

PROPOSALS WHICH SHOULD BRING SAVINGS IN MANY AREAS

UNIQUE ENERGY PLAN

A UNIQUE action plan on energy conservation - the first in the country - is being planned by Manweb and Crewe and Nantwich Borough Council.

The Manweb Energy Consultants plan brings together several projects, both domestic and commercial, which will put the Borough at the forefront of energy conservation within the United Kingdom. We believe that this is the first time a local authority has worked on such a large scale to implement energy efficiency with a private sector partner.

A sample survey of the Council's 7,200 houses has shown where savings can be made which will directly benefit tenants. Due to cash shortages central heating programmes had to be abandoned some years ago. But now there are plans to lease new energy-efficient heating systems to get around this problem. Up to £100,000 is to be spent on better home insulation.

A special survey of the Council's main buildings has concluded that many good housekeeping measures have already been undertaken, but more savings can be made. Modern lighting schemes can produce good long-term energy reductions, but there is a high initial installation cost.

Manweb Energy Consultants General Manager Keith Nord said: "All it requires is some capital expenditure and we're looking to help those customers with that capital expenditure. We've also looked at areas for

other people such as the more efficient use of pumps and motors within their factories and buildings."

"Lots of the things that we've seen are fairly simple things to do. We've been looking at things, particularly lighting, and there are a number of methods which can reduce the load very, very simply.

Borough Chief Executive Alan Wenham said: "We are very short of cash at the moment. We have, therefore, come to an arrangement with Manweb for them to put up the funds and to be paid back out of the savings we make. There is no risk and no money required from local taxpayers - but they will receive the long-term benefits."

Advice

Manweb Energy Consultants has approached 40 organisations in the Crewe area from big firms to the local council to offer advice on how best to save both energy and money. A survey has been carried out in a number of public buildings, an office block, the main municipal building, swimming pools and market halls.

In addition to these initiatives Manweb has chosen Crewe to be the site of the first ever commercial Power Save scheme. All major users of energy within the area will be targeted by Manweb in a bid to keep energy use down by encouraging and advising on conservation measures. The Crewe and Nantwich scheme follows Manweb's nationally-acclaimed Holyhead Power Save project, and a £6.8million energy saving initiative in Knowsley on Merseyside



Out in front - the Manweb tram.

MANWEB switched on the power recently to set the wheels rolling on the first electric tram to run on the streets of Birkenhead since 17 July 1937 - the date Birkenhead Corporation Electric Tramways closed.

When the Company energised the rectifier to make overhead lines live, tram number 70, built by Hong Kong Tramways, moved slowly out of its depot in Pacific Road towards the video cameras of the small crowd of watchers. The new tramway for the Wirral Borough Council is sponsored by a number of local firms. Manweb's contribution was provision of the direct current traction supply.

North Wirral and Manweb Contracting Services co-operated to bring a low voltage supply from a nearby substation, and supply and install a special transformer/rectifier to

Back on the right lines

provide 550V dc for the trams.

In return for this, another tram - number 69 - will be the Manweb electric tram for a period of time.

North Wirral Planning Manager, John Pickard, said: "There are still some items to complete before the trams can run on a regular basis, but both should be in service in the summer this year."

Eventually part of the depot in Pacific Road will be opened as a transport mu-

seum with an original restored tram and other items currently distributed around Merseyside, collected together.

"Further into the future, the tramway may be made an integral part of the transport system in Birkenhead," said John. * Last summer Tram No 69 starred at Blackpool. There is a video available of it running on the prom to Fleetwood with the local tram preservation society.



ON THE MARK WITH MINISTER

MANWEB is amongst the cream of the crop, according to Sponsor Minister Alistair Burt, who recently visited the North West to congratulate top public service organisations on winning the Charter Mark.

Speaking at a special reception in Manchester, Mr Burt said Manweb and the other winners of

the Charter Mark, the Prime Minister's award for delivering public service, were 'all truly representative of the public sector at its best'.

Manweb's representative at the reception, Head of Regulation and Environmental Strategy Arthur Ellinson, is pictured (right) being congratulated by Mr Burt.

STUDY BRINGS THEM SUCCESS

MANWEB employees have been getting down to some studying and coming up with various degrees of success.

Ann Evans, Load Profile Analyst at Head Office, and Martyn Jones, Business Customer Service Manager, Rhostyllen, have recently been awarded Master of Business Administration (MBA) degrees after two years' intensive study with the Open University.

Degree time for John



John and his wife Helen after the degree ceremony.

AT a ceremony presided by Princess Alexandra at Lancaster University, John Boyer, Customer Services Manager, Liverpool, was awarded a Consortorial MBA Degree. John had worked on a part-time course for over a year after the University had given him the opportunity to study with students from other leading organisations.

The course was based on issues which students are likely to face in their working lives. It included thinking strategically; gaining and keeping a competitive advantage; understanding behaviour; implementing initiatives and analysing power and culture in organisations. Combining theory with practical application back in the work place, the course provided an ideal way to learn.

Assessment was by four assignments, a case examination and dissertation.

"Although the course was completed 12 months ago, the degrees were only conferred in December at Lancaster," said John. "I would like to thank my colleagues for the help and support over the two years, including Bill Tubey in his role as Liverpool District Manager and Bob McMahon, Head of Income, for allowing me to complete the course."

Success comes after the pair previously completed a Diploma in Management Studies along with several other Manweb staff. This allowed exemption from the first stage of the MBA course. Tutorials took place at weekends in line with the Open University's policy of minimum disruption to the students' work.

Ann and Martyn's subject areas included, strategic management; creative management; corporate financial strategy; performance measurement and evaluation, and human resource management.

The Open University has been awarded the highest score in the recently introduced league of MBA courses.

Ann said: "The Open University route is probably one of the most time-consuming and challeng-



Andy is pictured (left) with Dave Garratt and Chief Internal Auditor Kevin Healy (right) who presented the certificates.

ing ways of obtaining a Master's Degree. But the satisfaction of successfully completing the course makes the hours of studying worthwhile."

Both Ann and Martyn say they are looking forward to putting their skills into practice to help Manweb's continued success.



TWO members of Internal Audit have achieved examination successes and membership of their respective professional Institutes.

Andy Sutton, ACCA, is now a member of the Chartered Institute of Certified Accountants, and Dave Garratt, MIIA, is the first person in the Company to achieve membership of the Institute of Internal Auditors by examination. Andy is pictured (left) with Dave Garratt and Chief Internal Auditor Kevin Healy (right) who presented the certificates.

BOOST FOR VOLUNTEERS

MANWEB Administrative Assistant Lesley Corner is to lead a Prince's Trust Volunteer programme in Holyhead, North Wales.

Lesley will lead a team of 15 young people aged between 16 and 25 in a variety of projects which will assist their personal development while helping the local community.

The course will run for 12 weeks, and Lesley will be putting together a team of employed and unemployed young people.

She said: "The programme is designed to develop young people's skills and abilities and develop projects that help the local community. The programme will involve problem-solving and team building exercises. Some of these will be adventure training activities, but it won't all be abseiling down cliffs!"

Originally from Birkenhead, Lesley holds a degree in Business Studies from Liverpool John Moores University, and is a member of the Institute of Personnel Development.

She can be contacted on 01244 652868.



Picture by MIKE HALL

As well as winning the Manweb award, the building was commended in the electricity industry's national energy efficiency scheme.

Pictured

Pictured (l-r front) are: Manweb Energy Sales Manager Bill Hatton, Honorary Secretary of Trearddur Bay Lifeboat Station Dave Turnbull and architect Geoff Garrod. Watching are crew members Terry Pendlebury, Alan Hughes, Jack Abbott and Frank Clegg.

BOAT BUILDING WINS AWARD

TREARDDUR BAY lifeboat crew turned out in style when Manweb presented them with the 'Beta' energy efficiency award for their lifeboat station's hi-tech heating system.

National Insurance contributions

IN his 'mini-Budget' at the beginning of December, necessary owing to the Government's defeat on the issue of the increase in the rate of VAT on fuel and power, the Chancellor has recouped some of the deficit from employees.

The lower earnings threshold has now been reset at £58 per week rather than the previously proposed £59.

This means that employees earning at the rate of £58 per week or over will

pay NICS at 2 per cent on the first £58 of their weekly salary.

This represents an increase of a little over £1 pa for employees as compared with the initial proposals.

STILL TIME TO WIN £100 GIFT VOUCHER

THERE'S still time to win £100 or £50 worth of Dunn & Co gift vouchers by sending in your Wordsearch coupon from the January issue.

We have extended the closing date to 28 February.

Due to a compilation error

which was on the artwork supplied to us, the word asked for was SUITS but in the grid the word revealed was SUIT (No 'S').

We will, therefore, accept entries with the word SUIT marked on the grid.

NVQs GAINED FOR CUSTOMER SERVICE

A GROUP of Manweb Income staff have gained new National Vocational Qualifications in Customer Service.

Manweb worked with Cheshire County Council's Leading Edge training consultancy to develop the NVQ course. It was pioneered by Income Training Coordinator Steve



O'Brien, who was also one of the recipients. In addition to gaining an NVQ, Steve has qualified as an assessor for the NVQ programme and is currently training for the higher award of Internal Verifier within the Customer Service NVQ.

In the picture (right), during the Head Office NVQ presentations, are (front, l-r) Mike Sleeth, from Leading Edge; Warrington-based Manweb Training Manager Richard Denman; System Coordinator Sue Reece (Chester); Income Training Coordinator Steve O'Brien (Chester); Training Coordinator Steve Marshall (Warrington); Val Pasley of Leading Edge; Manweb Clerical Assistants Lisa Lilley and Sandy Roberts (Chester). Looking on are (back, l-r): Head of Income Bob McMahon; Regional Customer Accounts Manager Edna Lambert and Customer Accounting Manager Andy Pooley.

The picture (left) shows the presentation at the Customer Information Centre at Prenton. Pictured (l-r) are: Customer Service Representative June Griffiths (Prenton);



Regional Customer Accounts Manager Kevin Mawdsley, who made the presentations; Mike Sleeth from Leading Edge; Team Leader Karen Crew (Prenton); Team Leader Roger Birks (Wrexham) and Customer Liaison Officer Rachael Crowe (Wrexham).

SAVED

WHAT might have been a fatal accident was averted through the correct use of an everyday item of safety equipment.

Anglesey based driver, Robert Wynn Jones, escaped possible death when part of a heavy crane arm on the Hiab 031 he was operating crashed down on top of him.

Robert was picking up some hardcore, sand and tarmac in the three-ton grabber vehicle when a boom fracture seemed to cause the incident.

It hit Robert directly on top of the head leaving him with a compressed spine and inflamed joints, causing him to be absent from work for over two months.

"But it could have smashed my skull," said Robert, who also nursed a nasty bump around his hairline caused by the edge of his hard hat.

"If I hadn't been wearing a safety helmet, I could have been a goner," he said.

"I never thought any-

thanks to safety equipment

thing like this could happen to me. I thought I'd have more chance of winning the National Lottery than this occurring. It was a direct hit - a couple of inches either way, and it would probably have missed me."

Married with two children, Robert from Llangefni on Anglesey, should be returning to work after a few rehabilitation classes... "And I will always wear my safety gear, and tell everyone else to do so."

Manweb Medical Adviser Doctor Peter Burke, emphasised the clear benefits of wearing personal protective equipment at the appropriate time and the need to be aware of safety regulations.

"This type of accident proves that it is not always human error that causes a problem - equipment can fail too. If it does, the potential for serious injury can be reduced by wearing your personal protective equipment as has been demonstrated in this way."

Parcels galore

THE charity Operation Christmas Child has written to Head Office Accounts Clerk Shelley Canning thanking her for her hard work in collecting 48 'shoe box' parcels of toys and presents to help needy children. The North Wales-based charity distributes aid to youngsters in Romania, Russia and other countries. Shelley collected the parcels simply by asking people she knew in Manweb to donate items.

"Although I only asked people I know, I ended up getting parcels from many more places once word had got around," she said.



Moira spells out the plain facts

NORTH Mersey Energy Efficiency Adviser Moira Renwick took Washington by storm when she went to America for Plain English Campaign's third international conference.

Plain English Campaign is an independent organisation which campaigns against gobbledegook and small print. Moira has worked closely with PEC's Liverpool founder Chrissie Maher since the campaign was set up in 1979.

The conference drew together the world's leading plain language experts, helping them to share ideas and learn from each other.

With the US Government keen to cut down on red tape and unnecessary paperwork, America was the ideal country to host the conference. To help Bill Clinton on his way, PEC organised a mass shredding of gob-

bledygook at the home of the US Congress, Capitol Hill.

Moira said: "We shredded five bins full of badly worded documents. There was so much paper that we overstayed our allowed time on Capitol Hill, but Chrissie managed to divert a policeman's attention while we finished the shredding!"

One of the most rousing speeches at the conference came from Mary Jo Jacobi. Mary Jo was Assistant Secretary to President George Bush, and was Special Assistant to Ronald Reagan during his Presidency. She is now Head of Group Public Affairs for financial service company HSBC Holdings plc.

She said: "As one of the world's largest financial services organisations we realise how important it is to make sure that our customers receive information which they can

understand and act upon. We are proud to support this international conference and applaud the efforts of Plain English Campaign."

Among other organisations represented at the conference were the African National Congress, Derbyshire Police, Britain's Lord Chancellor's Department, America's National Association of Chiefs of Police, Rank Xerox (UK) Ltd and numerous educational and communications establishments, including Cambridge University Press.

Not to be outdone, Moira kept her Manweb badge to hand to ensure the company's achievements did not go unnoticed on the international stage!

Moira is pictured (left) with Chrissie (right) and other campaigners as they shred several miles of gobbledegook on Capitol Hill.



North Mersey Energy Efficiency Adviser Moira Renwick has passed sign language exams to become a qualified signer. The qualification is awarded by Council for the Advancement of Communication With Deaf People, and Moira studied on day release at the Merseyside Society for Deaf People Centre in Liverpool. She is pictured receiving her certificate from Tutor Eddie Clarke.

A FIRST FOR WIRRAL FIRST AIDERS



Pictured at the presentation are (l to r) Dave Hanlon, Steve Holmes, John Boyan, Robbie Graves, Brian Emberton, Colyn Jones, Phil Ramsey, Sean Bell and Steve Theobald.

FIRST Aiders at North Wirral got their just rewards at a special presentation by the District Manager Phil Ramsey.

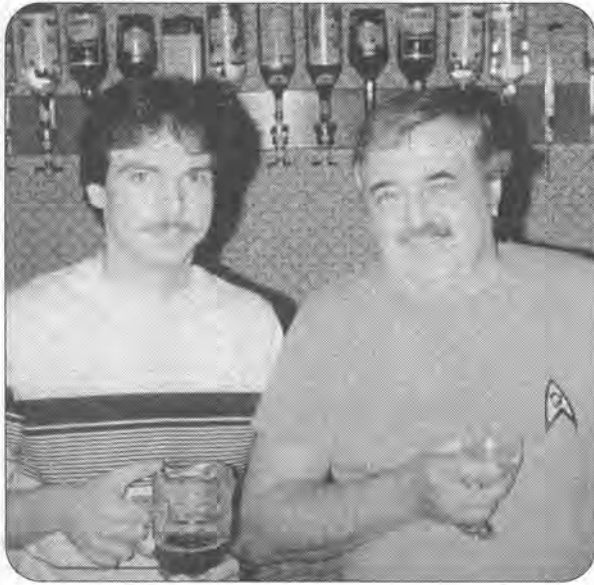
Following a course based on student centered learning - the first of its type to be run in the District - a number of personnel received their First Aid certificates.

Safety Co-ordinator Steve Holmes said: "The new format was put together by St John Ambulance Association, following a Health and Safety Council report claiming that the didactic style of teaching First Aid was hard to relate to and difficult to remember." Steve was pleased to report

that the eight students taking the course all passed with ease. "There is now more student involvement over five days and the course includes role playing and casualty simulation for the final exam - truly nerve-wracking," he said.

Other staff at the presentation received First Aid kits as winners of the District Safety First Newsletter manual handling wordsearch competition.

"The manual handling topic was chosen by the safety co-ordinators as the quarterly campaign, Company wide," added Steve.



David Shepherd with Star Trek's Scotty.

WHEN it comes to fan worship, David Shepherd has real stars in his eyes – those from space opera Star Trek.

David, 32, Administrative Assistant in Regulator Relations, Head Office, is a dedicated 'Trekker', and has been since his schooldays.

His collection of memorabilia includes, videos, films, novels, games, toys, models, autographs and photographs. "In fact, if it's got Star Trek on it, I've probably got it," he claims.

At his Chester home, he has one room completely dedicated to what he sees as a hobby. "It is just like stamp collecting, music or going to watch football."

David says he grew up on 'classic' Trek. "As a young boy I viewed it as a universe where a fertile imagination could escape to. Today I have the choice of re-

verting to that or generally enjoying it for what it is – a ripping good space opera."

Star Trek conventions are always an added attraction for the fans. David attended his first in 1985 and has attended at least one a year since.

He attended the UK premier of Star Trek VI in Leicester Square and has appeared with some of the cast in a video shot in Florida.

Conventions give him the chance to swap Trek talk with fellow devotees. "And I can sometimes get that all-important photograph," he said.

David's on trek with the stars

"I am constantly amazed at how many people say they like Star Trek and can recall again and again, episodes they have seen. They don't want to call themselves fans, but always want to know what goes on at conventions. The number one question is always, Do you dress up? I don't, but may wear a Star Trek tee shirt occasionally," he said jokingly.

"Generally I view fandom as a very large and exclusive club that anyone with an imagination can join. Since 1987 when the 'Next Generation' premiered it introduced literally a whole new

generation to the Trek universe. Many new fans have never seen, 'Classic Trek' and even more will now grow up on 'Deep Space Nine' and 'Star Trek Voyager' which are the latest series to evolve from a programme which was originally cancelled after three years in the late sixties. David's Star Trek ambition is to visit the sets at Paramount Studios in Los Angeles. "They don't allow general visitors, so perhaps my only way is to win a competition," he said.

And with his knowledge of the subject, that might not be too difficult.

HIGH FLYERS ARE WANTED

A walk on the wild side for Cancer Research

AN appeal is being launched this month for 300 daredevil volunteers to take a walk on the wild side and raise money for the Cancer Research Campaign.

On Sunday, 9 April, Head Office will be the venue for a '100' sponsored charity abseil.

"Abseiling down a big building like Manweb HQ gives you a terrific feeling of achievement," said CRC's Head of Region Joanna Lavelle, "and knowing that you are raising money to help fight a disease which affects one person in three just gives you the incentive you need."

It doesn't matter if you have never done it before, all participants are given full instructions from qualified army personnel.

The Cancer Research Campaign relies entirely on voluntary contributions to fund its life giving work. For over 70 years the Cancer Research Campaign has been bringing together UK doctors, scientists and the public in the fight against cancer.

The Campaign's work covers all aspects of the disease – from the causes to the cures – and from basic understanding of the nature of cancer to education and psychological support for patients.

The event is open to Manweb employees, family and friends. To book your place send a completed entry form together with a £5 to the Cancer Research Campaign, Area Appeals Office, 46 Watergate Street, Chester CH1 2LA. Entry forms are available from the Campaign, telephone 0244 348891 or from Manweb reception Sealand Road, Chester. All participants must be over the age of 18. Places are limited so anyone interested in taking part should contact CRC without delay. "You'll regret it if you miss out on this exciting challenge," added Joanna.

ride 3 times around the same route and therefore 165 miles long!

It is impossible to describe the scale of the Bogle Stroll. The 1995 Bogle will be the 33rd and once again thousands of walkers are expected, some from as far afield as Blackpool and Sheffield.

If you are interested in taking part either as an individual or in a team, please complete a form and return it to the address given on the form. Please note that all participants must be aged 16 or over.

Remember that all the money you raise will be passed on directly to Henshaw's Society for the Blind for the benefit of blind people in the North.

Many thanks in anticipation of your support.

Yours sincerely,
Diane Page (Mrs)
Appeals Officer
Events & Promotions.

Editor's note: Entry Forms available from Public Relations, 5E1, Head Office, ext. 2090.

YOUR VIEW

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

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

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



HARD WORK EARNS PRIZES

THERE was a surprise in store for four Thresher branch managers when they were presented with vouchers to the total value of £500 for their role in the highly successful Incentive Scheme run by Manweb.

The Incentive Scheme followed training sessions hosted by Manweb last year. They were aimed at improving the overall service given to customers purchasing meter cards from Thresher stores.

The Incentive Scheme point scoring system was

based on administration procedures and a customer survey questionnaire. Carol Wright, Manweb Agency Services Manager, said: "I am delighted at the outcome of the training sessions and hope Manweb and Thresher can continue to build on our excellent working relationship."

"A lot of hard work and effort has been put in over the past six months and my thanks go to the Agency Services team, Market Research and Thresher for their invaluable assistance."

Pictured from left to right: Carol Wright, Manweb Agency Services Manager; Ann Jones, Thresher Branch Manager; Graham Watts, Thresher Training Officer, and Pam Todd, winner of the first prize, Thresher Branch Manager.



BOGLE STROLL PLEA

Dear Editor,

Please find enclosed details of the 33rd annual Bogle Stroll – THE BIGGEST THING YOU'LL EVER DO!

This has always been organised by Manchester and Salford Students Rag and is now the most successful sponsored Rag event in the country. Henshaw's Society for the Blind is working in partnership with the Bogle Stroll in order to raise desperately needed funds for blind peo-

ple. The Bogle Stroll is a 55-mile sponsored walk, setting off from Manchester on Friday evening and continuing on a circular route throughout the night and the following day.

There are 10 check points, each with first aid, refreshments and buses back to Manchester. This means that participants can finish after nine miles, 15 miles etc up to the full 55 miles.

The Bogle Roll is held at the same time – a sponsored cycle

Perfect blandness

Dear Editor,

You're not going to believe this, but much to my amazement they're going to let me leave through the VSS. I intend to run out of the gates at the end of March 95. What a wonderful 16 years I have had. In that time I have witnessed great heroism, generosity, kindness, backstabbing, treachery, envy, cowardice, lust, deceit, comedy, pathos, sometimes all in one day.

Over the years all the eccentrics or people out of step with their counterparts have been weeded out. Gradually the Company has moved towards a most perfect blandness.

All the Company clones becoming more and more flexible, anxiously waiting for the next round of training, all looking forward to the day when they will be able to make an independent de-

cision even if it's to tell someone else to put the kettle on.

It is true now, more than at any other time, there are no jobs for life, but people still need to feel secure and part of the whole, whatever that may be. We are all customers, consumers, shareholders in the future. When we feel wanted and secure and recognised for our skills at the bottom as well as the top that's what lifts people's morale and that's how you get the best out of everybody. So I'll raise my glass to all those people that dare to be different and try and change things for the better.

Cheers, goodbye
Brian Emberton,
Building Section,
North Wirral.

PS: What good is a Company with no heart? Good luck.

Fun with Warrior



GLADIATORS idol 'Warrior' is pictured with some of the Manweb team he supported in an action packed programme to raise money for the Macmillan Appeal. A family fun day, at which the North Wirral team dressed as 'Clampets' complete with dungarees and straw hats, attracted 12 teams from local businesses.

The entry fee of £1,000 per team, along with the money raised on the day, helped to swell the funds.

'Warrior' was there to cheer on the Manweb team of; Sarah Kemp, Jeanette Croft, Simon Costall, Steve Irving and Andy Youd all of Region 2 and Steve Holmes, Tommy Hill, Sue Askey, Steve Hawkesworth and Brent Jones of Network Services. Those in the picture are (l to r) Susan Askew, Sarah Kemp, Gaynor Dooley, 'Warrior', Simon Costall, Jan Croft, Kevin Aylward and Steve Holmes.

CUSTOMER CONNECTIONS

— the competitive market

By
Cherry Garbett,
Market
Analyst

CHANGES within the electricity industry since privatisation have resulted in additional pressures upon, and opportunities for, Manweb to develop and improve the effectiveness and efficiency of specific business activities.

Developments, often instigated by actions of OFFER, have opened up previously tightly regulated markets. We are now competing with other RECs and a range of other organisations for business that was previously the sole responsibility of a host REC.

It is anticipated that the provision of electricity supply connections by local RECs will become, perhaps by April 1995, another competitive area. Due to the importance of this activity and the potential for this business to be captured by other organisations steps are being taken to refine our supply procedures based upon customer needs and desires.

What do customers want?

It is of no surprise that all customers expect quality work on-site. Compared to all other utilities, recent research has revealed that Manweb's technical quality is highly regarded, however, there is ample room for improve-

ment. A major area of improvement suggested by our customers is to improve the back filling of trenches and reinstatement procedures.

Another important aspect of work includes efficient and effective liaison between customer and supplier. Eighty per cent of our customers rate the initial contact with Manweb as better than acceptable but communication thereafter is limited. Suggested improvements in this area include the provision of a single contact point, faster response to enquiries and more frequent contact during the course of the project in hand.

Costs and estimates are of great importance to the majority of customers. Our requirement for up-front costs is a repeated criticism of Manweb, and it is now regarded as an unacceptable custom in the construction industry.

The potential competition for installation of electricity supply is welcomed by over half of the market. If such development took place there is a strong feeling amongst our customers that prices would fall but there are many reservations about the quality of work which may be supplied from potential competitors.



A CHARITY fun week at Manweb's Crewe shop raised more than £4,000 for the Neuromuscular Centre in Winsford.

During the week, shop manager Dave Hughes and his staff organised a prize draw, balloon race, tombola, children's colouring competition and other crowd-pulling events. TV personality Matthew Kelly, the Neuromuscular Centre's Vice President, also visited the shop to sign autographs and lead the fun and games.

A WEEK OF FUN

Dave Hughes is pictured (front right) presenting a giant cheque to the Neuromuscular Centre's Kath Booth watched by Manweb colleagues and staff and users of the Centre.

DUE to pressure of work, there has been a backlog of EEIBA prize draws since June 1994. The Prize Draw Club is organised by volunteers in their spare time, who have made every effort to bring it up to date and have now provided us with the following list of winners:-

December: £300 - T. Brookshaw, Head Office (1051); £200 - E. Bate, retired (1924); £150 - A. H. Rawlinson, North Wirral (2463); £100 - S. H. Quayle, retired (1218); £75 - D. P. Jones, retired (2393); £50 - J. Peaker, Head Office (552); £30 - T. Callaghan, retired (288), G. Roberts, retired (2102), M. E. Hannah, Liverpool (1557), I. D. Basford, Dee Valley (282) and R. G. Jones, Oswestry (671); £25 - R. Burgoyne, retired (1983), D. Kernan, retired (119), L. Summersgill, retired (2145), L. J. Scudamore, retired (95), A. R. Pooley, Head Office (378), R. A. Charnock, retired (801), A. Williams, retired (2217), G. A. Williams, retired (2311) and B. Smith, Mid Mersey (2689).

November: £300 - G. Whisker, retired (1958); £200 - H. C. Foreman, retired (58); £150 - S. Rees, Aberystwyth (1783); £100 - T. E. Jones, retired (1483); £75 - P. C. Winter, retired (1515); £50 - D. S. C. Wilcox, retired (2497); £30 - M. Okaj, retired (2776), P. C. Johnston, Head Office (826), M. E. Hannah, Liverpool (1557), J. Dutton, retired (2451), D. J. Jones, Gwynedd (1891), E. G. Lambert, Mid Mersey (786) and D. Williams, Dee Valley (1263); £25 - H. D. Taylor, retired (2017), M. W. Parker, retired (2146), F. Chynoweth, retired (1599), N. D. Powell, North Wirral (1640), A. F. Vidlere, retired (31), R. W. Reynolds, Mid Mersey (1321) and G. D. Swindley, MCSL (1286).

October: £300 - W. J. Hunt, retired (1949); £200 - F. Jones, retired; £150 - S. Buswell, Head Office (316); £100 - J. R. Beach, retired (1871); £75 - W. N. Allen, retired (1182); £50 - I. West, Head Office (55) and I. W. Taylor, Mid Cheshire (1091); £30 - A. E. Lloyd, MCSL (1054), J. C. Tyreman, Head Office (1227) and L. Thomas, retired (2077); £25 - J. R. W. Vernon, Head Office (2294), K. R. Towers, retired (247), L. Price, retired (674), H. Cornes, retired (2322), W. Lee, retired (1329), J. Rigby, retired (2522), S. N. Wappett, retired (2573), E. P. Morris, retired (2190), T. D. Johnson, retired (704) and K. M. Sadowski, Dee Valley (407).

September: £300 - W. D. Jones, Head Office (434); £200 - M. A. Powell, retired (618); £150 - D. Hoare, retired (1393); £100 - J. S. Jones, North Wirral (583); £75 - P. Ferguson, Head Office (1171); £50 - P. J. Hall, retired (385) and J. R. Jones, retired (495); £30 - T. J. Stocklin, Head Office (538), D. M. Jones, Gwynedd (2526), D. G. Price, retired (94) and R. J. Reid, Head Office (296); £25 - M. P. Stubbs, retired (711), S. McGuinness, North Mersey (2504), H. F. W. Garrett, retired (1968), D. Bennett, retired (2337), D. Rogers, Oswestry (915), H. W. Hegarty, retired (7), I. Evans, MCSL (872), E. L. Harvey, Head Office (561) and G. Roberts, retired (1596).

August: £300 - A. J. Martin, North Mersey (2702); £200 - G. Lamb, Head Office (1222); £150 - P. A. Dakin, Mid Mersey (2503); £100 - R. P. Parker, Head Office (1099); £75 - R. Joinson, retired (1342); £50 - I. K. Walsh, retired (1439) and B. Johnson, Head Office (2774); £30 - J. F. Perry, retired (255), E. D. Kelly, retired (274), R. A. Conde, Oswestry (1059), G. R. Mullock, Dee Valley (996) and I. J. Bewley, Head Office (1283); £25 - B. Shields, retired (1459), C. A. Mackay, Head Office (2177), E. A. A. Clare, Dee Valley (1011), N. Porter, Dee Valley (958), D. A. Roberts, Dee Valley (1618), R. Joy, retired (998), G. M. Channell, retired (1736) and H. Clarke, retired (1499).

July: £300 - K. Griffiths, retired (1159); £200 - S. J. Reeca, Head Office (857); £150 - L. C. Holmes, Head Office (473); £100 - E. Barrow, retired (728); £75 - H. D. Taylor, retired (2017); £50 - D. Farquhar, retired (1052) and L. Stubbs, retired (1893); £30 - J. Sutton, retired (2353), T. M. Keenan, Head Office (1016), L. L. Roberts, retired (1889), L. G. Tait, retired (2237) and H. R. Hughes, retired (721); £25 - H. E. Morgan, retired (185), T. L. Freeman, retired (1408), C. T. May, Head Office (709), N. Fell, retired (695), E. J. Sims, retired (169), E. W. Geddes, retired (1221), J. H. Rogers, retired (581) and I. G. Higgins, Dee Valley (1290).

June: £300 - H. J. A. Kirkby, retired (264); £200 - D. R. Cross, Liverpool (452); £150 - R. Gartside, retired (1925); £100 - N. Hukin, retired (68); £75 - M. P. Harding, MCSL (1539); £50 - O. M. Williams, retired (2076) and H. Owen, retired (2152); £30 - C. M. Jackson, retired (2265), H. Jones, Head Office (2549), D. Taylor, Mid Mersey (1247), A. P. Whyte, retired (160), C. Vernon, retired (2268) and A. J. Wilcock, retired (2071); £25 - P. W. Dewar, Head Office (1006), G. P. Griffiths, North Wirral (1162), H. Jeffries, North Wirral (2422), A. S. Lewis, retired (1410), M. Davies, Liverpool (2466), W. A. Jones, retired (1609) and H. Hassall, retired (1969).



Chris Shepherd, Eifion Jenkins and Jim Wilcock (left to right) Prize Draw Club officials, checking the lucky winners in this month's draw produced by the new computer system.

ALL SET FOR A TOP DRAW

A NEW computer system specially written for the Prize Draw will be able to cope with the extra members the organisers hope to attract.

The initial target is 5,000 new members. This would increase the monthly prize fund to £2,500 and in a full year would generate £30,000 for the industry's own charity, the EEIBA.

Prize draw Administrator Eifion

Jenkins, said: "We think it is a reachable figure - after all, Norweb has over 7,000 members in its draw.

"If, for example, every existing member took out just one extra number, we would easily achieve our target."

As a special incentive anyone joining for the first time or taking out one or more additional numbers will stand the chance of winning a portable colour TV set

WHAT IS EEIBA?

EEIBA is the only charity specifically caring for eligible employees, ex-employees and/or their dependents, within the electrical and electronics industries - your industries - from manufacturing through to retailing.

WHAT DOES EEIBA DO?

EEIBA cares - cares about people in distress - and distress manifests itself in many forms and frequently occurs when least expected or anticipated.

HOW DOES EEIBA CARE?

EEIBA cares by counselling - by financial aid - by providing equipment for the handicapped - by accommodating the aged in residential homes - by solving peoples' problems.

HOW BIG IS EEIBA?

EEIBA operates from London Headquarters, regional offices and through 35 Branches throughout the United Kingdom. Present budget is committed to an

expenditure in the order of £1.5 million annually. EEIBA needs YOUR help.

HOW CAN I HELP EEIBA?

1. By drawing atten-

tion to cases of need.

2. By joining in the work of the Branch.

3. By supporting our fund raising activities.

4. By joining the - PRIZE DRAW CLUB.

To: EEIBA Prize Draw Administrator
Manweb plc, Room GS1,
Head Office, Sealand Road, CHESTER CH1 4LR

New Members
Please enrol me as a member of the PRIZE DRAW CLUB for ___ number(s). For each number, I authorise deduction of £1 per month from my *salary/pension until further notice. I agree to subscribe for a minimum of 12 months.

Existing Members
Please increase my number(s) in the PRIZE DRAW CLUB from ___ to ___. For each number, I authorise deduction of £1 per month from my *salary/pension until further notice. I agree to subscribe for a minimum of 12 months.
* Please delete as appropriate.

Full Name: (BLOCK CAPITALS PLEASE)

Manweb Employee/Pensioner Number:

District/HO Section for Employees/Home Address for Retired staff

Post code:

Signature: Date:



Linda Roberts, of Energy Marketing, with the welcome pack.

WELCOME HOME

A WARM welcome awaits people moving into new homes in some Manweb areas.

A new product pack, 'Welcome To Your New Home', has been launched and is on trial North Mersey, Liverpool, Mid Mersey, North Wirral and Mid Cheshire initially.

It is being sent to all tenancy changes and new movers in these areas. The full colour pack gives advice on security, safety, energy efficiency and other home-related topics. It also contains a 10 per cent discount card for a wide variety of home essentials from B&Q.

Other publications in the pack are 'A Guide For Domestic Customers', including prices and ways to pay; Manweb's retail outlets; a reminder from the TV

Licensing Office and a questionnaire to help Manweb make life easier for the customer and give a better service.

All customers who return the questionnaire will be given a security marker and window sticker.

The trial is to 30,000 customers and after further market research, packs will be sent to movers in the whole of the Manweb area - a total of 120,000 per annum.

More charity events

— project on schedule

THE Manweb Community Challenge is still in full swing, and the project it is helping is on schedule for its targeted completion.

The Challenge aims to raise £650,000 in cash or kind towards building a play and resource centre in Kirkby near Liverpool.

One of the latest fund-raising events was the Amdahl Charity Challenge (pictured here) in which four teams representing Manweb helped raise a staggering £9,000.

Team member Len Cornah, emphasised there is still some way to go and further help needed. "Please let me or any other member of the team know if you can help or have any fund-raising ideas," said Len.

Len says there are two or three fund-raising schemes being looked at - one is a red balloon week in which the team hopes to release a number of balloons from Anfield on a match day. "We are still negotiating with the Club to get this underway," said Len.

There will be a big prize for the winner and the event should attract TV, radio and press coverage.

Another idea is a casino night which will be held in the Blundellsands Hotel whose proprietors have kindly donated the use of a function room.

Further details will be announced later.



Amdahl Challenge night and Colin Leon holding a cheque for £7,400 to Amdahl's Paul Cooper. More money came in later.



Standing (l to r), George Range, Manweb Kirkby Play Forum; Peter Range, Manweb.

DECEMBER COMPETITION RESULTS



Everyone a winner

OUR December issue competition to win a super prize from the range of products in this year's catalogue produced some apt and amusing entries.

Asked to put a caption to the photograph of baby Catrin Henderson reading a Manweb 'Surecare' leaflet, readers came up with some imaginative ideas. There were inevitably a number of 'bear' necessities, 'bear' facts and other puns.

However, the ones our judges considered best were:-

1. Mummy says that 'Surecare' is like my nappy - you're covered if

things go wrong. **From Paul Edwards, Oswestry Office.**

2. I'll buy mum some of this as she's always saying to dad, "I'll give you a piece of my mind." **From David Shepherd, Regulator Relations.**

3. It is all right for you - you have a fur coat. I need Manweb to keep me warm. **From Brian Courtney, Bridle Road.**

4. At least the 'bear' face facts in this leaflet are no fairy tales. **From Hugh Jones, Llandudno.**

5. I wonder if they will let me take out 'Surecare' on my teddy bear? **From Ann Allen, Queensferry.**

6. I would like to buy the

Remington hairdryer when I am older and my hair has grown. **From Mrs E. Evans, Nefyn.**

7. I wonder if this will cover my Sega Megadrive! **From Maxine Holt-Jones, Dee Valley.**

8. Please teddy, say after me, 'I thank the Man from Manweb for providing the many home comforts for me.' **From Mr R. F. Threadgold, Dutton, Warrington.**

These winners will receive respectively:- 1. Corby trouser press; 2. Remington footspa; 3. Sharp radio cassette; 4. Philips Ladyshave; 5. Braun hairstyler; 6. Revlon foldaway hairdryer; 7. Remington hairdryer; 8. Amstrad personal stereo.



(L to R), Peter Barron, Pat Byrne, Damian Hyland and John Richards.



Snooker stars (l to r), Bernard Gormen, Ruth Galvin, Damien Hyland, Adam Gormen.

Challenging lined up

chedule for completion



Director Power Marketing, hands over a... This was the amount raised on the night but



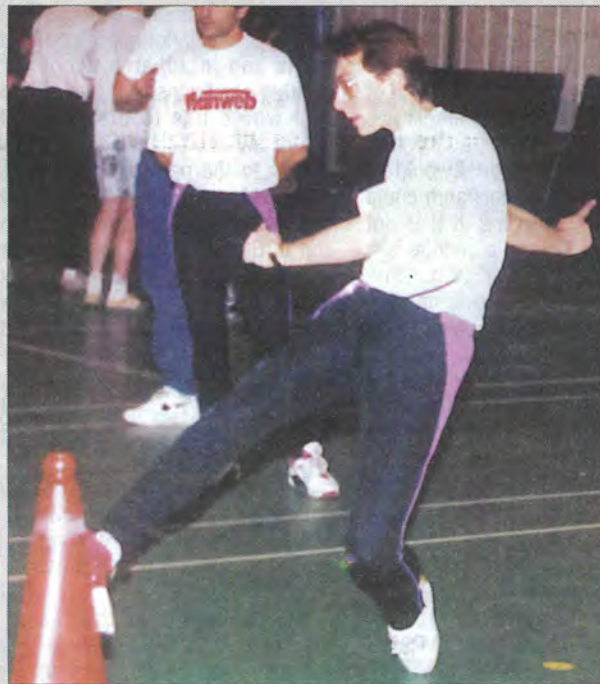
ue Holding, Kirkby Play Forum; John Hogan, Anthony Dowd, Manweb. Front: Len Cornah,



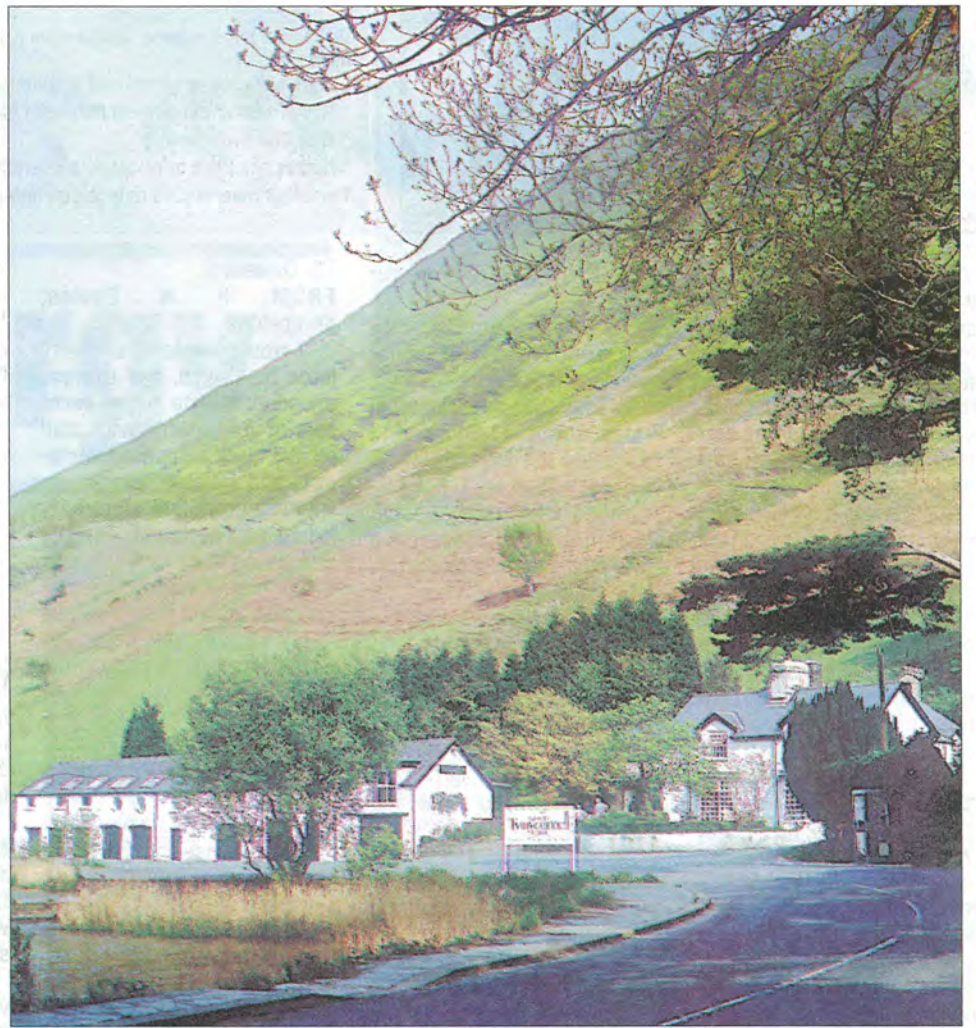
rgis, Allison Wilson and Mark Bellman.



Bernard Gorman - right on cue.



Mark Bellman puts power into beating the goalkeeper.



HOLIDAY OFFER IN SNOWDONIA

A HOTEL situated in beautiful Snowdonia National Park is offering Manweb employees specially discounted prices for fully packed activity holidays or relaxing short breaks.

The Tynycornel is situated looking out over its own natural 222 acre lake at the foot of Cadair Idris.

The proprietors are happy to recommend and advise on activities and local interests in the area.

Manweb employees can visit the hotel for £20 per person per night. This is inclusive of

bed, full breakfast and VAT. Evening bar meals are available at around £5 for a main course and a table d'hôte menu in the restaurant for £17.50 is on offer.

Children up to the age of 12 sharing parents room are charged for meals as taken.

This offer is subject to availability in February, March and April (excluding Easter), and overrides any existing discounts available.

For further information or copies of the hotel brochure phone 01654 782282 or fax 01654 782679.

PRINCE PRESENTS PROJECT AWARD

DIRECTOR, Power Marketing, Colin Leonard is pictured receiving a special Prince of Wales Award for Manweb's Holyhead Power Save project.

The awards are made for outstanding achievements in Wales, and Manweb was nominated for its services to the Welsh environment.

The Power Save scheme reduced electricity consumption in Holyhead by one megawatt, giving savings in energy production, and deferring the need to build a third substation.

Prince Charles presented the award at Wrexham's Memorial Hall.



More challenging events lined up

— project on schedule for completion

web Community Challenge is still in full and the project it is helping is on schedule for completion.

Challenge aims to raise £650,000 in cash towards building a play and resource centre near Liverpool.

The latest fund-raising event was the Charity Challenge (pictured here) in which our teams representing Manweb helped in raising a staggering £9,000.

Member Len Cornah, emphasised there is still a long way to go and further help needed. "Let me or any other member of the team know if you can help or have any fund-raising ideas," said Len.

There are two or three fund-raising ideas being looked at – one is a red balloon which the team hopes to release a number of balloons from Anfield on a match day. "We are negotiating with the Club to get this un-tilted," said Len.

There will be a big prize for the winner and the event could attract TV, radio and press coverage.

Another idea is a casino night which will be held at the Blundellsands Hotel whose proprietors have kindly donated the use of a function room.

Further details will be announced later.



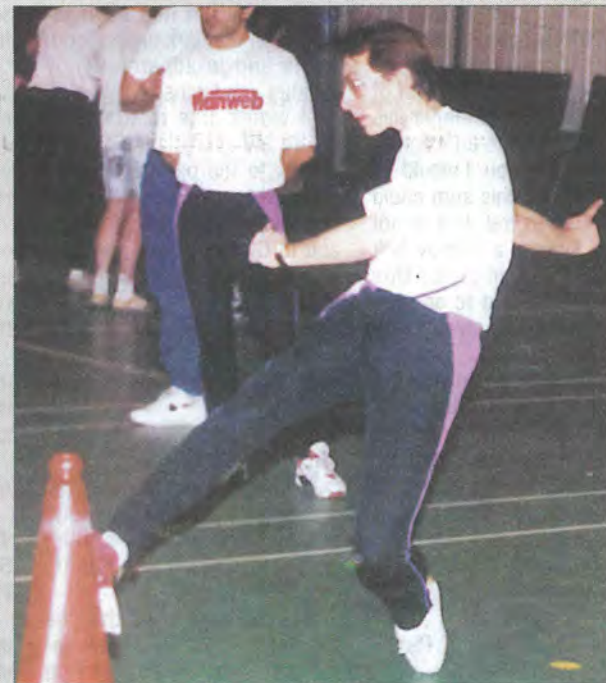
Amdahl Challenge night and Colin Leonard, Director Power Marketing, hands over a cheque for £7,400 to Amdahl's Paul Cooper. This was the amount raised on the night but more money came in later.



Standing (l to r), George Range, Manweb; Sue Holding, Kirkby Play Forum; John Hogan, Kirkby Play Forum; Peter Range, Manweb; Anthony Dowd, Manweb. Front: Len Cornah, Manweb.



Bernard Gorman – right on cue.



Mark Bellman puts power into beating the goalkeeper.



(L to R), Peter Barron, Pat Byrne, Damien Hyland and John Richards.



Snooker stars (l to r), Bernard Gorman, Ruth Galvin, Damien Hyland, Adam Gewargis, Allison Wilson and Mark Bellman.

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HO OF SN

A HOTEL situated in Snowdonia National Park. Manweb employees counted prices for holidays or relaxing.

The Tynycornel is over its own natural area of Cadair Idris.

The proprietors advise on activities and advise on activities in the area.

Manweb employees £20 per person per month.

TS
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ver when I am
is grown. From
n.
s will cover my
From Maxine
lley.
say after me, 'I
m Manweb for
home comforts
Mr R. F.
n, Warrington.
I receive respect-
ous press; 2.
3. Sharp radio
& Ladyshave; 5.
Revlon foldaway
gton hairdryer;
stereo.



THEY SAID IT

DUE to the large volume of letters we receive for the 'They Said It' column, we regret that telephoned messages and unsigned letters cannot be published. Letters will only be considered for publication if they clearly state -

- * Which area or department they refer to.
- * Who they are from.
- * Names and titles of employees referred to (please give Christian names).

The editor reserves the right to edit letters in the interests of preserving a balance from around the Region and in considering space available.

TO: Mid Cheshire.
FROM: D. A. Wright, Northwich.

"May I put on record my thanks and appreciation for the professional and courteous manner shown by your employee who attended my home to change the meter.

"Nothing was too much trouble for him. His advice and help was unsolicited. He carried out his work with a most cheerful manner and was a credit to your Company.

"It is such a pleasure to write a letter of thanks rather than one of criticism."

The employee was Fred Broadhurst.

TO: J. L. Milne, Senior Contracts Manager, M.C.S.L.

FROM: Mrs J. Coupe, Wallasey.

"Just writing to let you know how delighted I am with the storage heaters I had installed in my back kitchen.

"The electrician that did the installation was excellent, a good worker and put everything back in place. It's just that I like to give credit where it is due."

The electrician was Steve Gibson.

TO: J. L. Milne, Senior Contracts Manager, M.C.S.L.

FROM: D. R. Clayton, Kilworth, Leicestershire.

"I would like to commend the pleasant and polite attitude of the two Manweb employees

who recently worked at our house.

"They also worked with speed, effort and concern for our interests in the matter.

"They arrived from North Wales about 11.30am and completed the work by about 17.30pm - great stuff. We were expecting a two-day job, considering a verbal assessment made by the local electrician."

The employees were electricians Iola Griffiths and Terry Griffiths.

TO: North Wirral.

FROM: Jane Hill, Bromborough.

"I am writing to thank you for your speedy service when we recently requested a card meter be removed in favour of our option to pay by means of direct debit.

"Your representative who called was most courteous and efficient and I would like you to know that we appreciate the help and assistance you have given us."

TO: Mid Cheshire.

FROM: Alison Kenworthy, Congleton.

"I'd like to mention the good service received from your emergency staff one night.

"Both the telephone service chap and the engineers who came out to reconnect the supply to my home were excellent. They all worked as a team and responded quickly and efficiently to solve the problem of lack of heat and light."

TO: Oswestry.

FROM: H. N. Davies, Shropshire.

"I would like to offer a very large thank you, and express my admiration to all the members of your maintenance staff for the quick response, courteous, and efficient manner in which a complete electricity failure was dealt with one late Sunday evening.

"Temporary supply was established within less than two hours of the fault being reported, and permanency the following day."

TO: St. Helens Superstore.

FROM: Patricia Rigby, Eccleston.

"I came to your showroom desperately needing a freezer. My own appliance had broken down and an engineer told me it would be five days before he could fit the necessary part.

"However, your sales assistant moved heaven and earth to help me. The model I wanted was out of stock, but I got the showroom model, the deliveries section could only deliver on Monday. Of course this was no use to me, so Jean - your assistant - once more used her very considerable initiative and asked Shaun to deliver it on his way home from work in his own car.

"Both of them were most helpful and efficient and provided me with an excellent, friendly service which unfortunately you rarely get in retail establishments today.

"I will most certainly recommend your sales service to anyone needing first class attention."

Those concerned were Jean Peel and Shaun Ahern.

TO: Mid Cheshire.

FROM: Coppenthal High School.

"Thank you very much for giving up your time so generously as an adviser at our recent convention. Many parents and pupils have told us how much they valued the event and the fact that so many expert advisers were available to them.

"We hope you enjoyed it too and that we can ask you for similar help next year."

TO: Mid Cheshire.

FROM: R. Jones, Knutsford.

"I wrote to the Property Services Manager in Chester on 31 October last seeking permission to raise concrete edging on the site alongside my bungalow.

At the same time I mentioned the gate abutting my home had rotted. Within a week a representative visited the site and advised me this matter would be referred to your department in Crewe. This week a new gate was fitted.

"Considering it is less than a month since I first wrote, I wish to record my appreciation concerning the very prompt response of your Department. Additionally, and most important, my wife and I were very impressed with the courteous

and efficient manner of your employees, Mr R. Vickers and Mr T. Edge. I do not normally acknowledge services provided but I felt on this occasion it was fitting to do so. In a world where service standards are falling I commend the two gentlemen in question who are a credit to Manweb."

TO: Clwyd.

FROM: Janice Pedley, Llandudno.

"With reference to the problem with our storage heater, Mr Ray Ball called to see us and helped us to choose a replacement heater and said he would see to it that the heater was fitted to our satisfaction.

"We were then contacted by Mr Ray Dolan, the controller, and he has successfully obtained the heater we chose which will be received by him shortly, and fitting will follow.

"My family and I have been very impressed with the manner in which this problem has been approached and we look forward to a satisfactory conclusion. Our compliments to the two gentlemen concerned!!

TO: Region 1.

FROM: Mrs J. E. Hannah, Geneva, Switzerland.

"I write concerning the last bill received on the account for the supply at 7 Victoria Road, Crosby, Liverpool L23 7XY.

"The bill shows that the account is in credit to the sum of £35.35 and, as I no longer live in the UK and need an electricity supply from you, I would be most grateful if this sum could be refunded to me. If it is not possible to send a cheque is it possible to arrange for this sum to be credited to another account with you, eg my parents'?

"I am aware that my father has been in contact with you as he is dealing with my affairs whilst I am away and I would like to thank you for your kind co-operation and the level of service you have provided. BT, I think, could learn some lessons from you."

TO: Trading Division, Retail Administration.

FROM: Sue Jump, Senior Property Manager, Andrew Louis.

"I refer to a property in Rathbone Road, Liverpool, and the disconnection of supply there.

"The tenants speak no English and had encountered problems in connection with supply, so much so that I personally had to accompany the tenant to a Manweb store, namely Old Swan Branch, along with his lease and security deposit.

"During the disconnection the tenants were not treated sympathetically at all.

"I write now to praise Mrs Jo Pritchard of the Store in Old Swan, she was most patient and extremely helpful, she even managed to get a translator to speak to the tenant.

"I would like to say how impressed I was with this lady,

and how she assisted our tenant's obvious dilemma which really was through no fault of his own and purely a language breakdown.

"If other departments in Manweb could recognise the difficulties, when there is an obvious language problem as Mrs Jo Pritchard did, then I feel it would make excellent customer relations."

GAS FIRST

"We are writing to you, following a meeting with your Gas Account Manager, Karen Brown.

"We have returned contracts and direct debit instructions to Ms Brown in respect of both Greencroft Nursing Home and also our associated Play y Mor Nursing Home.

"We wish to bring to your attention and compliment the excellent manner in which this matter has been dealt with by your Ms Brown.

"Ms Brown was courteous, informed, and her efficient yet pleasant manner has, in this instance, left your competitors without our contract."

TO: Aberystwyth.

FROM: G. E. Newell, Machynlleth.

"Imagine my horror when arriving just before dusk and discovering the whole of the electricity point, cable meter, fuses etc, supplying our caravan holiday home had been removed.

"The emergency call was responded to within the hour and within two hours the whole of the installation had been replaced, in the dark under floodlights and in adverse windy weather conditions.

"I would like to place on record my appreciation and my thanks to the person who responded to my call initially (Joe Braddock, Supplies Foreman) and to Graham Lewis and Aled Hughes (Linesmen) who did the job.

"It's comforting to know that in this day and age that old fashioned service is available."

TO: Aberystwyth.

FROM: Mrs H. Silvester.

"I am writing on behalf of my immediate neighbours and myself to thank you for putting our electric supply underground.

"It is a relief to us that the old poles have now been removed; it was a little worrying in windy weather with them swaying about.

"We would like to congratulate your band of workers who have worked here at times over the past few weeks, and especially for the very efficient way they have carried out the work, no slacking, no fuss, and for their courtesy and politeness at all times.

"We thought it would be nice to bring this to your notice as we think they are worthy of a little praise.

"There were so many lads involved on this that it would take all day to list them; as they say in award presentations 'they know who they are!'"

TO: Manweb Contracting Services, Wrexham.

FROM: Robin North Ltd.

"We are grateful for your assistance. "Mrs Hand, we understand,

is extremely pleased with the service provided by your staff and seems keen to instruct you to carry out any necessary repairs in due course."

Paul Forret, Contact Manager, assisted Mrs Hand in formulating a report on the electrical installation following a fire at the premises which is involving a claim on a third party.

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"Ms Brown was courteous, informed, and her efficient yet pleasant manner has, in this instance, left your competitors without our contract."

TO: Manweb Contracting Services, Wrexham.

FROM: Dave Horley, Marle Hall Outdoor Education Centre.

"Re: work executed on 16 and 17 November, involving the laying and connection of sub-main and the installation of circuit and heaters for off-peak storage heaters and water heater.

"I write to compliment your service and particularly the two fitters and the labourers who carried out this work. All personnel were very pleasant, helpful, listening and obliging.

"I anticipated that the work would present some problems. However, it was conducted very efficiently, and due to the experience, skill and ingenuity of the fitters with far less disruption and damage to decor than expected.

"All the work has been neatly, tidily and cleanly finished, to make a totally good job."

The electricians were Iola Griffiths and Terry Griffiths.

TO: Manweb Contracting Services, Wrexham.

FROM: J. S. Worrall, Nantwich.

"Re: the installation of the appliances carried out by your electrician, John Poole, we are extremely pleased with everything he has done.

"His pleasant manner, his explanation to us of the working and siting of the appliances, his workmanship, general tidiness and concern for the householder's requests are to be highly commended.

"I should be very grateful, therefore, if you would pass on my comments to those in authority or to whoever it may concern at Manweb."

TO: Manweb Contracting Services, Wrexham.

FROM: Shaun Price, Flint.

"Further to your conversation with my mother the other day regarding my central heating I am getting from Manweb. I would like to thank you for your help in this matter."

Production Supervisor Malcolm Harding assisted Mr Price.

ODE DEAR

THE following is a set of poems passed between Mrs Davies of Southport and Liverpool Statutory Engineer Alex Eden.

It refers to the night power went off at Mrs Davies' house leaving her and her friends in a 'cold dark room' waiting for repairs to be carried out and preventing them going to the theatre as planned.

*The spirit of Christmas
Went out like a light
As we plunged into darkness
On a cold winter's night.*

*We shook and we shivered
As we tried to make light
Of the fact that 'Old Manweb'
Was nowhere in sight.*

*By the flame of a candle
We groped for the wine
And managed a chorus
Of Auld Lang Syne!*

E. Davies

I am sure more prizes will
come your way
With such nice poetry you do
display

So let us make amends for our
amiss'es
Please accept these flowers
with our good wishes.

Alex R. Eden

*CHRISTMAS is over
But I wish you good cheer!
And hope that you
Have a Happy New Year.*

*The electricians now work
And we've thawed out a treat
To send me a letter
Was very sweet.*

*So thank you for caring
Enough about me
To send the flowers
And poetry.*

*Now I've discovered
A gift so rare
Your blessed assurance
That Manweb does care.*

E. Davies

THANKS for your card which I
found a treat
I'm sorry you were without
light and heat
It's a pity the tickets you had
weren't used
Because all the electric lights
had fused.

To be plunged into darkness
and much gloom
In a cold and freezing darkened
room
is not much joy when plans are
made
To visit the theatre on the
'promenade'.

Schemes set on saving energy

GREEN ISSUES

MANWEB has launched a £154,000 joint scheme with Wrexham Maelor Borough Council to help its customers save energy and money.

The scheme aims to insulate some 500 homes in Wrexham Maelor's housing stock. Manweb developed the project with the Council, Manweb's local Electricity Consumers' Committee and electricity watchdog OFFER (the Office of Electricity Regulation).

Speaking at the launch of the project at properties in Bank Street, Southsea, Chair of Wrexham Maelor's Housing Committee Councillor Brenda Parry said: "We are pleased to be working with Manweb on this scheme which will be especially welcomed by a considerable number of people during the winter months."

Joint venture in Wrexham

Approved contractors are being used to install energy saving measures such as cavity wall and loft insulation, hot water cylinder jackets and draft proofing. The contractors are also qualified energy efficiency advisers. Manweb has earmarked £5.5 million for energy saving measures over the next four years, and will be working with as many of the local authorities and housing associations in its region as possible. The money is being targeted particularly towards older people, people with disabilities and those on low incomes.

Pictured, right, at the scheme's launch are (l-r): Wrexham Maelor Housing Committee Chairman Councillor Brenda Parry, Chairman of the Merseyside and North Wales Electricity Consumers' Committee Charles Myers and Manweb's Head of Energy Resources Ian Sharpe.



Potential for further projects

A JOINT scheme between Manweb and Vale Royal Borough Council is saving energy and cutting power bills at the local authority's swimming pool and leisure complex in Winsford, Cheshire.

The scheme has replaced the complex's lighting and pool pump control system with the latest energy efficient equipment.

Manweb Energy Consultants Ltd developed the scheme. It features an innovative funding package where Manweb helps to meet the cost of installing the equipment, and recovers its investment by receiving a share of the savings made by Vale Royal. Additional

funding has come from money set aside by Manweb to promote energy efficiency.

Mr Dave Billington, Vale Royal Borough Council's Energy Manager, said: "This is an attractive method of improving our buildings, and we hope to be able to extend this to other sites in the future."

Manweb Energy Consultants General Manager Keith Nord said: "We are delighted to be working on a project which saves money for a customer as well as saving energy. This is our first partnership of this type, and we feel there is great potential for further projects with Vale Royal and other organisations."



WHEN Oswestry sponsored tree planting at Chirk Bank they invited children from Weston Rhyn Primary School to help. Pictured at the turf cutting are (l to r) Claire Connell, aged six; Suzanne Brown, Customer Services Supervisor, Oswestry; Richard Massey, aged seven; Claire Morgan from Woodland Offices and Carole Walker, then Customer Services Manager.



SURPRISES AT CAPTAIN'S DAY

LIVERPOOL District Golf Society's Day at Lee Park Golf Club was again a great success.

Twenty members teed off on a bright but breezy day.



Ken receives the prize, awarded for his 'tree' iron shot, from Liverpool District Manager, Bill Tubey.

Playing Stapleford, Captain Stuart Holman completed the course with 36 points. Harry Robertson was runner-up with 34 points.

Star performer of the day was Ken Rigby who won a special prize for playing out of a tree - twice.

Ken's tee shot landed high up in a tree lodging between two branches. Without hesitation, Ken leapt up into the tree, balanced on the branch, and played his shot. The ball flew up into the air, hit the top of the tree, and fell, bouncing from branch to branch before landing lodged between another two branches just two feet lower down than the first position.

Ken moved to the lower position and hit his second shot which eventually landed on the fairway.

He jumped to the ground to the applause of his fellow competitors, took a bow and continued his round.



Stuart Holman tees off.

ON THE ROAD TO RECYCLING

TO coincide with the opening of a new recycling plant for Antur Waunfawr, Manweb, presented this company with a Bedford van with specially adapted wheelbase.

The company, which em-

loys semi-disabled people in the Gwynedd community, regularly collects waste from Manweb in Gwynedd.

Their Chairman, Gwynn Davies, received the keys to the van from Gwynedd Depot Manager, Alwyn Ellis, watched by Chris Harper, Clerical Support Co-ordinator, Gwynedd; Dafydd Wigley, MP, who cut the ribbon to open the new plant; Huw Davies, Manager of the Recycling Plant, and Will Pritchard, driver of the vehicle.

IN THE PICTURE



Bill Rogers (left) and George Balcombe (centre) receive retirement gifts from Chief Engineer John Turner.



Long service awards were presented to Oswestry staff by Technical Services Manager Huw Thomas at a ceremony attended by Depot Manager Martin Davies and Carole Walker, then Customer Services Manager. Those receiving awards for 30 years' service were: Paul Fletcher, Mike Jones, and Malcolm Cartwright. Twenty years' service awards went to: Geraint Bellis, Brian Morris, Emyr Davies, Russ Jones, Sue Swindells, Dave Jones and Brian Speakes.

Two say cheerio

TWO senior managers in the Engineering Department of Network Services have taken early retirement from Manweb.

George Balcombe, Equipment Development and Maintenance Manager, and Bill Rogers, Power System Technical Manager, left on 30 November.

Appointed

George joined the Supply Industry in 1959 as an apprentice in Eastern Electricity, subsequently moving to South Eastern Electricity. In 1990 he was appointed to Manweb in his final post.

Bill joined Manweb as an apprentice in 1953. He has spent his entire career with Manweb, working in operational units and Head Office. In 1989 Bill was appointed to his final post.

John Turner, Chief Engineer, said: "George and Bill made major contributions to the develop-

ment of engineering in the Electricity Supply Industry, including involvement in Electricity Association projects and professional institutions such as the IEE. Most latterly they were key managers in developing and implementing our Engineering Strategy in Network Services Division.

Another Senior Manager in the Engineering Department of Network Services Division, Vaughan Roberts, Network Systems Manager, began a two year secondment at EA Technology, Capenhurst, with effect from 1 October.

Contribution

Vaughan's position is Group Manager, Network Development, in which he will use his extensive experience of distribution engineering to make a major contribution to the research and development undertaken at Capenhurst.



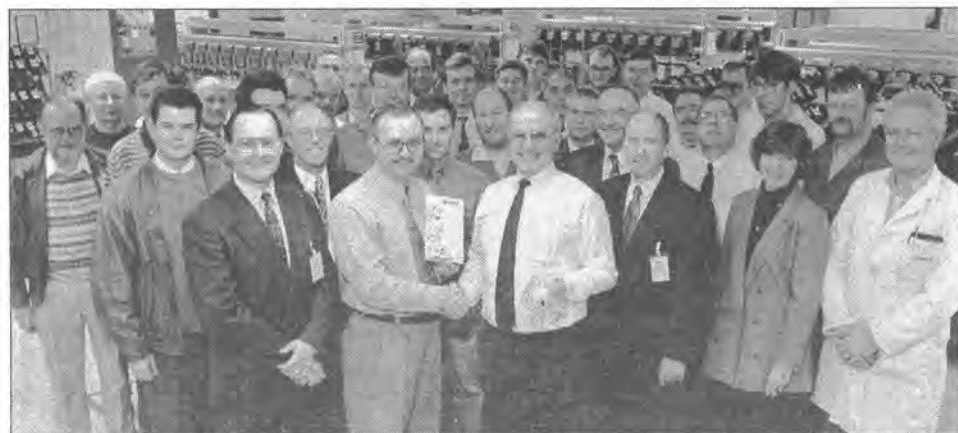
Bill Tubey, Liverpool District Manager, (third from right) presented long service awards to (l to r) George Range, Operations Manager, 20 years' service; Peter Madren, Drawing Office, 20 years; Paul Fitzgerald, Services Foreman, 30 years; Peter Deane, Tarrif Inspector, 30 years; Ted Greenwood, Meter Reader, 20 years and Margaret Boyd, General Services, 20 years.



The Air-Conditioning Plant at Head Office was the scene of a farewell presentation to Maintenance Engineer Charles Whiteside. Formerly a marine engineer and ship repair manager, Charles joined Manweb in 1980 as Maintenance Engineer, the post he held until he retired on the last day of December 1994. To mark his retirement Charles was presented with an electric blanket, an electric razor and other gifts. He is pictured in the Air-Conditioning Plant, (centre left), being congratulated by Ben Foster, Building Services Manager and colleagues (l to r), Roy Sharp, Ian Smith, Stuart Challenor and Peter Ambrose.

Leaving early

FOUR Dee Valley staff are taking 'early retirement' from Manweb at the end of March, having clocked up a total 129 years' service between them. George Morgan, 63, who joined the industry 36 years ago, is a Driver, while his colleagues David H. Williams, 51, who has served for 28 years, and Dennis Lynch, 52, with 36 years' service, are both Craftsmen Electricians. Tony Cooper, 53, who joined the industry 29 years ago, is a Craftsman. All four are based at New Crane Street Depot.



Workshop Engineer John Ebbs who joined the Company as a student apprentice has retired after 40 years' service. He is pictured at Queensferry with colleagues whose collection enabled John Metering and Telecom Manager Tony McEntee. After spending a number of years 'on the tools' as an electrical fitter, John joined Management Services in 1969 where he spent 13 years before joining the Meter Testing Station at Lister Drive. "Since joining Meter Test, John has been instrumental in transforming the test station and the establishment of the new unit at Queensferry," said Tony McEntee. "Both the Lister Drive and Queensferry Test Stations achieved their BS5750 accreditation at the first attempt under John's management," added Tony.



Leaving Oswestry to take up the post of Depot Manager at Dee Valley, John Burton (centre) formerly Operations Manager, received gift vouchers presented by District Manager Don McRae. Planning Assistant Jean Humphreys (centre left), who was leaving to move to Munich, was presented with some jewellery.

OBITUARIES

DEE VALLEY staff were saddened to learn of the sudden death of their colleague Emyr Wyn Davies on 14 January.

Emyr, 60, died at Walton Hospital, Liverpool, where he was taken after suddenly becoming ill. He leaves a widow, Myfanwy, who worked for Dee Valley Personnel until August 1992, and a married daughter, Julie.

He joined Manweb in 1974 and worked in the Drawing Office, later becoming the Shutdown Co-ordinator. Customer Relations Manager Bob Douglas said: "His sudden death came as a terrible shock to us all. He was a well known and popular colleague, who lived locally and sang with the chapel choir. We will all miss him."

We are also sorry to report the deaths of following retired Manweb employees. They will all be sadly missed by their friends and colleagues.

Ronald Arthur Harding, 82, who died on December 10, was a 3rd Assistant Engineer at Head Office before retiring in 1971.

Matthew Owen Jones was a Chargehand Craftsman in Gwynedd before retiring in 1986. He died on December 13, aged 74.

fore retiring in 1986. He died on December 13, aged 74.

Alex Geoffrey Bradley, 88, who died on December 17, was a Principal Stores Assistant at North Mersey before retiring in 1971.

Douglas William Allen, a Meter Reader in Liverpool until retirement in 1990, died on December 22, aged 69.

Thomas Challinor, who died on December 23, aged 79, was an Administrative Assistant at Head Office before retirement in 1979.

Mary Hill, who worked in Meter Test at Lister Drive, Liverpool, until retirement in 1990, died on December 24, aged 64.

Harold William Hilton, 87, a Senior Clerical Assistant in North Mersey until retirement in 1971, died on December 26.

Arthur Parry, who died on December 26, aged 65, was a Meter Operative in Mid Mersey until his retirement in 1990.

Arthur James Hark, 82, a Storekeeper at Queensferry until his retirement in 1976, died on December 30.

Percy Roberts, who died on January 9, aged 84, was a Consumer's Engineer until he retired in 1969.

FREE ADS

FOR SALE

Natural Yew Oval Dining Table with rope edge design, 5ft, extends to 7ft. 4 chairs and 2 carvers. Wine Dralon seats. 5 months old only. Excellent condition; £650 ono. Contact 0244 676626 after 5.30 weekdays or anytime weekends.

Goodmans CD Player - excellent condition; £60 and Goodmans Karaoke Machine complete with video, 2 mikes, echo, double bass boost, 2-band radio and graphic equaliser; £100. Both hardly used. Contact Claire on 737 2027 (int ext) or 0925 813000 (daytime) and 0925 244068 (evenings/weekends).

Swift Corvette Caravan, 4-berth. Double glazed, oven, fridge, porta potti, awning. Excellent clean condition; £2,400 ono. Contact Norah, Dee Valley 0978 832689 or Home 0978 846539.

HORSE MANURE: Free to good home. Bring your own bags. Tattenhall near Chester. Phone Head Office 2518 or 0829 70109.

1978 MGBGT. Excellent condition. Recent professional restoration, s/s exhaust. Long MOT; £2,700. Tel. Keith on 700 2662. Evenings 0270 629960.

VEHICLES

Mazda 626 1.8GLX, 5-door, J reg. Central locking, electric windows. Fully alarmed, pas and fsh. 18,400 miles. Vintage red. Mazda 3 year warranty, 5 months' tax. Excellent condition; £18,650 ono. Contact 0244 676626 after 5.30 weekdays or any time weekends.

WANTED

Retired Gentleman to form a Bowls Team for afternoons only for Manweb (Liverpool) Sports and Social. Interested people ring 0744 816149, W.

Bowers, Vice-Chairman, Manweb Liverpool Social Club.

ACCOMMODATION

Four Bedroomed Semi-Detached property in Wallasey located near to shops and recreation facilities. Good condition, many refurbishment jobs completed including dampcourse, electrical rewiring, burglar alarm. Some work required. Property has many nice original features such as fireplaces, maple wood floor in dining room, internal wood doors with brass fittings, coloured lead-lights and stair banister; £61,500 ono. Ring 0244 652208 or 051 6303781 for viewing.

PERSONAL

Anyone interested in playing bowls, regional, inter-departmental learners or experienced. To form teams in knockout competitions Monday & Thursday evening. Ring 0744 816149, W. Bowers, Vice-Chairman, Manweb Liverpool Social Club.

Professional Photographer. Bookings for weddings 1995 now being taken, also sittings for portraits of children and families in well equipped studio. Friendly service assured. "Let me create your wedding album." Peter David Studio, Wrexham. Contact Pete or Pat Harman on 0978 263448.

Colwyn Bay Light Opera Society present 'Half A Sixpence' at Theatre Colwyn, Colwyn Bay, Monday-Saturday, 3-8 April 1995. Matinee Saturday, 8 April. Nightly 7.30 and Matinee 2.30. Senior Citizens and Children £5, Others £6. Parties of 20, 50p concession on all seats. Contact C. W. Owen, 26 Warren Ave, Deganwy on 0492 581922.

Quality Wedding and Portrait photography at highly competitive prices. Why pay more for the photos you want? For full details or estimates contact Ken Smyth (Work 0244

North Wirral Retired Staff March Meeting
Wednesday, 1st March 1995.

CHANGE OF PLANS!

Due to the Conference Room facilities not being available on the above date there will not be the usual Monthly Meeting held at the District Office. Instead there will be a coach trip from the office leaving at 1.30pm, to the Liverpool Cathedral, followed by a visit to Harry Ramsdens for Fish & Chips. Tickets and further details available at the February Meeting.

652449) or (Home 0244 544771).

Furniture Loose Covers, hand-made to measure, tailored for 3pc suites. 180 easycare, labour saving, washable, drip/spin dry, non-iron fabrics. Fitted on delivery (limited area), Cheshire, Wirral, Merseyside, South Manchester. 17% discount for Manweb staff and retired personnel. (Quote MWB). Brochure write, Furnishing Options, PO Box 110, Warrington WA2 7DR. Tel: 0925 240027 inc evenings/weekends.

HOLIDAYS

Cumbria/Scottish Borders. Peaceful and warm farm cottage combining 'Trad Charm' with all 'Mod Cons'. Ideal for couples. All inclusive. Open all year. Sleeps 4. No pets. Brochure phone 01228 75650.

LLANDUDNO, Rosaire Hotel, St Seiriols Road. Family run with excellent home cooking. Separate tables. All double and twin rooms are ensuite, with free CTV, tea-making facilities and parking. £15 BB with 4-course dinner optional at £5. Some single rooms available. Central to all amenities and on level ground. Book now for Easter, a short break or your summer holiday. For further details please ring Mrs W. G. Evans on 01492 877677.

Are you the proud owner of a Ford Capri?

A North Wales Capri Club Branch has recently been launched. As a small group, we meet informally every third Monday of each month at the Plas Elwy Hotel, St Asaph (just off the A55). Meetings start around 8.00pm in the bar. The Club's objective is to bring together owners with a view to 'keeping the legend alive'. You do not need to be a member of Capri Club International, all are welcome to come along - those who strive for perfection and originality, those who enjoy the personalised nature of their Capri, competitive drivers and those who simply enjoy the company and correspondence with like-minded enthusiasts.

For further information or details of other branches in your area contact Glyn on 01745 330168.

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 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. 2114
- Aberystwyth: Gloria Griffith ext. 2261
- Region 2: Liz Newman ext. 85504

More badminton players wanted

THE 26th Annual ESI Badminton Championships are to be held in Manchester from 21-23 April 1995.

This is an excellent event and one that maintains the links between the RECs. The standard of the championships is quite

good, so we are looking for experienced players to fill the two teams that we are entering.

If you are interested in playing, please contact Geoff Littler on 700-2575 (Internal), 01244-652575 (External) or on Office Systems to ID LITTLGW.

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 CAPITALS, PLEASE)

.....

 Name

Work place (or retired)
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 Send to: 'CONTACT' FREE ADS, MANWEB, SEALAND ROAD, CHESTER CH1 4LR



TABLE TOPPERS QUEUING UP FOR TOURNAMENT

By Mark Smith

IT might not have the prestige of the Crucible, but the Recreation Room at Head Office is the setting for Manweb's Annual Snooker and Pool Tournament, being contested until March.

Snooker players are battling it out on the felt in singles and doubles matches, while in the Pool tournament there is an additional mixed doubles category. The games are in both league and knockout form. The Finals will be played over three frames.

Last year the tournament ran from April through to July, and the Snooker singles competition was won by Kevin Smith, with Mark Beaver taking the Pool title. Snooker doubles was won by Colin Roberts and Adrian Hendry while Steve Lawson and John Price took the Pool Doubles. In Pool's mixed doubles competition, Julie Foy and Colin Roberts potted the black for victory.

The tournament's co-ordinator Derek Jackson expects this year's standard to be

even higher than last year. "The interest has been very encouraging with over 50 entries, and we expect a tougher competition than ever before," he said.

Pictured (l to r) pocketing their awards, are:- Dave Shepherd, Len Williams, Derek Jackson, Steve Lawson, John Price, Kevin Smith, Adrian Hendry, Colin Roberts, Julie Foy, Mark Beaver and Damien Hyland.

Waste sites get new treatment

MANWEB-sponsored research by EA Technology has developed a revolutionary and cost-effective new method of reclaiming contaminated land. Using electrodes the process draws contaminants from industrial waste sites to within a smaller, more defined area, from where they can be more easily removed and treated.

The work is based on the well established scientific principle that most materials will migrate in an applied electric field. By inserting specifically designed electrodes into the ground and applying a voltage, harmful metal ions and other pollutants present in the soil, are drawn towards either the negative electrode (the cathode), or the positive electrode (the anode), where they can subsequently be dealt with by conventional chemical techniques.

Professor Peter Millington, Director of the Environmental and Process Technologies Division, said: "Traditionally a common solution to contaminated land has been the removal of the soil to landfill sites - transferring the problem. The new technology being developed, not only removes hazardous wastes, it does so without disturbing the site, with the potential to restore the land to a healthy and usable state, and also is simple and cost-effective.

"There are a large number of contaminated sites in Europe and the USA that need urgent attention. The average annual expenditure on the treatment of contaminated land in the USA and Europe is approximately £2000 million."

The work is funded as part of EA Technology's sponsored research programme by Manweb, Midlands Electricity, SEEBOARD, London Electricity, Eastern Electricity, South Western Electricity, ScottishPower and Northern Electric, and demonstrates their commitment to investing in a cleaner environment. EA Technology is also in discussions with potential partners to help demonstrate and develop this technology which should be available for commercial use within the year.

The subject of contaminated land has been brought to the forefront of the political agenda with the recent House of Commons Select Committee Report on Contaminated Land and the November Budget, which included further taxation on land pollution. Electroreclamation, as a result, could provide the answer to an intensifying problem for the environment.



Web of intrigue

MANWEB recently played host to 25 pupils from two Wirral special schools as part of the Company's sponsorship of Chester Gateway Theatre's Christmas production of 'Charlotte's Web'.

The children involved were The Sanderling Unit, Rockferry High School, Birkenhead, which caters for pupils with specific learning difficulties and Orrets Meadow School, Moreton, whose pupils are dyslexic.

The children were invited to a special performance of the play after they had pro-

duced pictures and written essays on the book, which is a children's classic and used extensively in schools.

The children's work was displayed during the December run of 'Charlotte's Web' in the theatre foyer.

After the play, the children were able to meet the actors involved with the performance at a reception hosted by Manweb's Director, Power Marketing, Colin Leonard, who is pictured with pupils from Orrets Meadow School.



Jane Sheppard, who was Manweb's North Wirral Customer Services Manager (3rd right), with flute and piano duo Sarah Bull and Sally Bradnam during the concert at Clatterbridge Elderly Day Concert.

Musical treat for young and old

MANWEB hit the right note with disabled youngsters and older people who never have the chance to go to concerts.

The Company brought live music to special schools and elderly patients in hospital by sponsoring a series of performances by young musicians.

Organised by the charity 'Live Music Now! North West', the mini tour took in six special schools - Cavendish School, Runcorn; Dorin Park and Dee Banks Schools, Chester; Meadowside School, Woodchurch, Birkenhead, Deeside School, Neston, and Clarendon School, Moreton, Wirral - where guitarist Craig Ogden and percussion duo Sarah Wood and Patricia Allardyce performed to pupils aged from two to 19.

Patients at Clatterbridge Elderly Day Hospital and at nearby Elderhome nursing home were also treated to a concert by flute and piano duo Sarah Bull and Sally Bradnam.

Live Music Now! North West, which was set up in 1988, works closely with professional musicians to provide concerts and workshops for members of the community who would not normally have the opportunity to take part in performances of live music.

Last year Manweb sponsored a similar concert tour for special schools in Liverpool.



Mid Mersey Customer Services Administrative Assistant Mark Bradley with musicians Patricia Allardyce and Sarah Wood (right) and one of the young pupils at Cavendish School, Runcorn.