there were so many other services just under the pavement surface and it was not safe to tunnel.

"The Jet Trac 440 only needs to make a small hole to go underground and then we can steer it with electronics to take it around bends."

Steve added: "The Company has an environmental policy to replace unsightly wires where it can, during refurbishment. Trenchless working means less disruption to residents and traffic."

The introduction of trenchless digging has saved Manweb £82,000 due to reduced labour and equipment costs.

Explained Steve: "It is much quicker than conventional operating methods and means that the money saved can be invested elsewhere in providing Manweb's customers with a quality cost effective service."



Aussie trip for Trevor

TREVOR SMITH, Network Planning Engineer in the Network Planning and Operation Section, Head Office, said cheerio to his colleagues and headed off

for Australia to visit members of his family.

This follows his retirement after 40 years' service with Manweb.

At a farewell presentation attended by colleagues from a number of Head Office and District locations as well as many familiar faces from the past, Trevor and his wife Sheila were presented with a retirement gift by Alan Laird, Network Planning and Operations Manager.



Tele win for Simon

CONTACT readers proved to have a way with words judging by the response to our Christmas competition.

The postbag was bulging with entries when Stan Hawtin, Retail

Marketing Manager, Trading Division, picked the lucky winner.

Sender of the first all correct solution was Simon Ulyat of CFU, Prenton.

Simon is pictured here receiving his Sony 14" tilt screen colour TV set from Advertising Manager Helen Danson.

The prize was offered by Trading Division to mark the launch of their new sales catalogue.

Better for Bethesda

AS part of the recent Urban Regeneration Programme in Bethesda, Manweb has taken down all the overhead power lines and replaced them with underground cables in a bid to improve the overall look of the town, and hopefully help attract new business into the unemployment blackspot.

The first phase of the work has already been completed in conjunction with Arfon Borough Council with a proposal to carry out further works in the town in the near future.

Manweb's Gwynedd District Customer Services Manager Dave Grady said: "We are obviously happy to be playing an active part in the regeneration work around Bethesda. We regard this as a valuable investment both environmentally and economically, as well as being part of Manweb's all-round commitment to improve our service and better supply customers' needs in the area."

Customer FOCUS

We continue our series of articles on the progress of Manweb's Customer Service programme with reports from Market Analyst Jane Braddick, Customer Service Co-ordinator Roy Jones and Training and Development Co-ordinator Mark Hollowood.

Manweb — measuring what matters

AT Manweb we are constantly striving to understand the needs of all our customers. The Customer Focus Programme is designed to make us a more "customer oriented" organisation but in order to do this we have to be able to understand what our customers want us to provide and what their priorities are. Our extensive market research programme illustrates the commitment we have in identifying, meeting and then raising our customer expectations in order that we can become the best "high quality, low cost utility". We acknowledge that any improvements we make must make economic sense for our long term future to be secure. Only by fully understanding our customers can we hope to meet this objective.

"High quality, low cost": what is "high quality"? Literally it means something which gives especial worth or value. We believe it should be our customers who determine whether or not we provide a service which meets this description. Which aspects of our service do provide "especial worth"? Which is more important to the customer? If we have to carry out work on the network which means planning a supply outage, would customers prefer shorter interruptions or fewer interruptions? Should the RECs be judged on numbers of outages or the length of outages, or, if a combination of both these measures is to be used, which should be given the greatest weight?

Surely it makes good sense to ask the actual users of a service. A service has to be appropriate or valuable to some end. Our customers are ultimately the people who will judge whether or not we are providing good service and the value placed on it will decide on its merit. It is they, therefore, who need to play a key role in determining whether we are providing service at the standards required. The "standards required" should by necessity be those called for by our customers. A company can only truly claim to provide "the best" standards of service if this is the view of its customers. If the measures we use to judge our service performance do not reflect customers' preferences they cannot claim to reflect service quality.

Recently there have been a number of reports published which claim to measure the standards of service provided by the RECs and, in some cases, other utilities. It is true to say that the findings from these reports differ widely. Naturally, individual companies like to make the most of favourable results and so "the consumer" is bombarded with press reports of this company or that company being "the best" service provider. Reports by Offer, Which? magazine, the National Consumer Council, and MORI have all offered their own findings and all have some degree of independence and credibility. Some use internally generated company statistics, others compare tariffs, new product offerings, internal practices and procedures or awards gained and some use the views of a random sample of customers as the basis of their reports.

As we are striving to become a customer led organisation we have a tendency to give greater credence to those studies which have taken the views of customers into account. What does it matter if a company claims to offer "the best levels of service" if this is not borne out by its customers?

Questioning of a national sample of utility customers by MORI earlier this year provided a measure of the overall service delivered by regional utilities. By comparing the performance of the top utility in terms of overall service (usually British Gas) with that of the RECs we were able to show how far away the RECs are from the current "best practice" in their area. When we compared the findings of this analysis with an analysis of the service standards monitored by Offer, the results were strikingly contradictory. For example, whereas London Electricity came out top with the Offer service standards analysis, they were bottom in the MORI analysis of customers' opinions. Manweb meanwhile was ranked seventh in the MORI analysis and joint 11th in the Offer analysis.

The switch in the position of London Electricity obviously raises questions. Perhaps the most important of which is: are we, as an industry measuring our performance against measures that hold little concern/value to the customer; or do the measures affect so few customers that they do not affect the "overall" service level customers perceive that company provides?

By using a similar approach to that used in the production of the MORI Index which compares "a basket" of service related performance measures were able to take the measure of satisfaction with our overall service and compare it to the measure of the overall service provided by British Gas in our area and track the movement of this index over time. Since 1989, Manweb has consistently trailed British Gas in terms of domestic customers' overall satisfaction, but not by much — typically, Manweb's satisfaction has been about 95 per cent of that of British Gas in our area.

Although we carry out large-scale bi-annual surveys in order to track our level of performance on certain key measures compared with the performance of other utility service providers in our area, we felt it necessary to take a closer look at what aspects of

HOLDING THE FOCUS

our service really matter to our customers.

In August last year we carried out a market research survey amongst some 700 domestic customers which was designed to measure their current expectations of our service, the level of service that they would find unacceptable and the level of service that they would expect from a "top class" electricity supplier. We also asked people to prioritise the areas where they thought that we ought to improve our service by allocating notional investment funds across the service areas they judged to be significantly important.

The table below shows how customers prioritised the various broad areas of Manweb's service delivery.

	Index Rating	
	Merseyside	Rural
Bill/payment issues	120	120
Supply continuity & restoration	102	162
New supplies & general engineering	120	138
Ease of communications	96	60
Appliance issues	90	72
Appointments	72	48

The table clearly shows that the customers see our priorities as bill/payment issues, supply continuity and restoration and new supplies and general engineering: one could argue that this is what they see as our "core" business, our basic function in life. Perhaps they think if we get this right then other issues which come out as less of a priority such as easing communications and appointments would be less necessary in the longer term.

Within the broad areas described above we then focused on what specific aspects of our service delivery customers would give priority to improving. For example, within the supply issues category we took a close look at customers' priorities concerning planned outages of supply. The numbers below are shown in index form. If all things were equal they would be rated at 100. The amount they are above or below the level of 100 shows the greater or lesser degree of importance placed on them.

	Respondents in	
	Merseyside	Rural Areas
Shorter planned interruptions	147	204
Fewer planned interruptions	105	119
Better warning of planned outages	63	77

This clearly shows that the length of the supply interruption is more crucial to the customer than the actual occurrence of the interruption: instead of aiming to take people off on as few occasions as possible with consequently longer periods of supply interruption we should instead be aiming to carry out the necessary work in shorter more acceptable job segments.

Further qualitative research where we carry out in-depth discussions with groups of customers has shown us that all customers regardless of the area where they live do not think that people living in areas needing improvement ie. rural networks should have to pay more than the rest for their supply network to be brought up to standard.

Actual quotations from customers include:

"Just because they live in an outlying district it doesn't mean they should have to pay more" (Older person from Liverpool).

"You shouldn't be charged extra just because you want to live in a certain place" "but if you've chosen to live there..." "what happens if you were born there — have you got to move because you can't afford to pay the bills?" "they're getting exactly the same service as me so why should they pay any more" (Younger person from Liverpool).

Currently around 85 per cent of our customers are satisfied with the overall service we provide. Therefore in order that we continue to at least maintain this level of satisfaction we should be aiming to continue to meet the expectations of this percentage of our customers. In terms of the current level of customers expectations of a "top class" electricity supplier, we are able to identify the point where 85 per cent of our customers would consider that particular aspect of our service had reached the "top class" performance level. This must be the minimum level that we aim for because as service performance improves through our own efforts and the efforts of other service providers then we can expect the level of customers' expectations to be raised.

The data gathered by the survey allows us to compare the target ie. the "top class" level, the level of performance perceived currently and the level of service that the majority of customers would regard as unsatisfactory. For example, if we look at waiting time following a customer request for a visit it shows that:

- 84 per cent would find a four day wait unacceptable
- An appointment within two days would be rated "top class" by 83 per cent
- 94 per cent see our present service as over four days whereas views on fitting a meter to a premises with a supply cable in place shows:
 - 83 per cent would find it unacceptable for this to take seven or more days to complete
 - 57 per cent would regard "top class" service as within five days, 43 per cent expect three days
 - 58 per cent think we currently take five days or more, only 27 per cent see current practice as three days.

In order for Manweb to achieve its aim of becoming a truly customer focused organisation it is important that we actually keep our eye on what customers want from us. Only by staying in tune with the needs, wants and desires of our customers can we hope to deliver a service they would regard as top class.

Firstly we must identify what our customers expect of us. It's no use our dashing off in one direction pursuing a service improvement which we think is vital if it is of little or no concern to our customers. To do this effectively we must ask our customers what they expect from us and which service improvements ought to be given priority. We have found that customers want us to get our core service right, rather than trying to extend into new areas, and many prefer us to concentrate on the basics. For example, customers in general would prefer us to spend more money on improving our supply reliability rather than spending money producing better information during supply failures. They also want us to deliver a highly personalised service which offers a wide choice of local contact points, with extended opening hours, a wide variety of payment methods, informed and friendly staff at all our outlets and the ability to respond to changing requirements.

We must check that our service improvements are having the desired effect on our customers' views of our service delivery performance so we must carry out tracking research to monitor progress. Currently around 85 per cent of Manweb customers are satisfied with the service we provide. That means that the remaining 15 per cent or 200,000 customers are dissatisfied! British Gas is slightly ahead of us on almost all the key measures of service performance. Our lead over British Telecom is declining as their service improvements begin to take effect. Most importantly, as we and other service providers improve the services we offer, so our customers' expectations rise. It becomes increasingly difficult to dazzle. What would have been thought extraordinary for Manweb three or four years ago now is the expected norm. We must keep moving in order to stand still.

It is also of paramount importance that everyone within our organisation fully appreciates the meaning of "customer care". Our customer service training programmes have been designed to fine tune our approach to customers. They are also needed to accelerate the growth of a customer care culture throughout the whole of Manweb. We must be prepared to deliver extraordinary customer service in place of our bureaucratic systems and procedures. Employees must be

As our service improves — customers' expectations rise...

empowered and prepared to own problems in order that our customers can receive individual attention and service tailored to their needs.

Finally we have employed a tool which helps teams of staff to put the icing on the cake of their customer service delivery by sharpening the individual skills they need to dazzle their customers. By personally calling back customers who have recently used Manweb's services, individual teams of staff can accurately assess how well they did and what, if anything, they can do to improve their service delivery.

So, the basic practical and customer service skills are just the start. We need to focus on what the customer wants us to provide and to do it in a personalised way at a local contact point. We need to monitor our progress by checking how we measure up to the performance of other utility service providers in terms of the perception of the majority of our customers in general. We need to know what those customers who have had cause to contact us recently thought of the way they were handled. Only by holding our focus on our customers can we truly hope to become a top class utility service provider.

IDEAS INTO ACTION

AS an integral part of our Customer Service initiative we want to enable everybody to become practically involved in our drive for extraordinary customer relations.

We see IDEAS INTO ACTION as an opportunity for everyone to become empowered and involved.

Many people within Manweb have expressed interest in this unique approach to delighting customers and we have already enjoyed some success with teams that have been trained and are up and running.

IDEAS INTO ACTION is a process for encouraging teams to generate ideas within their zone of control by thinking afresh using tried, tested and enjoyable techniques.

Teams will meet for two hours every two weeks after attending an initial one

day workshop which can be run locally. The workshop will be delivered by a trained facilitator with up to 16 staff attending each session. Teams will continue on a regular basis with full support of the executive and line managers, guided by the local facilitator and the central co-ordinators headed by David Hannah, Head of Training and Development.

Each team will select a goal that tackles a problem or opportunity which is in line with delighting customers first time, every time, at least cost. The team will then come up with ideas and solutions, select and action the winning ideas.

This initiative is not a one day wonder, it is to become a way of life.

For further details on IDEAS INTO ACTION please contact the central co-ordinators at Chester on Ext 2196.



A customer is asked for his opinion on the standard of Manweb service.

CALLING FOR COMMENT

TO support the Customer Focus effort, Service Quality Call was introduced as a pilot at the Northwich Customer Service Centre in May 1993.

The goal of the programme is to create PMCEs for our customers firstly, while collecting actionable information that can assist us to provide extraordinary service.

So, what is a service quality call?

It's a telephone call that is made to a customer within 24/48 hours of a transaction taking place. These transactions are chosen by the unit concerned. They could be credit sale purchases, cut out change or payment of an energy account.

The customer is asked for his or her opinion on the standard of service received during that particular transaction using a rating scale of one to five, where one is poor, three is what's expected and five is extraordinary.

The results to date have been very encouraging.

The calls are made by our own staff, 14 have already attended a one day S.Q.C. training course which is delivered by the Customer Service Training Group.

The calls can sometimes identify where service has not been of the expected standard. Customers are asked why they were dissatisfied and the caller will attempt to recover the situation or raise an "Action Alert" to resolve the problem.

In all cases employees who handled the transaction are given affirming or constructive feedback that can be used as a self improvement tool and help the employee to improve the quality of service given.

Units using S.Q.C's, where calls are done for selected transactions, are: Customer Service Centres at Northwich, Edge Lane Superstore, Bootle, St John's, Aberystwyth and Llandudno, as well as in Network Services Liverpool and North Mersey District and the Regional Accounts Office at Rhostyllen.

Network Services North Wirral and Mid Mersey piloted S.Q.C's in January.



Kathy Turner (left) and Sarah Houston — survey by phone in North Mersey District.

All in package

TO support a Corporate plan to improve customer service a training package was designed by Kaset International, who are based in Tampa, USA, and introduced in September 1992. To deliver the programme 24 staff were seconded from various regions and districts to be trained by Kaset.

There were four distinct training programmes which stand alone but are all related.

ACHIEVING EXTRAORDINARY CUSTOMER RELATIONS

A two day skill based course that will be delivered to all staff. To date 4,300 staff have attended with further courses planned for January.

The aims of the programme are to assist employees:

- identify and satisfy the human and business needs in every interaction.
- understand the importance of delivering extraordinary customer service to both internal and external customers.
- react positively to challenging situations.

COACHING EXTRAORDINARY CUSTOMER RELATIONS

This programme is designed for supervisors and managers to enable them to coach their staff and model the customer relations skills. To date 919 staff have attended this one day course since December 1992.

MANAGING EXTRAORDINARY SERVICE

Whereas both previous programmes were skill based, M.E.S. is a three day workshop where delegates attend in unit groups. They follow a process to analyse their unit's transactions through the customers' eyes, identify areas where they might fail and what needs to be done to recover.

BENEFITS OF TRAINING

- All staff receive the same training message which shows the commitment to customer service.
- A better appreciation of other employees' occupations since there is a mix of staff from different functions attending the courses.
- A reduction in the number of complaints sent to Offer; staff are dealing with complaints to the customers' satisfaction.
- Provided all staff with a "benchmark" of what was expected in terms of customer service.
- Gave everyone a common mission to follow and a common customer service language to use.

FUTURE PROGRAMMES

To drive forward the Customer Service Training During 1994, facilitators will develop three programmes that are designed specifically to meet Manweb's need.

SERVICE PROVIDER, aimed at all staff who provide service primarily to internal customers. This course was piloted in January.

ACCOUNTS COLLECTION, for staff who participate in the collection process for both the energy and retail environment. The course will be tailored towards the needs of Customer Information Centres and retail staff.

NETWORK AMBASSADOR, programme for 2,400 field staff.

The roll out for the Accounts Collection and Network Ambassador will be April '94. All the courses will be delivered by the Customer Service Facilitators.



Pictured showing off the sculpture are (l-r) David Parry-Jones, Executive Editor of Chronicle Newspapers, Sculptor Stephen Broadbent, Consultant Bob Clough-Parker and Manweb PR Manager Sally Lingard.

Awards to applaud their achievements

By
Jon Tracey

JANUARY 26 was a night of celebration as the achievements of a vast army of volunteers were recognised in the 1993 Manweb-Chronicle Community Awards.

Many nominations from all sections of the community were received in the six award categories — Team of the Year, Young Person of the Year, Charity of the Year, Man and Woman of the Year, and the Environmental award.

Task

From those many worthy nominations, the judges had the hard task of selecting 36 winners for recognition on the night. One extra special individual or group was singled out to receive a bronze sculpture for their outstanding work in the community.

Manweb's Public Relations Manager Sally Lingard said: "When we see so many sad stories of human suffering in the media, it is important to recognise those selfless volunteers who put others before themselves, day after day. We

the achievements of the heroes and heroines in our community."

Unfortunately Contact went to press just before the Award ceremony was held, but there will be a full report in next month's issue.

hope the Manweb-Chronicle Community Awards will play some small part in applauding

STANDARDS PRAISED

SIX Manweb Districts and Regions 2 and 3 Customer Accounts have been praised for their high standards of service after making no guaranteed standards of service payments during November.

Chief Executive John Roberts has written to District Managers Bill Tubey (Liverpool), Phil Ramsey (North Wirral), Jeff Hunt (Mid Cheshire), Ian Basford (Gwynedd), Don McRae (Oswestry) and Alison Eakins (Aberystwyth), and also to Customer Accounts Managers Kevin Mawdsley (Region 2) and Ray Hall (Region 3), asking them to pass on his congratulations to all their staff for their "continuing efforts".

Gwynedd District staff were in for particular praise as it was the sixth month running without any payments having to be made.

And once again there was similar praise for Oswestry District, for not having to make any guaranteed standards payments for four consecutive months.

For Customer Accounts Manager Ray Hall, having achieved 'nil' payments during his first month at the helm was "an encouraging introduction" to his management of Region 3, said Mr Roberts.

GENERAL KNOWLEDGE CROSSWORD

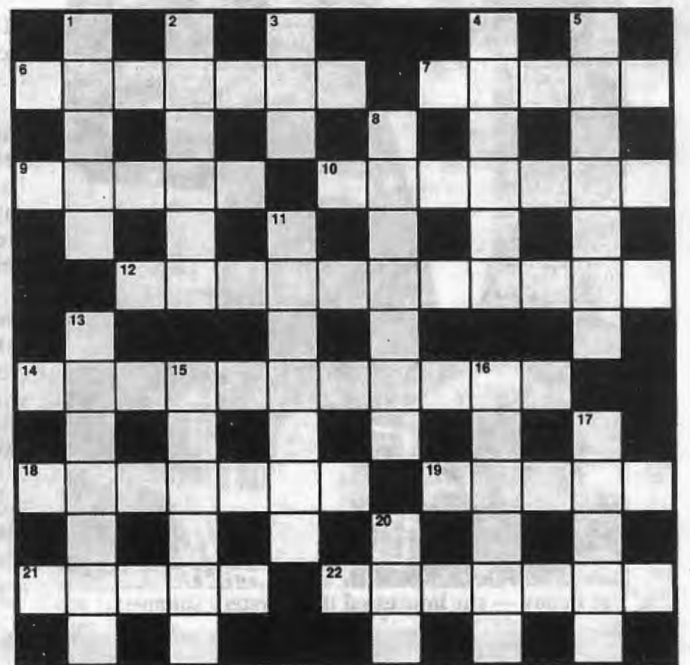
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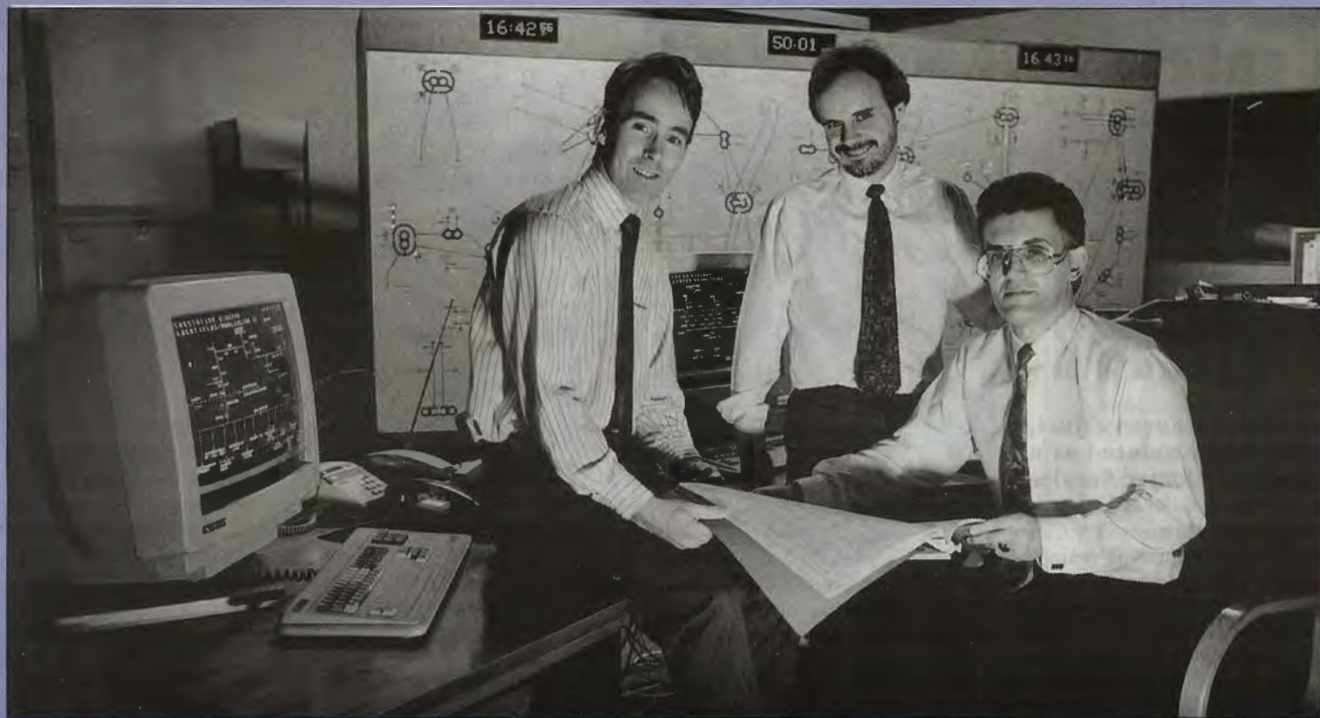
6. Prolonged rainless spell (7)
7. See 3 Down
9. See 3 Down
10. 'Master _____', a Nicolas Monsarrat novel (7)
12. First elected leader of the Conservative Party (6,5)
14. Architect of Desert Storm (11)
18. Group of five performers (7)
19. Yellowish-brown colour (5)
21. Top university sportsmen (5)
22. See 3 Down

DOWN

1. A wood-nymph (5)
2. top someone's financial offer (6)
3. And 22 Across, 7 Across, 9 Across. Thomas Harris' second novel about Hannibal Lecter (3,6,2,3,5)
4. A position with duties attached to it (6)
5. Frightening suggestions (7)
8. He starred in 'Mary Poppins' (3,4)
11. Smith who shoes horses (7)
13. Moral doubt (7)
15. She starred in 'An Officer And A Gentleman' (6)
16. Knob at the end of a sword-hilt (6)
17. Fruit with a downy, yellowish skin (5)
20. Sudden seizure (3)

Answers: Page 11





Control Engineers (l-r) Alyn Jones, Brian Middleton and Paul Sands at Manweb's Systems Operations Centre. The team was able to restore the first supplies within ten minutes of the fault.

HOW MANWEB TEAMWORK GAVE BACK POWER TO THE PEOPLE



Alwyn Hodgkinson (left) with Shop Manager David Hughes and Heather Pask in the customer service area.



Jenny Simpson (left) and Julie Duffus in the sales area.

Pat's the way to do it



Pat Benoy — she impressed the 'mystery shopper'.

ENTHUSIASM is the buzz word in Crewe's busy shop.

It permeates through each of the multi-skilled staff who are encouraged and motivated by Manager David Hughes.

Now this enthusiasm has earned Manweb an accolade in Electrical Retailing magazine's 'Take-a-Town' feature.

When the magazine's 'mystery shopper' called in to judge for himself, he encountered shop assistant Pat Benoy. His report in the magazine says: "I was poring over the upright cleaners when a sales lady came to help me with a positive 'Yes sir'."

Pat's personality, enthusiasm and knowledge quickly impressed the 'shopper'. He had come to buy a cleaner and was pleased that Pat knew what she was talking about — eventually recommending an upright model, having listened to his 'needs outline'.

The report continued: "Pat was clearly a sales lady who believes in asking a number of questions. ('Are you doing the cleaning yourself or is it your wife who is doing it?')."

Pat went on to give reasons why a particular cleaner was best for this potential 'customer' — and demonstrated how it worked along with its various attachments.

The 'mystery shopper' concluded his write up by saying, "I left the store feeling thoroughly uplifted by a sale that had all the hallmarks of a class performance."

Pat who has been with the shop for over 22 years was obviously delighted when she eventually read the article. "I had no idea at that time he was a magazine writer. I just reacted in my normal way. It must have been my training coming out."

Shop Manager David Hughes was delighted too.

"We owe it to Pat, but I know we would have achieved the same result had the 'customer' gone to any member of staff."

Accolade Crewe enthused

Unfortunately, Manweb didn't quite make Top-of-the-Town — the main award — the magazine claiming it was a very difficult decision for the 'mystery shopper' to make.

However, Crewe Shop was commended and also received the special award as the outlet which best mentioned/offered credit facilities.

"This proves we are on the right lines with our determination to provide a grade A customer service," says David.

"Our enthusiasm is always appar-

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Assistant Hodgkinson and added, "We've heard of days our c like shoppin friendly atm best part of was keeping;

"We were outlets we b David. "It sh cient, court come out or competitive e

Crewe shop staff send congratulations to Shop Assistant Mrs Joanne Clarke, who gave birth to a girl on January 3. She weighed 9lb 10oz and will be christened Kristina.

WHEN a major fault on the National Grid plunged many parts of Liverpool into darkness and chaos, Manweb staff responded with speed to restore power to thousands of customers.

While engineers from the NGC were working to investigate the fault on two supergrid transformers in Lister Drive which feed the local network, a team from Manweb was already busy diverting electricity from other sources.

The drama began at 13.15 hours on Monday 13 December last year. Staff at Liverpool District Office actually heard the bang followed by dimming of lights. "We lost all supplies to this building," said District Manager Bill Tubey, "and we realised there was a major problem which was outside our control."

It was revealed that approximately 270 megawatts of demand — affecting over 230,000 consumers was lost in the fault.

It created havoc in the city and surrounding areas as traffic lights failed and shopping centres, industrial, commercial and domestic customers, were cut off.

Lack of supplies to the Royal Liverpool Hospital was of major concern.

"They are a priority customer and we had to restore their power as quickly as possible," said Bill.

This emergency was treated with the urgency it demanded and power was restored within 15 minutes.

Work then went on to restore other supplies and by 14.40 hours — just one and a half hours later — the majority of the 230,000 customers affected had their electricity back on.

Running through the sequence of events Phil Currie, Divisional Operational Engineer, said: "Upon realising the extent of the fault, the control engineers at Manweb's System Operation Centre (SOC) at Head Office, set about contacting NGC Control, Manweb's Central Field Unit and Liverpool District Office, to establish the cause of the fault, deploy staff, and then set about restoring supplies.

"As there was no prospect of a supergrid transformer being restored in the short term, the control engineers decided to utilise Manweb's own network to bring supplies into the area from adjacent sources. This was a difficult operation, considering the amount of load to be restored, and had to be undertaken very carefully.

"Fortunately, although the SOC is only normally staffed by one control engineer, on this day he was able to call upon two of his colleagues who were available on other duties in the building, to help him. The SOC team was further augmented by the operations day staff, who quickly arrived 'on the scene'.

"With the aid of the Telecontrol system and their Mimic Diagram, the SOC team were able to restore the first supplies within 12 minutes of the fault, and continue in stages to get all the 33kV network back in 78 minutes."

Progress was monitored by Director Network Services Howard Kirkham and Chief Engineer John Turner, in person from the SOC.

Howard Kirkham extended his thanks to the Control Engineers, Paul Sands,

Alyn Jones and Brian Middleton, together with Phil Currie, Ian Povey, Paul Devlin, Dave Whitby and Andy Stubbs, supporting in the SOC; Peter Heath, co-ordinating events from the Operations Office; Jim Henderson and all his staff at Liverpool District; Martin Davies and his team at North Mersey and all the staff at CFU working so well together to restore supplies.

He said: "It was an excellent performance by our engineers to redirect supply so quickly when you consider the scale of the problem. We actually lost 270 megawatts of power, which represents over 10 per cent of the total electricity load for the whole of the Manweb region.

"This was a problem completely outside our control but by some very smart switching of the network our staff in Chester and Liverpool were able to restore power to most of our customers in double quick time while the National Grid Company started to carry out their repairs."

Phil Currie added: "This incident has clearly demonstrated the benefits of the Manweb interconnected network with

its inherent flexibility. I suspect supplies were restored quicker than would have been possible anywhere else in the country. The system is more complex and requires additional proficiency in planning and operation but when incidents do happen the benefits to the customer are clear for us all to appreciate."

Commenting on some of the 'back-room' staff who helped deal with the problems to be faced on the day, Bill Tubey said: "To cope with the many hundreds of customers ringing in to say that their supply had not returned, our clerical staff stayed on into the evening to deal with calls. We also brought in additional shift electricians to visit customers. Usually, the fault was traced to the operation of trip switches which simply needed resetting. However, very few parts of the low voltage network had suffered damage and jointing teams and foremen worked until 3.00am the following day to repair this and restore supplies to the final few customers."

Peace of mind with home service



ANOTHER Manweb service aimed at 'Making Life Easier' for customers is shortly to be launched.

Home Emergency Cover will be trialed to 50,000 customers during February. Customers who have expressed a wish not to be mailed with details regarding the range of goods and services offered by Manweb will be excluded. If the trial is successful it will be rolled out to 750,000 Domestic Customers later this year.

Specially developed to help fill the gap left by normal

building and contents insurances the insurance package, backed by Sun Alliance, provides emergency cover in domestic premises for plumbing, the electrical system, gas security (locks & windows), drains and the central heating system.

Market research revealed considerable demand for the package which offers complete peace of mind, it being likened to an 'AA service for the home'.

Further benefits included in the Home Emergency Cover are:-

- No limit on the number of calls made.
- No call out charge.
- Comprehensive cover 24 hours a day, every day of the year.
- Up to 2 hours free labour.
- Up to £50 worth of free materials and parts.
- Up to £1,000 of claims per year.
- Up to £150 cover per claim.
- Up to £100 towards the cost of hiring temporary room heaters if your boiler is damaged beyond economic repair.

If a customer needs to make use of the service just one phone call to 'The Man' puts them in touch with a fully computerised Control Centre which, in turn, will arrange for a comprehensive network of local tradesmen — who are employed by pre-vetted companies — to provide quick, effective, problem solving with the minimum of fuss and the maximum amount of speed. If the fault is an electrical one it is Manweb Contracting Services Limited who will be called upon to make the repair.

Access to this network of local tradesmen is also available to customers in non emergency situations, an invaluable benefit for the elderly or those who have moved house outside their area.

The cost of this peace of mind is £72.00 a year, or just £6.00 a month by Direct Debit.

Introducing the scheme, Bob Buckingham of Domestic Marketing says: "Home Emergency Cover will enable Manweb to identify its potential of becoming a creditable provider of financial services, whilst at the same time taking advantage of a marketing opportunity."

Co-operation pays off

Co-operation between Manweb and Welsh Water continues with another 'Making Life Easier' facility; this time for the benefit of Welsh Water customers.

Llandudno shop has introduced a scheme to enable Welsh Water customers to pay their bills at Manweb stores.

In addition to taking these payments,

Llandudno shop has a customer service display stand dispensing leaflets and manned by two Welsh Water personnel during peak times.

As well as giving their customers advice they will also conduct in-store market research to determine which other facilities they would like to see introduced in the future.

Training Co-ordination Manager Nigel Clark said: "After being an initial

pilot project for Llandudno Customer Service Centre, the payments scheme has been extended to all Manweb shops in the Welsh Water Region and into Manweb District Offices. This should now cover the Welsh Water area and so none of their customers need ever be turned away."

The Company has been taking Welsh Water payments at Clwyd District Office since Autumn last year.



(L-r): Customer Pam Thomas of Gwydyr Road, Llandudno, Welsh Water Customer Service Representative Cordelia Hughes and Nigel Clark, Manweb Training Co-ordination Manager.



(L-r): Manweb cashier Julie Thomas, Customer Vera Lees, of Llandudno, and Joyce Bennett, Welsh Water Customer Service Representative.

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He said: "It was a performance by our engineers so quickly when the scale of the problem was 270 megawatts of power over 10 per cent electricity load for the whole region.

"This was a problem outside our control but by switching of the network Chester and Liverpool restore power to most in double quick time. Grid Company started repairs."

Phil Currie added: clearly demonstrated Manweb interconnect



and Julie Duffus in the sales area.



PLUMBING

SECURITY

HEATING

DRAINS

Peace with home

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Accolade for Crewe enthusiasts

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"Our enthusiasm is always appar-

ent. We listen, we find out and we react. We know that when we put in that extra effort towards service, the potential customer will want to buy from us."

Assistant Manager Alwyn Hodgkinson endorsed David's views and added, "We all want to succeed. We've heard that even on the busiest of days our customers say they really like shopping here because of the friendly atmosphere. But perhaps the best part of achieving this success was keeping ahead of local rivals.

"We were pleased that among the outlets we beat was Norweb," said David. "It shows that we can be efficient, courteous, enthusiastic and come out on top, even in a highly competitive environment."

atulations to Shop Assistant Mrs Joanne girl on January 3. She weighed 9lb 10oz

Co-operation pays

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(L-r): Customer Pam Thomas of Gwydyr Road, Llandudno, Welsh Water Customer Service Representative Cordelia Hughes and Nigel Clark, Manweb Training Co-ordination Manager.



(L-r): Manweb cashier Julie Thomas, Customer Service Representative Cordelia Hughes and Joyce Bennett, Welsh Water Customer Service Representative.



Winners created the right image

THE winners of a competition to design computer screen 'icons' for Manweb's new graphical user interface system are shown being congratulated by Head of Income Bob McMahon.

The GUI, as it is known, is being developed as part of Manweb's Single Telephone Number project, and the system will support staff in dealing with a range of customer queries.

The competition asked Regional Information Centre staff to come up with suitable pictorial images for the GUI's various application.

The aspects chosen were gazetteer search, logging of no supply calls, and debt follow up procedure, and the contest was judged independently by the Softwright computer software company and icon designers Cunningham Chance, who worked on the Manweb system.

Left to right are winner Jillian Hutcheon from Region 1 Customer Information Centre, Bob McMahon, winners Karen Crew (Region 2) and Maxine Holt Jones (Region 3), and Mo Jefferies, Single Telephone Number Project Leader (now working in Computer Applications).

Prizes were weekend breaks (chosen by Jillian and Maxine), and the chance to watch Liverpool FC from the executive box (Karen's choice).



Awards for long service

CENTRAL Field Unit staff gathered at the Bowler Hat Hotel, Oxtou, to celebrate a special occasion. They received their 20, 30 and 40 year long service awards from CFU Manager Dennis Davies.

In the picture above the 30 and 40 year award recipients are pictured with their framed certificates. They are (l-r) Bob Cochrane, Jim Bowen, Vincent O'Toole, Dave Roberts, CFU Manager Dennis Davies, who presented the awards, Dave Watts, Peter O Jones and

Norman Brooks.

Unfortunately, Harry Longden, Engineer, who has also clocked up 30 years' service, was unavailable to join his colleagues for the photograph.

The 20 year long servers are pictured below receiving their certificates. They are (l-r) Alan James, Mike Jacks, Steve Lloyd, Adrian Whyte, CFU Manager Dennis Davies, Roger Chesworth, Robert Andrews, Jim Schofield, Bob Morrison, Fred Deakin and Alan Harris.



Good luck to Dee Valley trio

GOOD luck to a trio of Dee Valley staff who have taken early retirement from Manweb after between them clocking up 72 years' service.

Jean Potts and Robert Lewis left the Company on December 31, while their colleague Len Ridgway retired on January 31. All three

worked in the Meter Reading Department at New Crane Street Depot.

Jean, 55, whose husband Brian also works as a Meter Reader/Collector, had completed 20 years' service, while Robert, 63, had clocked up 18 years. Len, also 63, had achieved 34 years' service.

Caring card

THE personal touch helped brighten up Christmas for Manweb customers on the Wirral and in Liverpool.

In fact one woman was so impressed with Prenton-based Region 2 Customer Accounts that she put pen to paper and sent a letter to the Liverpool Echo. She wrote: "I received the most beautiful card from the accounts department of Manweb at Prenton, hand-written and wishing me all the season's greetings.

"Nobody would believe it until I showed them the card. Has anyone else received a card from any Manweb department?"

"Bless these ladies, they made my day."

Customer Liaison Manager Brian Carman explained: "When we receive letters from customers querying their account, some mention their personal troubles, or that they live on their own.

"We keep the names and account numbers for these customers and Margaret Walsh sends them Christmas cards from the section.

"We have received several cards in return thanking us for our kind thoughts and then this letter appeared in the Liverpool Echo and, I believe, also the Daily Post in Christmas week.

"Quite clearly we are a caring organisation," he added.

Write time

Once again we're pleased to print a selection of letters from satisfied customers praising Manweb staff for their commitment to first class service.

Network Services Division received the following two letters referring to Harry Lightfoot and Dave Berry who work for the Service Refurbishment Section, Liverpool.

"I am writing in praise of the men who did work at this address. Everything was explained beforehand.

"The job was done quickly and clearly. They were all very courteous. Their names were Dave and Harry and also the clerk David.

"Yours sincerely"
E J Shreeve

"I am writing to tell you how delighted I am with our new refurbishment. Your men Dave and Harry were excellent; very polite and wonderful workers. I'm sure the people in this street are more than pleased. Congratulations to you all.

"Yours sincerely"
Jean Rourke.

More thanks for prompt attention and care came Aberystwyth's way.

"I feel that I must write to you to express my gratitude for the very efficient and prompt manner with which you dealt with my problem of electricity power. When I wrote to Head Office — I knew there was something wrong, couldn't say what and felt awkward about it all!

"Your workmen came and replaced wiring in side the house (by the meter), then they replaced the outside wiring — and this seems to have done the trick! Our heaters — on the same settings as before are warmer, the Hoover seems to work better and other little things seem to be much improved.

"Will you please accept my gratitude for your trouble and give my thanks especially to Joe Braddock who took great care and showed concern and efficiency and the men who carried out the work without fuss or bother."

"Thank you again,"
Irene Williams.

Staff involved were: Miss Julie James, Network Services Clerical; Joe Braddock, Supplies Foreman; Lee Bishop and Paul Jones of the Service Team.

Public Relations Department received the following thanks for a 'welcome gift'.

"Please accept my sincere thanks on behalf of the District Nurses and Health Visitors for your gift of room thermometers.

"As you are well aware Hypothermia is a constant worry to all concerned with caring for the most vulnerable members of the community, the elderly and babies in particular.

"Any method of monitoring is most welcome and we are most grateful for your kind gesture.

"Yours faithfully,"

A Brierley
Health Visitor/Team Leader.

This refers to the room thermometers Manweb supplies to local branches of Age Concern each winter to help elderly customers.

Anabel Jones of Abersoch wrote about a 'gentleman' who came to her aid.

"May I please congratulate Manweb in choosing their staff.

"Recently when calling at my home, Mr Brian Williams found I had fallen on the floor. He got the doctor, relations and also covered me up whilst awaiting assistance in minutes.

"Please accept my warmest thanks and may you continue to support such a deserving gentleman, honourable, helpful and sympathetic. With sincere thanks."

Gwynedd also received the following:

"I am writing to thank you for the trouble you took earlier this year in sorting out the unsatisfactory supply of electricity to this house and our two neighbours.

"Since the recent replacement of the transformer with a larger capacity one, the improvement has been most noticeable and we look forward to the first electricity-comfortable winter since we returned to this area eight years ago.

"Your help in resolving this dreary state of affairs was appreciated."

Yours sincerely, Ian Bevan.

Alan Crump and Mike Machin, DRC Attendants at Dee Valley were praised by John

Davies of Wrexham.

"At approximately 5pm on the evening of Tuesday November 9 the electricity supply to my property and the houses in close proximity were cut off during the course of the evening from 5pm onwards.

"I telephoned the Manweb emergency number 840441 on several occasions for an update on the progress being made to restore the electricity supply.

"I would be grateful therefore if you could pass on my thanks to the gentlemen who dealt with my calls before 10pm and the one after 10pm the way in which they kept me fully informed on each occasion I rang. I would also like to mention the gentleman who called late evening on one of the sockets which I had reported as having been flashing earlier in the evening to check and for his reassurance that there was no further cause for concern. The electricity supply had been restored I believe some time in the early hours of Wednesday morning which says a lot for your maintenance staff who had to work in difficult conditions and in darkness to restore the electricity supply. Again many thanks."

Mid Cheshire District Manager Jeff Hunt added his thanks to a number of staff who were the subjects of letters from satisfied customers around the area.

To Malcolm Latham; from Sylvia Williams of Glade Homes.

"Plots 9 & 11 Waterlode; Nantwich

"On behalf of Glade Homes, I would like to express our grateful thanks for the assistance you gave to us in arranging for the electrical supply to be connected to the above properties this week.

"Your co-operation in this matter has been much appreciated."

To Messrs. G Collings, I W Taylor, V W Crawford and G Long from Customer, Mrs L Sherwin of Nantwich.

"Please find enclosed the accounts from my electrician and plumber as requested by you. I want to thank you and all concerned along the line — but especially yourself for the very kind and prompt attention which we received on Sunday November 14 when we were in trouble and apparently, danger. All the men working on the line who followed were most considerate. We give Manweb full marks. Thanking you again on behalf of my husband and myself." — two OAPs.

To Messrs J O'Hara, R Murray, J Harrison, J Dawson and S Millington from Mrs S H Dromgode, Northwich.

"I am writing to express my gratitude and praise the efficiency of the 'emergency team' (phone man, call-out engineer and Sunday engineers) on call on the night of Saturday 13 November.

"I phoned the 'panic' number at 11.00pm after seeing blue flashes coming from my meter box. The man who answered was both helpful and reassuring and within 30 minutes an equally helpful and reassuring gentleman arrived. The problem was located, though needed work, and before 9.00am Sunday two engineers had arrived and replaced the worn cable.

"As I live on my own and being a woman who doesn't understand electricity (though can change a fuse and a plug!) to see blue flashes at 11.00pm on a wet, windy Saturday was most alarming.

"Thank you very much to all the people involved and I have been singing your praises loudly."

Another letter to Mid Cheshire District came from J M Bailey and Sons (Tabley Turkeys) thanking Mrs A Wilkin for her help in having a meter fitted at their farm in Knutsford.

"I would like to convey my sincere thanks to the groundworkers Frank and Gordon working on the undergrounding of overhead line. Both men not only carried out their work in a most professional and efficient manner, but were also most courteous, informative and helpful.

"The site was left at night in a most tidy and safe condition and the whole operation carried out by both with the absolute minimal amount of disruption.

"As a customer as well as a shareholder of your Company it pleased both myself and my wife that both men were such first class ambassadors of your organisation.

"Thanks Frank and Gordon for a job well done!"

TAKING STOCK

BY
GEOFF STANDRING

During November and December both Manweb plc's share price and the FTSE-100 index continued to increase further, being driven by yield considerations and pressure from the stock index futures market, in which a lot of contracts were being taken out speculating on a rise in the market.

Manweb plc Share Price & FT-SE 100 Index



Between November 6 and December 31 the FTSE-100 index rose by 11 per cent but, more impressively, Manweb plc's share price rose by 20 per cent!

It was evident that investors were moving funds into equities and out of cash because of the diminishing return on cash as interest rates decline.

The base rate was cut from 6.0 per cent to 5.5 per cent just before the Budget at the end of November. Within the Budget a tightening of fiscal policy was seen as increasing the likelihood of a further cut in interest rates, widely predicted to be early in the new year.

Better

Mid December brought two significant announcements which put muscle into the rise in equity prices. Underlying inflation in the UK had dipped from 2.8 to 2.5 per cent. This was better than predicted by the market and there was a larger than expected drop in unemployment figures.

On December 17 Manweb plc announced its half year results which revealed an underlying profit increase of 25 per cent, and a 14.8 per cent increase in the interim dividend to 7.0 (net) pence per ordinary share.

Manweb plc's share price, having already reached 650 pence before the Budget, then rose by a further 100 pence in three weeks, and continued on to a new high of 772 pence on December 23.

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.



Outside the YMCA building, Mount Pleasant, Liverpool, are (l-r) Richard Marquiss, John Boyer and Jeff Calvert

Opportunities boost

MANWEB showed its commitment to equal opportunities by hosting Cheshire schools' women in management conference at its Head Office in Sealand Road.

Speakers included Manweb's Head of Public Relations Joy King and Market Planning Manager Helen Foster, as well as Liz Warham from Chester, Ellesmere Port and Wirral Training and Enterprise Council (CEWTEC) and Sarah Mitchelhill from Cheshire Careers Service.

Over 80 delegates from eight

schools in Chester, Ellesmere Port and Wirral attended the conference, which was jointly organised by Manweb, CEWTEC and the Cheshire Technical and Vocational Education Initiative (TVEI).

Linda Harper, TVEI Equal Opportunities Coordinator said: "The conference has been an excellent example of partnership. The fact that Manweb hosted and funded it has given delegates the opportunity to plan for the future and illustrates, in tangible form, Manweb's commitment to equality of opportunity."



Pictured at the conference are (l-r) Helen Foster, Linda Harper, Christleton High School student Sarah Thompson, Sue Sayers from CEWTEC and Sam Pass, Bishops' High School (Chester) student.

YOU KNOW THE NAME BUT DO YOU KNOW WHAT THEY DO?

The YMCA may be one of the nation's most well known organisations, but this year as it celebrates 150 years of activity, there is concern from the Liverpool Branch that people don't know enough about it.

That was brought to the attention of Liverpool District Customer Services Manager John Boyer when he attended a meeting with the organisation recently.

"I was amazed to discover the all round range of facilities and services offered by the YMCA," said John. "But it was clear that they

needed help in publicising them and raising awareness within the local community about the amount of work they are involved in with the youth of the country."

There is probably a YMCA close to most Manweb locations but how many Manweb people know what goes on there?

The City of Liverpool YMCA Chief Executive Richard Marquiss was pleased to tell us: "YMCA stands for Young Men's Christian Association — nominally a bastion of ageism, sexism and sectarianism! On the contrary, you will find among our members, residents and staff, people of all ages, both sexes and many creeds."

Activities

Liverpool YMCA works with a wide age range of young people: male and female with different backgrounds and cultures. Activities are planned within or outside the premises, making contact and developing responses to the needs of young people who may be at risk of turning to crime, drug, solvent or alcohol abuse. Good quality, low budget accommodation is also available to working and unemployed people, many of whom are homeless. The YMCA is an essential contact for many unemployed people, providing help, expertise, training, or just a place to pass the time. "We are extensively involved in the rehabilitation of offenders, working closely with the Probation Services, Social Services and many other referral agencies," said Richard.

The City of Liverpool Branch has large and small halls or rooms available for hire for meetings or recreational programmes. There is a gymnasium and facilities for table tennis, netball, judo, fitness programmes, Karate, fencing and other activities. Provision is also made for a wide variety of voluntary work and training in programme planning, and vocational direction.

"The YMCA movement is a national network which could be mistaken for a well-off organisation — this is not true. We are big, but all our funds are used to provide the social, educational and recreational services for which the YMCA is famous," said Richard.

Campaign

Throughout 1994 the movement will be celebrating its 150th anniversary and local branches will be planning their own programmes to support the national campaign. This is where John Boyer steps in to appeal to Manweb employees in various areas. "As far as Liverpool is concerned, there are already plans for a raffle, civic reception, a work-out, exhibitions, a roadshow, "Krypton Factor" assault course and an ecumenical service in Liverpool Cathedral," said John.

"It would be marvellous if employees could get involved in their own local organisations and help in the fund raising for this very worthwhile cause. If anyone would like the address of their nearest YMCA or the name of a contact please let me know and I'll be pleased to tell them," said John.

Most YMCA premises, like those of the City of Liverpool are at work 24 hours a day, providing a service that touches and improves the lives of many thousands of local people and visitors. "Please help us to celebrate our 150th anniversary and to maintain our presence," pleads Richard.

And John adds: "People are always surprised to hear how much the YMCA does. They provide housing, training, youth programmes and counselling for a great many young people as well as a wide range of sports facilities and community services."

NOW IT'S A MOCK TUDOR SUBSTATION



A Manweb substation has been given a new lease of life...as a base for the local community council.

Dee Valley District Manager John Macdonald is pictured (right) handing over the keys to Maes-y-Dre substation, Wrexham, to Acton Community Councilors Ron Davies and Brenda Price.

Manweb also donated £2,000 towards the cost of renovating the top floor of the Mock Tudor building, which will be used by the Council as a committee room. Manweb will continue to use the ground floor as a substation.

The substation, which was built in the 1930s, faced demolition because of vandalism and safety concerns.

Dave Enston, Manweb's Senior Valuation Surveyor, said: "The building was boarded up, covered in graffiti and in a dan-

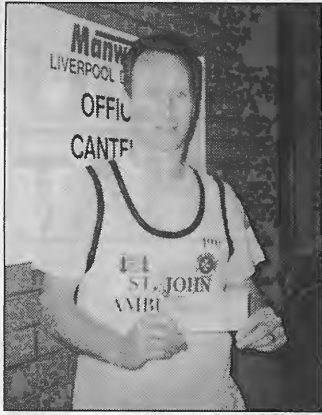
gerous condition. The ideal solution would have been for us to take the roof and timber section off and make it single storey.

"Alternatively we could have completely demolished it and found a new location for the substation nearby.

"But the local residents and various historical societies felt it was of some architectural interest, and most people wanted it to remain, so we agreed to refurbish the building and donate it to the local community council."

The building was given a complete facelift, with a new roof and doors, and wooden floor and staircase between the upper and lower levels, which had been considered a fire hazard, were replaced with concrete, and the Mock Tudor exterior was restored to its former glory.

Run for money



LIVERPOOL Service Electrician Rob Hilton put his best feet forward in the London Marathon — and raised over £500 for the St John Ambulance Brigade.

It was the second time Rob has run the marathon for charity. Two years ago he collected enough cash to buy and train a guide dog.

Rob, pictured with his charity cheque, has said a big 'thank you' to his colleagues at Lister Drive and Bridle Road who sponsored him, especially Liverpool 3rd Engineer Alex Eden and Garage Foreman John Chadwick, plus Dave Bridge of North Mersey District.

FIRST AMONG FIRST AIDERS



Liverpool District Manager Bill Tubey (left) congratulates his prize-winning first aid teams, (l-r) John Howson, Rob Hilton (holding the shield), Alex Eden and Graham Kelly.

LIVERPOOL District fielded two teams to represent Manweb in the recent Open First Aid Competition at Trawsfynydd Power Station, staged by Nuclear Electric.

Manweb's first team — Captain Rob Hilton and his number two, Graham Kelly — beat 15 other crack teams, many from other regions within the nuclear industry, to claim first place and collect the trophy.

In addition, Graham took second position in the individual section of the competition.

Although they didn't put Rob or Graham under any pressure, Alex Eden, who captained manweb's second team, and John Howson were nevertheless very pleased with the results, and to see their colleagues from Lister

By
Alex Eden

Drive take the first prize.

Rob is a member of the Appliance Repair staff and Graham works in the Transport Section.

The current teams have been competing for about six years at venues all over the north of England and North Wales, and have taken part in the Electricity Supply Industry's finals at Scarborough, Eastbourne, Blackpool and, last year, in Llandudno.

Before the introduction of two-member first aid teams, the

format was to have teams of four, and for the past 25 years Lister Drive has been able to field teams for industry competitions and many open contests organised by St John Ambulance, British Coal, British Telecom, Girobank, the police and others all over the north, with some success.

Both the Liverpool teams rounded up 1993 by competing at Girobank in Bootle and then at St John Ambulance's Chester Centre. On that occasion it was the turn of the number two team — Alex and John — to win the shield.

Golfers say thanks to rivals

THE setting up of Liverpool District's Golf Society has proved to be a big hit for its members.

But according to the group, which held a very successful Captain's Day in September, without the help of the Manweb Chester Golf Society and invitations to compete, things might not have turned out so well.

The Order of Merit played over several courses is the top prize and when Liverpool's golfers finished 1st, 2nd and 4th overall, they began to attract attention. Sponsorship was gained and shirts sporting the Manweb Liverpool District logo were produced. Kirkby Golf Course is the venue for their weekly meetings.

All the members of the Liverpool Society have said a big 'thank you' to their Chester colleagues for the help and warm reception given to them over the last year, with special appreciation to 1993 Captain Emyr Rowlands and Secretary Mark Pearson.

Above: Liverpool golf Society members (l-r) Mike Preston, Glyn Roberts, Tony Redhead and Geoff Bent, sport their new shirts.

Right: Manweb Golf Society Order of Merit winner Tony Redhead, of Liverpool District, receives the trophy from 1993 Captain Emyr Rowlands.



WIN BID

Top prize for a bright pair

CALLING all badminton players...

1994 is the silver jubilee of the electricity industry badminton championships and Manweb hopes to enter two strong teams.

It will be a bid by Manweb to win the championships for the first time since the early 1970s, but to achieve this some good new players are needed as the standard of the best teams is high.

This year's event is being hosted by the National Grid at Coventry on April 15 to 17. The championships are restricted to employees, their spouses and their children (if under 18 years).

Anyone interested in playing should ring Geoff Littler on Head Office ext. 2575 or send a note on 'Office' to LITTLGW.

MANWEB bowler Neil Roberts (pictured) and his team-mate Roger Morgan sent their rivals spinning in a recent Pairs competition in Liverpool.

Neil, from Liverpool District, and his partner proved to be a pair of bright sparks, going on from a 21-12 win in the semi-final to a stunning 21-7 victory in the final.

Sponsored by Liverpool District, the Manweb Pairs (Liverpool) competition is a new event and it is hoped to increase the field in 1994.



Winners warm up with Manweb



MANWEB was on hand to provide help and advice for senior citizens who attended a fun day for old folk in Prestatyn.

Organised to mark the European Year of Older People and Solidarity Between Generations, the Fun Day at Pontin's Holiday Village attracted more than 2,500 elderly visitors, who took part in a full programme of activities that included two tea dances, bingo, a quiz, a raffle, various entertainers and a free prize draw organised by Manweb's Clwyd District.

Metering Engineer Alan Hesford, who manned the Manweb stand, said: "Our display received a great deal of attention, and we were on hand to give advice on such things as energy efficiency and how to get grants, and also to answer any other queries.

"We also invited visitors to take part in a free prize draw by answering a questionnaire about how they heat their homes, and gave out free room thermometers to help them keep warm during the winter months. It was a great success."

Alan later presented the winners of the draw with their prizes. Pictured (l-r) are Ann Roberts, who collected the third prize of a toaster for Mrs M Williams, of Flint, Mrs Linda Jones, of Shotton, who won the first prize, an electric underblanket, European Year Co-ordinator Phil Barrett, Alan Hesford, and second prize-winner Mrs Annie Ashton, of Abergele, who received a jug kettle.

Customer FOCUS

Audit time

SINCE October 1993, staff have had four briefing sessions about how Manweb's customer service programme is progressing. Feedback from the briefings has been very encouraging and staff are generally pleased with the type of information being communicated. Managers are also using the sessions to brief staff on other corporate and local issues.

Whilst certain departments have been using a formal method of regular briefing to their staff for some time, this is a new experience for some sections. The monthly communications are now an established method of delivering information to all staff and for receiving feedback.

To reinforce the briefings, a mechanism has been put into place to test their effectiveness. Each month a number of staff are selected at random and telephoned to establish:

- if they received the brief.
- if the messages were understood
- if any discussion took place.
- any suggestions for improvements.

All staff are reassured that their names will not be revealed and that the information provided will help to improve the standard of briefings in the future. Due to the random nature of the calls employees from all locations/departments may be contacted and asked for their comments.

**Holding the Focus
See Page 4.**

WHY BRIAN'S HANDING OUT A CHALLENGE



Preparing for the 1994 Power Challenge.

THE five Manweb teams that competed in last year's Power Challenge raised £3,475 towards the Raleigh International Youth Development Programme.

This contribution helped make up the record of more than the £79,000. Now plans are well underway for this year's event — The Unipede Trophy Challenge which will present an opportunity to raise more money for young people 'at risk'. The organisers are hoping to smash the £100,000 barrier and once again are appealing to power companies to enter teams.

Scheduled to take place before the UNIPÉDE conference in Birmingham from Friday June 17 to Sunday June 19, it will be the first Power Challenge run at international level with up to 80 teams from power companies all over the world invited to participate in a gruelling three-day event designed to test ingenuity and physical stamina.

Created by Creag Mhor Ltd., a development training and event management company formed by two ex-Raleigh Venturers, The Power Challenge has been run in the UK for the past two years, with some 600 employees from the 23 UK power generating and supply companies taking part to date.

Demanded

Raleigh International is a charity which aims to develop young people by giving them the opportunity to carry out demanding environmental and community projects both on expeditions overseas and in the UK. The charity's Youth Development Programme is specifically tailored for young people — aged 17-25 — considered "at risk" including those who have been in trouble, care or unemployed.

Brian Sheppard, Information Services Manager who co-ordinated Manweb's efforts in last year's Challenge was delighted by last year's contribution.

"It would be great if we could get even more teams and raise even more money this time," said Brian.

However, other commitments prevent Brian from taking on the co-ordinating role this time and so he's looking for someone to help out.

"If there is anyone out there who would like to take on this worthwhile and interesting job then I'd be pleased to provide as much information and help as I can," he said.

Brian can be contacted at Head Office, extension 3300.

Shining example

MANWEB employee Brian Williams made light work of a gloomy problem for customers in Liverpool.

Residents in Simms Road, Tuebrook, many of them pensioners, had been without a street light for almost a year. The problem was that the faulty wall-mounted light was on private property, and Manweb had been refused access to it.

Brian, Manweb's Street Lighting Co-ordinator in Liverpool, got together with Liverpool City Council to find a solution to the problem. It resulted in a brand new lamp post being sited on the other side of the street.

FUNDS BOOST

A FUND-raising raffle sponsored by Manweb brought in £800 to help mentally handicapped people from the Wirral. Manweb donated a portable television set to enable the charity Wirral Mencap to boost its funds.

OBITUARIES

DEE VALLEY staff were stunned to learn of the death of one of their colleagues, 48-year-old Robert McCluskey, on Christmas Eve.

Father-of-three Bob, who was a member of the statutory team at Rhostyllen, had worked for Manweb since 1961, having started his career as an Apprentice Electrician. Once qualified he was based at Legacy Depot, later moving to the District Office.

Sadly, Contact also reports the death of the following retired Manweb employees.

Wilfred Joseph Osbaldeston, 76, died on December 14. He was a 1st Engineer in North Mersey before retiring in 1979.

Henry Ernest Rummens worked as a Joiner in Liverpool before retiring in 1971. He died on December 19 age 87.

Thomas Clare Mulheirn died on December 23 aged 73. He was a Craftsman in Mid Mersey before retiring in 1985.

Mary Elizabeth Jones, 75, who was a Canteen Assistant in Dee Valley before retiring in 1975, died on December 24.

Eric Edward Woodfine, 83, who died on December 27, was a Record Draughtsman in Liverpool before retiring in 1973.

Thomas Lamb Bradley, 79, who was an Installation Inspector in Liverpool before retirement in 1977, died on January 5.

CROSSWORD ANSWERS

ACROSS: 6. Drought 7. Of The 9. Lambs 10. Mariner 12. Edward Heath 14. Schwarzkopf 18. Quintet 19. Amber 21. Blues 22 Silence

DOWN: 1. Dryad 2. Outbid 3. The 4. Office 5. Threats 8. Van Dyke 11. Farrier 13. Scruple 15. Winger 16. Pommel 17. Peach 20. Fit

FREE ADS

Personal

Professional Photographer — Weddings or portrait framed for wall, or albums. Studio work, families, children. Let me create your wedding album. Peter David Studio, friendly service assured. Tel.0978 263448 (Pete or Pat).

Weddings and Portrait Photography at realistic prices, e.g. from £70.00 for normal wedding. Full details from Ken Smyth, 0244 652449.

Ford Fiesta - 1.1LX, 1990 H Reg. White, 5 door, immaculate condition, Tax & MOT until Oct 94. One elderly owner, genuine reason for sale, under 15,000 miles, £4,650 o.n.o. Chris Liddicoat HQ Extn 2833 or 051-336 8678.

"Images of War" — Complete collection of 52 magazines including binders, all in perfect condition, £70. Tel. 0244 532648.

Ace Rally Tourer — 12ft, 1981, 12/240v, Portapotti, Salou awning, 3-way fridge, tinted windows, excellent condition, £1,500. Tel. 0492 584275.

Body Sculpture Bench — attached curl bench, 6ft bar, dumbbells, curl/tricep bar, over 100kg of metal weights, £120. Tel. 051-608 3717.

Leather Walking Boots — Zamberlan Lady Lites size 4, only used once (too small). Suitable for child or lady with small feet, £30. Tel. 051-608 3717.

Kettler Rowing Machine - 9 functions, good as new. (Cost £150), sell £75. Tel. 051-608 3717.

Holidays

Benalmadena Costa — Saltillo Alto, Costa Del Sol. Apartments to let throughout the year, 2-3 persons from 9,500 pesetas (approx £50 per flat) per week. Balcony overlooking extensive gardens with two swimming pools, kiddies pool, pool bar, lounge bar, entertainment most nights, weekly barbecue etc. For further information contact Brian Thomas on Clwyd int. ext. 2018 or 0745 822333 or (home) 0492 580604.

Seychelles — Why not try a different holiday staying in a newly-built guest-house standing in a 5 acre garden with its own beach 1 1/2 miles long. Details 0928 732530.

North Wales - Pwllheli — Cottage, sleeps 4 & cot. Electric heating (inclusive), w.machine, microwave, colour TV, near beach and town. Tel: 0758 612353.

Llandudno — Rosaire Hotel, family run with excellent home cooking, separate tables, all double and twin rooms en-suite with colour TV, tea-making facilities, free parking. Some single rooms available. B&B £15.00 with evening dinner optional at £5. Central to all amenities and on level ground. Tel. 0492 877677.

Disney - Florida. Large 3 and 4 bedroom luxury villas on Loma Vista/Linda. All with own private pools. 15 mins from Disney. From £350 per week. For brochure phone 0691 650123.

North Wales — 6-berth caravan to let, fully equipped. Peaceful countryside, 6 miles from Bala, £12 per day. Tel. 049084 208

Tenerife — Studio apartment, Las Americas (3 swimming pools), discount for Manweb employees. Tel. 051-727 7478.

Llandudno — Branstone Hotel. Privately owned Licensed Hotel. Central, level position close to shops and promenade. Standard rooms £14.50 per person bed and breakfast, en suite £16.95 per person. Reduced rates for weeks stay. Now offering 3 night break £59 per person half board. Bookings now being taken for Easter and the Llandudno Victorian Extravaganza

30th April, 1st and 2nd May 1994, book early to avoid disappointment. To make your reservation telephone Jan or Geoff Cole on 0492 876448 and don't forget to mention Contact.

Borders of Cumbria and Scotland — Spend your winter breaks in a cosy cottage retreat on a Kirkinton smallholding. Sleeps 4, fully inclusive, open all year. Lots to do locally, excellent touring base, no pets. For brochure tel. 0228 75650.

North Wales — Colwyn Bay, Swiss style Chalet, sleeps up to five, electric heating, fridge, colour TV, garden and parking, situated in woodland dell near Eirias Park and beach, pets welcome, weekly rates, weekends or midweek breaks. Tel: 051-678 9854.

Costa Del Sol — Why not get

away for a few weeks in the sun? Studio apartment available from 19 March onwards. 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.

Leisure

Canal Cruise — Come and enjoy a meal with a difference. Eat and drink whilst cruising aboard the Judith Mary for 2 1/2 to 3 hours on the Shropshire Union Canal, from Chester Canal Basin. Party sizes 20-40. Full bar, taped music, will appeal to clubs and societies, school trips, etc. Contact Pat and Keith Sowden, 0244 383887.

AID FOR FORMER YUGOSLAVIA

Ask yourself this question:-
Tonight when you go home will you have a:-
* Nourishing meal (of any kind!)
* A bed to sleep in!
* A hot drink!
* A roof over your head!
* Can you turn up the heating if it gets cold!
The list goes on and on of the things we take for granted. If you have answered YES to any of the above things think of the Innocent People of the former Yugoslavia who have none of these.

CAN YOU HELP!

We need: Tinned Foods, Non Perishable Food i.e. Pasta, Rice, Baby Milk, Nappies And all you have to do is bring any of these items to your local District Office for collection at the beginning of April, when they will be taken to a central point, and dispatched on a convoy of trucks with Police Forces from throughout the U.K. leaving Mid April
For more information
Yvonne Lucy on Int 710-2202
or 051-530 2202 at Manweb
PLEASE HELP!

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:	Sandra Goode	ext. 2206
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.

(BLOCK CAPS PLEASE)

Name

Work place (or retired)

Tel:

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

HOW THE CHARTER MARK CAN WORK FOR MANWEB

AS a Charter Mark winner Manweb has the right to use the award's distinctive logo on all its material for the next three years. This includes all the Company's publications, letterheadings, exhibition and display material and in our advertising campaigns.

Eagle-eyed members of staff may have noticed the Charter Mark already appearing on some of Manweb's letterheadings, Codes of Practice and even the front cover of Contact, and it will soon be included on business cards and other printed material.

Using the Charter Mark lets people know Manweb's commitment to customer service has been recognised and verified by independent experts...it isn't simply Manweb patting itself on the back!

Staff's efforts to deliver excellent customer service were the key to the Company winning the award, and the award can now 'work for the Company' helping to underline Manweb's commitment to customer service.

To get the maximum benefit from the Charter Mark Manweb should use the logo as widely as possible. To help winners use the logo to best advantage the Government Cabinet Office has drawn up guidelines covering most possible uses.

Copies of these are held by Public Relations at Head Office, as well as in Manweb's Printing Department. Further copies are available from PR for departments which produce or order printed material.

The Cabinet Office's guidelines ensure it appears in a full and recognisable form which will not dilute its impact. They cover the minimum size at which Charter Mark symbol can be used, and give preferred colours.

Putting the logo onto stationery and making sure it appears correctly falls largely to Printing, who, as well as incorporating the Charter Mark into existing stationery are advising Manweb staff that the logo can be used on any new publications Printing produce for them.

The department's Desk Top Publishing Studio can also make the Charter Mark logo available on a disk for use with word processing packages such as Ami Pro.

However, finding the right place to include the Charter Mark on the Manweb letterheading was not as easy as may appear.



Assistant Public Relations Officer Graeme Cooper said: "We needed to find a position which balanced with both the Manweb logo and the addresses which we need to have on the page. Printing's DTP studio tried numerous variations, bearing in mind that some letter headings are pre-printed with English and Welsh addresses. The best location was in the bottom left corner, lining up under the Manweb logo at the top of the page."

The permitted uses of the Charter mark allow for its use on marketing and promotional material as well as the more usual stationery items, and Manweb is already looking into the possibility of ordering lapel badges of the Charter Mark logo.

If you need advice on how and where the Charter Mark logo can be used get in touch with Graeme Cooper, in the PR Department on (700) 2099.



Delivered on time

ABERYSTWYTH District stepped slightly out of their area in January to help a church charity.

When the Emmaus Christian Fellowship had urgent clinical supplies to deliver to Romania they required a suitable vehicle to transport them.

The charity, linked to a church in Lampeter, turned to Aberystwyth,

when unfortunately, their local electricity company could not help.

The result was the provision of a Manweb marked Land Rover from Aberystwyth District Garage. The vehicle made the return trip in two weeks.

Pictured at the wheel is Richard Burgess who collected the vehicle for Emmaus, along with Alison Eakins, Aberystwyth District Manager and Chris Davies, Manweb's Transport Supervisor for Oswestry and Aberystwyth.

Customer FOCUS

Fast food

A Runcorn pensioner had her cooker delivered and installed within an hour of buying it when staff at Runcorn shop discovered she was without cooking facilities.

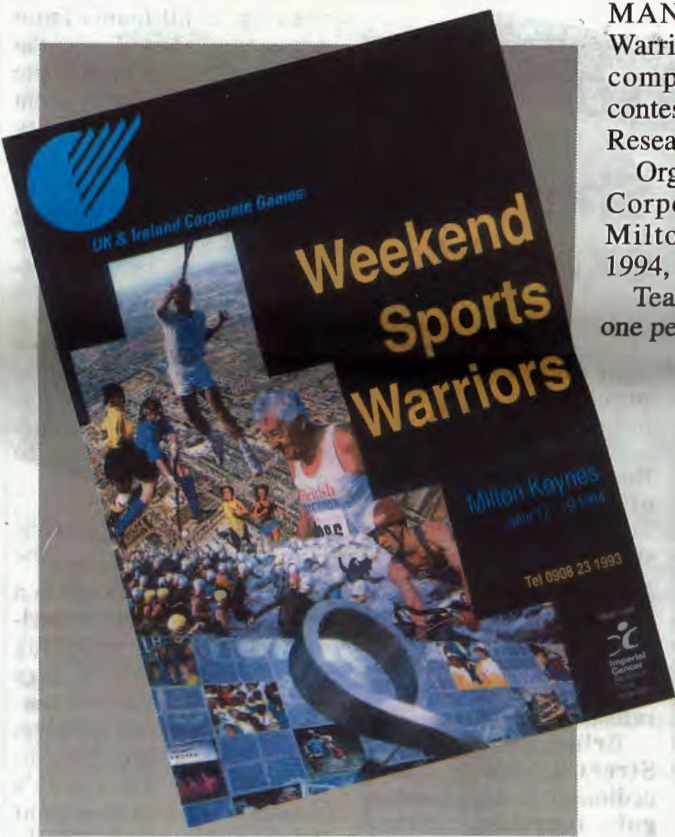
Assistant Manager Jean Batty was alerted to the 65-year-old lady's problem by the local Department of Social Security, but the woman, who suffers from diabetes, was unable to come in to the shop to make the purchase.

Taxis were enlisted to help ferry the paperwork between customer and shop, and the sale was duly 'rung up' at 1.10pm.

Graham Bark and Chris Johnson from Manweb's Queensferry depot collected the cooker, and had it installed and working in the lady's home by 2.00pm.

Jean Batty said: "The delivery lads did an excellent job to get the cooker installed in such a short time, and the clerical staff at Queensferry also pulled out the stops, and deserve a big thank you as well."

WARRIORS WANTED



MANWEB's "Weekend Sports Warriors" are being challenged to compete in an all action sports contest to aid the Imperial Cancer Research Fund.

Organisers of the UK & Ireland Corporate Games to be held in Milton Keynes on June 17-19 1994, have asked Manweb to enter.

Teams can be of any size from one person to more than 200.

Back by popular demand, the 1994 Games will be bigger, brighter and better than ever.

This year the opening celebration has been replaced by a huge Saturday night games celebration featuring a parade of athletes and a night of entertainment, partying, dancing and prizes. The games' closing celebration and awards banquet is scheduled for Sunday evening.

Four new sports have been added to bring the total to 17 including a match fishing competition on the Grand Union Canal. Silverstone circuit will be the site of the cycling time trials and road racing. There will also be 3-on-3 basketball and mountain biking.

Organisers expect to almost double the 2,817 entrants from 234 organisations entered in the 1993 Games.

There are no qualifying standards required and all sports are open to men and women of every age from under 30 to over 60. A special Open Class is available for high quality athletes.

Every individual and all teams entered are eligible for the special and much prized Charity Trophies in the Target 100 programme.

Entry details are available from the Games headquarters in Milton Keynes, Tel 0908 231 993 or Fax 0908 231 992.

If any Manweb location enters a team, let Contact know and we will report your progress and publicise your involvement to help the fund.

OUT FOR A MATCH DAY TREAT

MANWEB'S box at Liverpool FC was put to good use when the Company gave local senior citizens 'the executive treatment' at a Liverpool versus Wimbledon match.

The guests were all members of Liverpool FC's Happy Mondays Club for senior citizens, and won their special match seats through a 'Mr and Mrs' style quiz, testing their knowledge of their partners.

Manweb's Director, Power Marketing Colin Leonard, said: "I'm delighted that we are able to put our Anfield box to such good use, which, as well as giving some of our more senior customers an enjoyable outing also strengthens our links with the community."

Pictured in the Manweb box are seated (l-r), Teresa Nolan, organiser Carole

Harrington, Charlie Taylor, Joan Mulcahy and Bob and Lil Elliott. Standing are Liverpool FC's Brian Hall, Manweb Head

of Domestic Sales and Marketing David Tinsley and business Marketing manager Terry Dunne. Guest Jim

Ashcroft and Manweb's Customer Communications Manager Lynn Rawlinson are missing from the group.

