



## Manweb makes life easier

1994 sees a burst of new and exciting advertising for Manweb, building on the 'Make Life Easier, See the Man' theme.

We will start the year with a complete advertising package to support the launch of the Business Helpline. This will be aimed at small businesses and will begin with a mailing pack being sent out during January.

An exciting poster and press campaign will follow. The posters will appear on bus shelters throughout most of the Manweb region, and press advertising will appear in specialised business publications and regional newspapers.

And to ensure the news of the Business Helpline reaches all small businesses, the campaign will finish with a 30 second radio commercial on regional radio.

On the consumer front, a new TV commercial will show customers that Manweb will be reducing the number of estimated bills by reading meters when they are at home — for example in the evening or Saturdays. Watch out for the new commercial on Granada and HTV during January.

This will be closely followed by a new, amusing TV commercial about the special low-user 'Select' tariff. The commercial will show that low tariff customers will now only have to pay for what they use. Keep your eyes open for this commercial on Granada in February.

Both of these new commercials have been tested in front of customers at every stage and have been extremely well received. The feedback from the research shows that customers are responding well to what Manweb is saying and how we are saying it.

It also shows that customers have responded positively to the use of humour in the commercials and it is seen to be the most positive way forward.

Many of you have already seen the advertising we are running to support the arts. This will continue throughout 1994 for a range of concerts and plays, showing Manweb's support for the community it serves.

## Continuing to improve customer service

# INVESTMENT PAYS OFF

MANWEB has announced pre-tax profits for the six months to September 1993 of £54.9 million. Investment in the business over this period has amounted to £47.3 million, aimed at refurbishing the distribution network and continuing to improve customer service.

The investment in customer service has now begun to pay off. Manweb is the Regional Electricity Company with the lowest number of complaints to OFFER, which has seen a reduction of 58 per cent over the same period last year. The

Company also carried out fewer disconnections than the other RECs — only 17 in the last six months.

### Capital Expenditure

There has been an 85 per cent increase in expenditure on refurbishing the distribution network compared with April to September 1992. Projects underway at the six-month stage include a major refurbishment programme for the Company's rural distribution network, designed to cut down on loss of supply in the more remote areas of the Region. £12.1 million has been invested in these areas. More than £3 million was also spent replacing obsolete underground cables in Liverpool.

### Pricing

An average price reduction of one per cent in July and a discount for card meter users, was followed by the introduction of a new tariff for customers who use smaller amounts of electricity, which abolished the standing charge in favour of a different unit rate.

### Customer Service Initiatives

A whole range of activities has been introduced over the last six months, designed to improve the level of service to Manweb customers. The Company is addressing the problem of estimated bills by the introduction of extended hours for meter reading, to target those many customers who are out of the house in normal working hours. Manweb customers in shops are benefiting from a refurbishment programme to create self-contained customer service areas, staffed and equipped to deal with supply and billing queries. Virtually all staff have now been through specially designed customer service training.

### Manweb in the Community

Manweb has been involved in a number of community projects over the last six months, including the establishment of a community buildings insulation programme in partnership with

## INTERIM RESULTS FOR THE SIX MONTHS ENDED SEPTEMBER 30 1993

### HIGHLIGHTS

- Pre-tax profits increase to £54.9m (1992: £37.1m)
- Earnings per share 34.1p (1992: 23.5p)
- Interim dividend per share 7.0p (1992: 6.10p)
- 1% electricity price reduction from July 1 1993
- £47.3m expenditure to improve services
- Significant service improvements achieved

"Close attention to costs together with investment to improve services have reduced prices to customers while maintaining dividend growth for shareholders. Our focus on improving services for customers is paramount and the profit levels achieved have enabled us to support £47.3m capital expenditure in the business during the first half of the financial year. We are now seeing the benefits of this policy. In the 12 months to September 1993, compared with the previous 12 months, complaints fell 50%, payments for failing guaranteed standards fell by 79% and disconnections fell 98% to just 17. We remain committed to providing the highest quality service for our customers at a low cost."

Bryan Weston  
Chairman



## WET LOOK

● North Wirral District Manager Phil Ramsey came in for a real drenching when he attended a Company event recently. See page 6 to find out why.

Financial results and operational review, Page 2

# CHILD'S PLAY IN THE PARK



Employee Relations Manager George Harrison pestered by a group of spongers.

## Managers stock up for charity

A cold, wet day turned out fine for Angela Meredith and her colleagues from Customer Service Training, but got wetter and wetter for a number of Company managers.

Angela and colleagues 'captured' the managers in a set of stocks rigged up outside Head Office.

Employees were invited to buy and throw wet sponges at the luckless targets — £1 for five sponges, £10 for a bucketful.

The managers' popularity (or unpopularity) was judged by the number of sponges hurled at them.

Top of the hit parade was Peter Pugh followed closely by Mark Astbury. On the day £401 worth of wet sponges swamped the sporting managers — the money going towards the 'Children in Need' fund.

"Despite the miserable weather everyone entered into the spirit of the occasion and the managers were just brilliant," said Angela. "Thanks to them all we were able to help this worthwhile cause."



A wet welcome for Network Systems Manager Vaughan Roberts.

**PUTTING a new power supply into a cricket pavilion in Birkenhead Park proved to be mere child's play for Manweb.**

Posed with the problem of having to cut across the playground at Park High School to connect the supply from the nearest sub station to the cricket pavilion, Manweb simply went underground!

Steve Wilson — Liverpool district based Manweb Foreman — said: "It was not practicable to put an overhead wire across the road and park from the school but to dig a trench meant opening up the school playground, and digging up the steps to the entrance.

"Not only would that have been somewhat expensive, but inconvenient and disruptive."

It was then that Manweb decided to go under-

ground and use the latest in technology to solve the problem.

"We have new equipment known as a directional drilling system which enables us to burrow a trench underground without having to break through too much of the surface," explained Steve.

"These trenchless digging methods are quick and cost effective — saving in this case about £800 — which can then be invested elsewhere in Manweb's services. It also cuts disruption to a minimum which in the case of a children's playground is ideal!"

Using traditional methods of digging a trench the job would have taken several days to complete — but with the aid of new technology it was finished in about four hours.

"By using this method the school's activities were not disrupted — and the surface of their playground remained intact. Once something like that is dug up it is very hard to re-instate it without any settlement in the future."

The machine — a Jet Trac 440 — makes a small hole in the surface and then drills a small tunnel underground, pulling a cable behind. It is also able to go around gradual curves and up and down gradients.

Since being introduced trenchless digging has saved the Company £82,000 through reduced labour and equipment costs. Manweb is now planning to buy a second machine.

## They're going underground faster now

HUNDREDS of residents on a council housing estate are having their electricity supply refurbished and put underground — in many cases without even realising it!

New trenchless working methods being used by Manweb has meant that disruption to people living on the Speke estate near to Liverpool Airport has been kept to a minimum.

Previously this scale of refurbishment work would have meant roads on the estate having to be dug up, with trenches across roads and holes in pavements — causing traffic and pedestrian diversions and hold-ups.

Now the Company's guided boring system — a Jet Trac 440 machine — can take

the new cables underground and up to homes without a trench being dug. That means roads are not blocked, holes do not appear — and gardens remain untouched.

The Company is currently refurbishing its lines to the estate as part of a programme which will last several years, the cable — where possible — is being put underground.

Steve Wilson, Foreman of the Manweb team which operates the machine, said: "In many cases we can now lay cables underground much faster and with less disruption to everybody, instead of the conventional methods of digging a trench."

The Speke refurbishment programme is in line with Manweb's environmental policy.

"We are committed to improving the environment throughout the districts, not only in picturesque villages in the countryside, but for all our customers where possible."

There are also plans to refurbish individual power lines supplying homes. This will cause an element of disruption for customers, but those householders affected will be informed in advance in writing and uniformed workmen will call by arrangement, with full identification.

## Finished article

THREE Manweb Safety co-ordinators co-ordinated in a different way recently by pooling their knowledge for a magazine article.

Brian Waugh, Mid Mersey, Bernie Woods, Liverpool and Christine Parker, North Mersey, put their safety thoughts on paper when asked to contribute to "Small Talk", a magazine for families in and around parts of Merseyside, Wirral, Cheshire and Lancashire.

The idea was to push home the "Safety with Electricity" message.

The article referred to the importance of keeping wiring and electric leads in good condition, the need for correct insulation and above all the need to seek professional advice if unsure.

It emphasised that as well as taking precautions against electric shock in the home that care was also needed outdoors — particularly near overhead power lines.

The article ended with the slogan "Remember, work safe, play safe, live safe".

## Interim results for the six months ended September 30 1993

### OPERATIONAL REVIEW

DISTRIBUTION business turnover at the half year increased by 2.5% to £117.5m. However, segmental profit fell by £4.1m to £36.5m due mainly to freezing the Use of System tariff, increased depreciation and customer service investments.

Most of the 7.4% increase in supply business sales to £400.8m came from gains in the competitive over-1MW market. The change from a segmental loss of £2.7m in 1992 to a segmental profit of £17.4m this half year was due to the new contracts and lower costs.

The regional electrical retail appliance market continues to be depressed, affecting retail sales which were £13.3m at the half-year stage, down 2.9% compared

with the same period last year. One-off costs associated with re-focusing 15 shops as customer service centres pushed the business into segmental loss at the half year of £0.5m (1992: £0.2m profit) which we expect to be improved at the year end.

### FINANCIAL RESULTS

IN the six months to 30 September 1993 group turnover increased 7.0% from £408.9m to £437.4m, due almost entirely to increased electricity sales.

Changes in our new electricity contracts with the generators, together with the new accounting treatment necessitated by them, have resulted in a more appropriate spread of electricity purchase

costs over the year. Had the accounting treatment been used last year, the 1992 interim operating profit would have been £6.0m higher, and taking this into account, the underlying profit increase is 25%. This £6.0m difference, together with lower supply costs, accounted for most of the increase in Group profit before tax to £54.9m. We are not expecting to see such a high percentage increase in profit for the year as a whole.

The tax charge was £14.3m (1992: £9.2m) — an effective rate of 26.0%, and earnings per share rose 45.1% to 34.1p (1992: 23.5p).

The Board is declaring an interim dividend of 7.0p (net) per ordinary share, which will be paid on March 11 1994 to shareholders on the register on February 4 1994. This is a 14.8% increase on the 1992 interim dividend of 6.10p (net).

The region continues its slow recovery, with a growth in units distributed being evident across all sectors and a total increase in units of 2.14% compared with the six months to September 1992.

### TAXATION OF COMPANY CARS from April 6 1994

THE Inland Revenue has published a leaflet IR 133 providing guidance to employees on the new taxation rules which become effective on April 6 1994.

You may obtain the booklet either by telephoning any Tax Office or by calling in between the hours of 9.30am and 4pm Monday to Friday. The phone number of the Tax Office which deals with Manweb employees is: 051 922 6363.

## MARKET CHANGES ALLOW SHOPPING AROUND

FROM April, 50,000 businesses and organisations will be free to shop around for their electricity.

Medium size retail sites, offices and small manufacturers are among users who will be able to choose their electricity supplier — but action is needed now if such organisations are to take immediate advantage of the change.

The 5,000 largest electricity users, whose maximum demand exceeds one MegaWatt (1MW), have been able to purchase freely from any authorised electricity supplier since 1990. 2,000 of them are currently exercising this right, negotiating contracts with suppliers other than their local Regional Electricity Company.

From April 1 1994, another 45,000 customers — those whose maximum demand exceeds 100kW per site — will be able to select the supplier and negotiate the contract best suited to their individual needs.

While the 100kW business user will need to assess a number of factors, early indications are that the effort could well pay off and that price reductions may well be achieved.

Customers with an annual electricity bill of over £10,000 should look into whether they are big enough to qualify and consider their future supply arrangements now, since those who decide to change their supplier will need to act quickly to be ready for April 1. They must obtain an approved meter, appoint a meter operator (by February 1) and sign new supply and connection agreements. The meter operator will arrange for the installation of appropriate metering.

This process is outlined with contacts for further information, in a leaflet available free from The Electricity Pool of England and Wales, 15 Bloomsbury Square, London WC1A 2LP, telephone 071 831 4790/91.

## AWARD FOR ELECTRIC PROCESS

THE inventors of a revolutionary process which Manweb helped put into commercial use have won the £2,000 Royal Society Esso Energy Award for the advancement of science.

Dr Robert Stirling, Technology Group Manager of EA Technology, Capenhurst, Wirral, and Dr Paul Skudder, Business Development Director of engineers APV Baker, Crawley won the award for their ohmic heating food process.

The process sterilizes food by passing an electric current directly into it, causing rapid heating. It provides an alternative to freezing and other preserving methods.

Manweb worked with Deeside company Sous Chef on the process's first commercial use. It requires less than a fifth of the energy needed by other processes, which has saved Sous Chef over £100,000 annually.

Dr Skudder and Dr Stirling received their award a special meeting of the Royal Society.



## IT'S JUST THE JOB LADIES

FROM more than 700 applicants for meter operative jobs at Dee Valley, 40 were selected for posts at Rhostyllen and new Crane Street depots.

As over 50% of applicants were female, it was not surprising that a fair proportion of the new recruits would be ladies.

These Dee Valley meter maids met for our picture before their jobs took them to different parts of the district.

Left to right, they are: Samantha Brand of Wrexham; Anne Watson, Llandrillo; Karen Clarke, Connah's Quay; Wendy Hughes, Acrefair; Tricia Dix, Rhostyllen; Nicky Foulkes, Wrexham and Susan Ephraim, Boughton, Chester.

# HOW THE BUDGET AFFECTS YOUR TAX

THE first unified Budget has brought few changes to employee taxation but news of more tax increases on the way.

By  
**HELEN CONNOLLY**

### 1. PERSONAL ALLOWANCES:

The Chancellor announced his intention to freeze most personal allowances for the third consecutive year. Most PAYE codes will therefore not be changed. Details of personal allowances for the current and the following year are shown below:

|  | 1993/94 | 1994/95 |
|--|---------|---------|
| Single person  | 3445    | 3445    |
| Married couple's allowance                                     | 1720    | 1720    |
| Age allowance:   |         |         |
| Single person (75+)  | 4370    | 4370    |
| Single person (65+)  | 4200    | 4200    |
| Married couple's age allowance*:                               |         |         |
| (75+)  | 2505    | 2705    |
| (65+)  | 2465    | 2665    |
| Widow's bereavement allowance                                  | 1720    | 1720    |
| Blind person's allowance (available to each qualifying spouse) | 1080    | 1200    |
| Sole parent family's allowance                                 | 1720    | 1720    |

\*Excess over personal allowance withdrawn by: £1 for every £2 of income over £14,200.

### 2. MARRIED COUPLE'S ALLOWANCE:

In the Spring Budget it was announced that relief would be restricted to 20% with effect from April 6 next; the further restriction to 15% from April 6 following, clearly shows the Chancellor's intention to phase-out this old-fashioned tax relief.

For employees, the restriction will be effected via their PAYE code. The restriction will also apply to the allowances for sole parents and widows and to the relief available for maintenance payments to a divorced or separated spouse. There is additional relief for those who have entered into arrangements to pay maintenance before March 15 1988. Relief for maintenance payments made for the benefit of children will cease when the child reaches 21 years of age.

In 1994/95 and in 1995/96 the married couple's allowance for those aged 65 and over will be increased to £200 and £330 respectively to compensate for the percentage relief restriction.

### 3. MORTGAGE INTEREST RELIEF:

It also looks as if this relief is on its way out. A further reduction of the relief to 15% from April 6 1995 (restriction to 20% from next April) means £10 per month extra on mortgages of £30,000 or above. The relief will continue to be given at source.

### 4. RATE OF INCOME TAX:

1994/95 will see another increase of the lower rate tax band (20%) to £3000 as announced in the Spring Budget. The basic rate of 25% will apply to the next £20,700 of income; income exceeding £23,700 attracts tax at 40%.

### 5. COMPANY CARS:

As announced in the Spring Budget, the rules for assessing the taxable benefit arising from private use of a company car will change on April 6 next. The tax charge will be a percentage of the car's price; business mileage will still be a factor in computing the benefit. Effective percentage rates are shown below:

| Business mileage | % of list price |
|------------------|-----------------|
| 0 - 2499         | 35%             |
| 2500 - 17999     | 23 1/3%         |
| 18000+           | 11 1/3%         |

The Chancellor announced a 6% increase in the benefit levels for those employees provided with fuel for private use; this is still determined by engine size:

|                | Petrol | Diesel |
|----------------|--------|--------|
| 1400cc or less | 640    | 580    |
| 1401 - 2000CC  | 810    | 580    |
| 2001cc +       | 1200   | 750    |

## TAXABLE BENEFITS year ended April 5 1994

IN early May, staff will be sent a statement detailing any taxable benefits notified to the Personnel Services Manager which they received from the Company during the year ended April 5 1994.

The Company has a legal duty to return details of all benefits to the Inland Revenue and the information shown on the benefits statement will be used for this purpose. Staff should therefore refer to this statement when completing their tax return, ensuring that the details

they enter agree with the information shown.

Staff may not be issued with a tax return every year. If they wish to complete one in respect of the year ended April 5 1994 and have not received one, they should contact the Inland Revenue.

It is important that staff read their benefits statement as soon as they receive it. If an explanation is required of any entry, please contact the Personnel Services Section at Head Office (int. tel. 2590) before May 24 1994.



IRISH eyes were smiling when North Mersey District hosted a seminar for visitors from Dublin's Chamber of Commerce.

The seminar, organised with Sefton Chamber of Commerce, of which Manweb is a member, was held at the District Office in Bridle Road, Bootle.

Customer Service Manager Len Cornah said: "We are delighted to have hosted this event, which was aimed at strengthening links between our two business communities and benefiting commerce and industry in the borough."

District Manager Mike Jones is pictured (2nd from right) with (l-r) Frank Roebottom, Mersey Docks and Harbour Board Freeport Manager, David Jackson, Knowsley Education Authority, David Parry, Liverpool Education Authority, Kieran McLoughlin, Dublin Chamber of Commerce Research Executive, John Boydell and Jim Robson, Sefton Chamber of Commerce Chairman and Director, Rita Darwin, Sefton Education Authority, Trevor Evans, Chairman of Knowsley Chamber of Commerce, and his colleague Paula James.

# Customer FOCUS

CONTINUING our series of articles about how Manweb's Customer Service programme is progressing, this month we focus on regulatory matters. Regulation is mainly thought of in terms of price control, but customer service is an important aspect of the regulatory framework under which we operate. Manweb's Head of Regulation MIKE METCALFE looks at customer service in a regulatory context, indicates where we are now in relation to the other regional electricity companies and our own past performance, and some areas of future regulatory concerns.

# AIMING FOR THE TOP

Setting standards for the future

MANWEB's main aims are to be a high quality, low cost utility and to be one of the top three regional electricity companies.

To our customers, the following issues are important:

- Reliability of supply, including speed of restoration.
- Keeping appointments.
- Reduction of estimated bills.
- Ease of contacting the Company.
- Variety of payment methods.

The statistics OFFER produce in their Customer Service report, and which the financial analysts use are: Standards of Service, Complaints and Disconnections.

## SO what does the future hold for Manweb in terms of regulatory matters?

It is likely there will be a further development of standards, for example:

- Telephone response times. At present we have just an internal standard.
- Meter readings. There could be a standard based on the number of readings used for accounts.
- Supply restoration. The 24 hour standard has a performance rate of 99.9 per cent, so an eight hour standard could replace this.
- Response times. The present 10 days target has a performance level of 99.9 per cent, and this could be reduced to five days.

Other issues for the future include the introduction of VAT on domestic fuel, which will be a cause for dissatisfaction amongst customers and could lead to an increase in debts. This will need to be tackled through preventative measures such as the provision of energy efficiency advice and promotion of payment methods.

We need to identify 'at risk' groups, in particular elderly and disabled customers, and continue to develop our shops as customer service centres.

These are amongst a number of new issues we will have to look at closely if we are to achieve and maintain our position amongst the top three regional electricity companies.

## MANWEB STANDARDS OF SERVICE

### GUARANTEED STANDARDS OF SERVICE

- GS 1—Fuse failure – visit within 4 hours
- GS 2—Restore supply within 24 hours
- GS 3—Provide supply to a new customer including fitting a meter (3-5 working days)
- GS 4—Provide written estimate for new supply (10-20 days)
- GS 5—Notice of supply interruptions (3 days before)
- GS 6—Voltage complaints (10 working days)
- GS 7—Meter accuracy disputes (10 working days)
- GS 8—Queries and requests about accounts (10 working days)
- GS 9—Appointments (half day minimum)
- GS10—Notification of guarantee payments

### OVERALL STANDARDS OF SERVICE

- OS 1—Restore supply interruption:
  - (a) Within 3 hours
  - (b) Within 24 hours
- OS 2—Resolve voltage complaints within 6 months
- OS 3—Make new supply available:
  - domestic (30 days)
  - Non-domestic (40 days)
- OS 4—Reconnection of supply following disconnection for non-payment (next working day)
- OS 5—Resite metering (15 working days)
- OS 6—Fit meter to allow domestic change of charge (10 working days)
- OS 7—Meter reading (at least once per year)
- OS 8—Written communications (10 working days)

## STANDARDS OF SERVICE

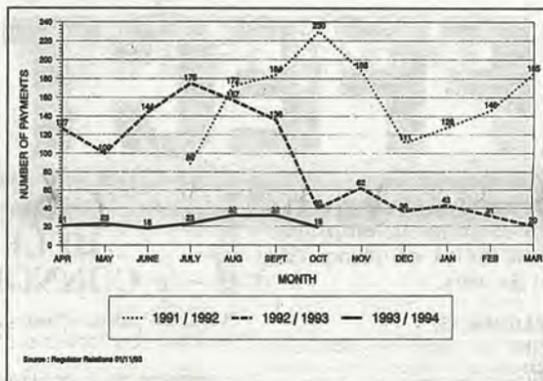
In terms of total payments made under the Guaranteed Standards, our position has dramatically improved since September 1992.

Payments in the six months to September 1993 were 36 per cent less than for the six months to March 1993.

Of these payments, 98 per cent related to two standards — keeping appointments and providing notification of supply interruptions.

In 1992/93 we were amongst the top three regional electricity companies (RECs) for our performance in two guaranteed and one overall standard.

And in the 1993 June quarter we were in the top three for six guaranteed and three overall standards.



But we had the worst meter reading performance, and our position on the league table of RECs only moved from 11th in 1992/93 to 10th for the year ended June 30 1993. We need to continue making improvements if we are to move into the top three REC positions.

## COMPLAINTS

This year there has been a further significant reduction in the number of complaints about Manweb to OFFER.

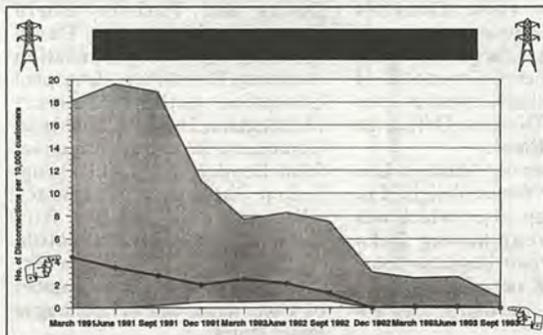
In 1992/93 there were 747 complaints — a 34 per cent reduction — and in the seven months to October 1993 there was a 64 per cent reduction in complaints over 1992. This left us in 8th REC position in 1992/3, but this improvement in 1993/94 has been so great that we were the top REC for the first six months.

| COMPANY              | COMPLAINTS CLOSED     |                       |               | PER 10,000 CUSTOMERS 3 months to June 1993 |
|----------------------|-----------------------|-----------------------|---------------|--|
|                      | 3 months to June 1992 | 3 months to June 1993 | % Change      |  |
| Northern Electricity | 134                   | 92                    | -31.34        | 0.64                                       |
| Yorkshire            | 190                   | 179                   | -5.79         | 0.89                                       |
| London Electricity   | 475                   | 178                   | -62.53        | 0.92                                       |
| MANWEB               | 215                   | 128                   | -40.47        | 0.96                                       |
| NORWEB               | 690                   | 221                   | -67.97        | 1.03                                       |
| Midlands Electricity | 393                   | 230                   | -41.48        | 1.06                                       |
| East Midlands        | 270                   | 262                   | -2.96         | 1.19                                       |
| SEEBOARD             | 319                   | 239                   | -25.08        | 1.22                                       |
| Eastern Electricity  | 752                   | 379                   | -49.60        | 1.27                                       |
| SWALEC               | 200                   | 128                   | -36.00        | 1.36                                       |
| Southern Electricity | 313                   | 358                   | 14.38         | 1.41                                       |
| Scottish Power       | 275                   | 266                   | -3.27         | 1.52                                       |
| South Western        | 219                   | 245                   | 11.87         | 1.93                                       |
| Scottish Hydro       | 138                   | 149                   | 7.97          | 2.44                                       |
| <b>TOTAL</b>         | <b>4583</b>           | <b>3054</b>           | <b>-33.36</b> | <b>1.21</b>                                |

## DISCONNECTIONS

We have had just 17 disconnections in the year ended September 30 1993 and are now clearly established as the lead REC.

This follows the improvements made in 1992/93 when there were 350 disconnections compared with 1,122 the previous year — a reduction of 69 per cent. Last year we were the 4th placed REC with a disconnection rate of 34 per 100,000 customers.



# Obligations under review

THE Electricity Act 1989 and our Supply Licence contain a number of customer service obligations.

We are required to achieve Standards of Performance for electricity supply services, both 'Guaranteed' and 'Overall' Standards.

We also have Codes of Practice on Payment of Bills, Services for Elderly and Disabled People, Efficient Use of Electricity and Complaint Handling.

These obligations are to be looked at in the review of the Distribution Price Control.

# An OFFER to help

THE Office of Electricity Regulation was set up in accordance with Section 1 of the Electricity Act 1989.

Headed by Professor Stephen Littlechild, Director General of Electricity Supply, OFFER's Head Office is in Birmingham which, together with regional offices in each REC's area, employ 200 staff. The Regional office in Chester is headed by Katherine Himsworth.

The main duties of the Director General are:

- To ensure that all reasonable demands for electricity are met.
- To ensure financial viability of Licence holders.
- To promote competition.

- To protect the interests of consumers in respect of:
  - Prices and other terms of supply
  - Continuity of supply
  - Quality of electricity supply services

There is also a local Consumers' Committee. Its main duties are to consult with Manweb on matters affecting customers' interests and to advise the Director General on any electricity supply issue.

Headed by Charles Myers, the local committee has 13 members and investigates unresolved complaints through its Complaints Panel.



TOWARDS the end of last year Manweb was awarded the prestigious Charter Mark in recognition of the Company's excellent customer service. Regulation Business Manager **TIM ELLIOTT** describes the steps we took to achieve this honour.

## HIGH STANDARDS HELPED US TO MAKE OUR MARK

IN July 1991 Prime Minister John Major presented a White Paper to Parliament entitled 'The Citizen's Charter — Raising the Standard'.

Mr Major said he wanted the Citizen's Charter to be one of the central themes of public life in the 1990s and that it was about giving more power to the citizen. It was a testament of belief in the citizen's right to be informed and choose for himself.

The White Paper, he said, set out the mechanics for improving choice, quality, value and accountability. All had a common objective: to raise the standard of public services up to



Tim Elliott is pictured (front left) with John Roberts (holding Charter Mark award) Head of Regulation Mike Metcalfe and (l-r, standing) District Support Manager Dr Jim McLennan, Head of Income Bob McMahon and Retail Manager Terry Keenan, who all played a key part in helping Manweb win the Charter Mark.

selves for a successful bid in 1993.

In 1992 the benefits of restructuring and the programme of customer service training would not have become apparent and, indeed, it might be argued that the award could have slowed down the cultural change the Company was going through.

By the time applications were invited in 1993, further criteria had been added to the initial six. These extra three were called 'determining criteria', presumably because organisations would still be expected to demonstrate compliance with



the first six principles, but that the actual decision as to who would receive the award would be based on the additional three.

The determining criteria were: customer satisfaction; measurable improvements in the quality of service over the last two or more years; and plans to introduce or have in hand at least one innovative enhancement to services without any extra cost to the customer.

The application could consist of a maximum of 10 pages of text, although appendices to illustrate what was being claimed in the main text could also be attached.

Manweb's application was drawn up over the spring of 1993 by Head of Regulation Mike Metcalfe, Head of Income



Bob McMahon, District Support Manager Jim McLennan and Retail Manager Terry Keenan, supported by Regulation Business Manager Tim Elliott.

The application was handed into the Charter Mark Unit, which is part of the Cabinet Office in London, at the end of June. Shortly afterwards all members of staff were sent a copy of the application, which took the form of a report entitled 'Manweb, Customer Service and The Citizen's Charter'.

We were notified at the end of August that we had been shortlisted for the award and, in the middle of September, an assessor visited Manweb to further test our application.

He visited Liverpool District Office, Birkenhead Shop and the Regional Customer Information Centre in Prenton. At each place he spoke to staff and customers.

At the beginning of October we learnt we were one of 93 winners out of 411 organisations that had applied. The award was presented to Chief Executive John Roberts by the Prime Minister, and is now displayed in the reception area at Head Office. Replicas of the Charter Mark certificate have been supplied to each district office.

In next month's Contact Tim Elliott will describe how we intend to capitalise on the award of the Charter Mark.

## PRESENTATION TIME



Chairman's Secretary Maureen Griffiths got on her bike when she left the Company on November 26 last year. Maureen, who had worked for the Chairman for over four years attended a farewell buffet when the Chairman and many of Maureen's colleagues gathered to see her presented with a new bicycle. She now intends to use the machine for exercise — mainly to and from her local shops.



Staff from North Wirral District received their long service awards at a special presentation held at the Grove House Hotel, Wallasey. District Manager Phil Ramsey presented the certificates to the group which included Peter Owen, pictured next to Phil — (see 'Taking the Gunge' page 6).



Staff from Oswestry District attended a long service presentation and buffet at the Wynnstey Hotel on November 19 last year. Pictured receiving their certificates are (l-r) Dave Rogers, 20 years service, John Humphries, 30 years, Pete Phillips, 30 years, Bert Williams, 20 years, Don McRae District Manager who made the presentations, Paul Gocher, 20 years and Mike Lawrence, 20 years.

and beyond the best currently available.

Included in the White Paper was a reference to a 'Charter Standard — Charter Mark', and the key principles were shown as:

- \* Publication of the standards of service that the customer can reasonably expect, and of performance against those standards.
- \* Evidence that the views of those who use the services have been taken into account in setting standards.
- \* Clear information about the range of services provided in plain language.
- \* Courteous and efficient customer service from staff who are normally prepared to identify themselves by name.
- \* Well signposted avenues for complaint if the customer is not satisfied, with some means of independent review wherever possible.
- \* Independent validation of performance against standards and the clear commitment to improving value for money.

Only those who met the charter standards would be entitled to use the Charter Mark.

Applications for the first Charter Mark were invited in 1992. Manweb's Executive decided that we should not apply for the award in that year, but that we should position our-



There's no escape for North Wirral District manager Phil Ramsey when he was captured in the gunge tank.



Spish splash for another volunteer who took his place in the tank— all for a good cause.



Jane Sheppard, Customer Services Manager takes a soaking watched by colleagues (l-r) Kevin Mawdsley, Brian Carman and Dave Langdon.

# TAKING THE GUNGE

But it's fun and all for a good cause

**KIND hearts have been beating into action throughout Manweb in an overwhelming response to the Peter Owen Benevolent Fund.**

Staff have been doing all sorts of weird and whacky things to help raise money for the fund.

North Wirral's three business units each have staged events including sponsored head shaves, bungee jumping, mountain climbing, bike riding and a host of fund raising activities. Latest stunt — a stinking trick dreamed up by North Wirral Safety Co-ordinator Steve Holmes — was a sponsored gunge tank.

"It involved all three business units along with friends, retired staff, skill centre personnel, shop staff, managers, supervisors and facilitators," said Steve. It was a star attraction at the District fund raising disco at which drinks were donated by managers and section managers. Prices were put on the heads of managers (£50) Section managers, (£30) supervisors, team leaders, safety reps., shop stewards, facilitators and co-ordinators (£15). The event pulled in £1,500, the result of 27 bodies plunging into the gunge.

Central Field Unit Painter Mick Miller aimed high when he set about a money-raising venture also in aid of the Peter Owen Benevolent Fund. Mick, who worked with Peter in the North Wirral Civil Section before joining the CFU, climbed Mount Snowdon (3,560 feet) and Scafell in the Lake District (3,210 feet), raising a total £350 for the Appeal. "The weather was very kind during the climb, which made it very enjoyable," said Mick, who was accompanied by his 15-year-old son Christopher.

George Seston, who also worked with Peter before his move to CFU has let fund raising go to his head. George has dared to completely shave off his hair — "before it all falls out anyway". Sponsorship money is still coming in for this stunt.

Region 2 reached the heights with their money-spinning scheme, too. Peter Tubey Liverpool District Manager, Bill Tubey's son, and John McMahon Head of Income, Bob McMahon's son, based at Wrexham, launched themselves from a height of 185 ft. for their sponsored bungee jump which took place in the dark and the Canal Turn pub in Findern, Derbyshire. The adventurous couple raised about £600 for their daring drop.

The region also came up with another unusual stunt during lunch time recently.

Jackie Atkinson brought her horse 'Kelly' to Prenton where staff could either sponsor a friend to ride or pay for themselves to ride. This novel idea raised £150 for the fund.

Taking up the challenge on two wheels was Terry Donnellon of Network Services District Meter Reading team who arranged an assault by bicycle on the Horseshoe Pass (south face). This pedal-pushing feat pulled in £55 towards the fund.

As reported in October's Contact, the fund was set up to help Peter Owen, of the building Section, North Wirral, who was injured in a freak road accident.

The fund raising campaign aims to reach £35,000 to help buy a specially adapted motor caravan — so Peter can enjoy outdoor activities whilst confined to a wheelchair.

Peter, who is now back home after a lengthy stay in hospital, and his wife Diana, are overwhelmed with the support they've received.

"We're amazed and so grateful to the people who have called, written, raised money and helped us through this crisis," said Diana. "It's so difficult to express our gratitude. We've been very touched by the response. Just say a very big thank you to everyone — from the bottom of our hearts," she added.

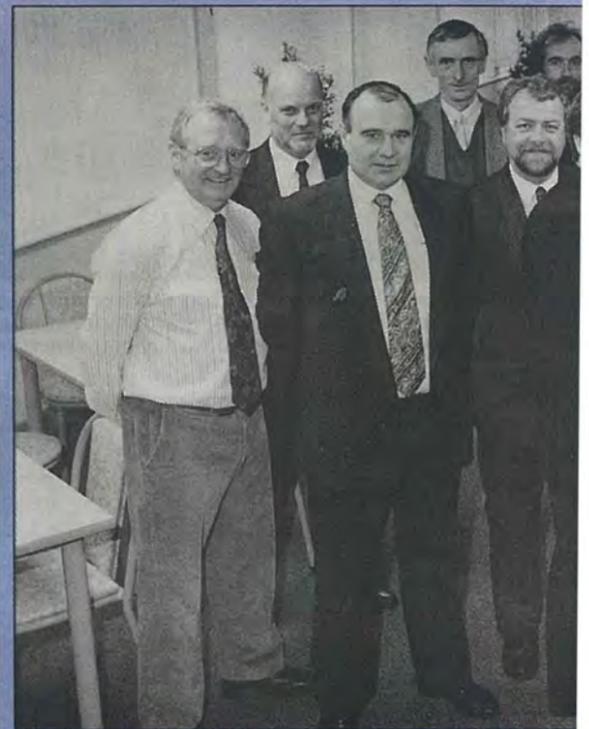
Steve Holmes, who has been behind the organisation of much of this fund raising is also keen to say a big thank you to all who have contributed — Chris Currie who stood in at very short notice as DJ on the night. Gardner Merchant staff for catering and barstaff, Richard Rawlinson from the Queens pub Winsford, for supplying the Gunge Tank.

Steve pledges that the fund raising will keep going until the target of £35,000 is reached.



Reception area after refurbishment.

# CHANGE FOR THE BETTER



District Manager, John Macdonald (l) is seen shaking hand. Also pictured are Peter Webb and Tom Blundell of Property



Spacious, bright new-look offices.

**THE first meals served in Dee Valley's new restaurant marked the completion of Phase Three of the Company's biggest refurbishment programme outside Head Office.**

Now the hammering, drilling and sawing has stopped, and the 300 members of staff who have coped without complaint during the refurbishment, can work in spacious, light, modern and 'quiet' accommodation.

**Resources**

The new-look site, which has seen electrical industry presence since the mid-1930s now provides accommodation and resources for the Dee Valley Manager, the Regional Accounts Manager for the whole of Wales, the Area Energy Sales Manager — and all their staff.

Since 1974 part of the site had been let to Wrexham Maelor Borough Council. This was surrendered in 1992, giving Manweb the opportunity to expand and improve the premises.

"It has enabled us to meet modern communication requirements and refurbish the buildings to a higher level of energy efficiency and update the internal environment," said Dee

Valley Customer Relations Manager Bob Douglas.

The refurbishment has included:-

- Improved levels of insulation which at the commencement of the project only met 1960s standards.
- Replacement of the under-floor heating system with a new air-conditioning system.
- Fitting of secondary double-glazing to all windows to reduce external noise to an acceptable level.
- A new lighting system to comply with current EEC Regulations for VDU work places.
- Rewiring to modern standards with a proper wire-managed system integral with the building to meet, in particular, all I.T. equipment needs.
- A new fire alarm system throughout the site.
- Installation of a Building Energy Management System (BEMS) and presence detector system for energy conservation.

**Challenging**

The refurbishment was undertaken in three phases: first floor, rear; first floor, front, and ground floor and restaurant.

"This latest phase brings an end to the programme, for now," said Bob, "but we may add a fitness centre, first aid room and other facilities later, subject to planning permission.

"It has been a long and challenging project, and I would like to thank the staff for their perseverance and patience." Bob also thanked Site Agent Glyn Edwards and his colleagues from Beech Construction, and internal colleagues, Tom Blundell, Bob Campbell and Peter Webb. "The whole programme has run smoothly with no problems or hitches, thanks to the team work of those involved."

**Spacious**

The building is situated in a semi-rural setting off the A483 Wrexham/Ruabon Road, three miles from Wrexham town centre, and is fronted by a bright, new spacious reception area.

Bob recalls an opening evening for local residents held in June last year. "Some of the visitors said they worked here over 20 years ago and went to look for the places they sat in those days. They were amazed at the changes and couldn't take it all in."

**Third phase of Dee Valley refurbishment now complete**



Modern pleasant canteen and facilities.



Another view of the light and open offices.



Glyn Edwards of Beech Construction, main contractors for the refurbishment, services together with representatives from the various contractors involved.

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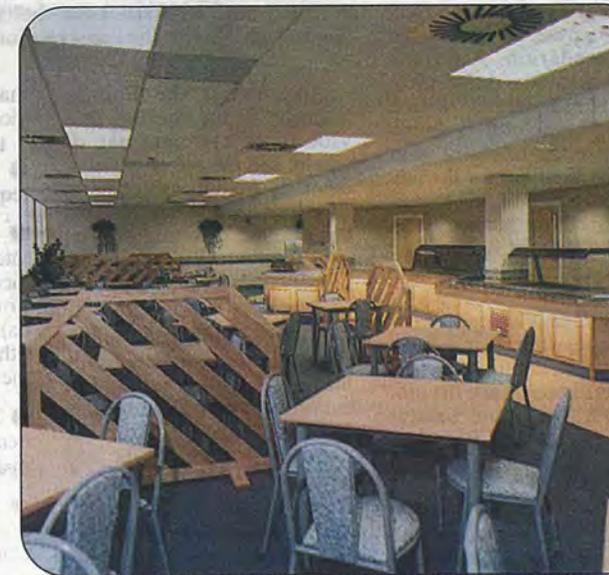
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District Manager, John Macdonald (l) is seen shaking hands with Glyn Edwards of Beech Construction, main contractors for the refurbishment. Also pictured are Peter Webb and Tom Blundell of Property Services together with representatives from the various contractors involved.



**THERE** may be a depression in the national property market but business is booming at local level.

Anyone seeking a Des Res; a room with a view, or suitable office accommodation need look no further than Property Services Department. But this busy department based at Chester is more than any commercial estate agents. As Property Services Manager Peter Webb says: "Most Contact readers are aware that in nearly every publication there is an article relating to the Company's property ventures; on every occasion this will have involved some form of input from Property Services."

Peter heads the department which handles the business property requirements of various sections and departments in the Company and provides all aspects of property management and building services.

Part of the Secretarial Department, Property Services is organised into two sections:

Estate Management deal with all matters relating to the Company's property requirements including the acquisition and disposal of land and buildings. The Architectural and Building Team handle building related matters from minor to major projects.

The teams played a major role in the successful sharing of accommodation with Welsh Water (reported in Contact, November).

For this important task a special project team was set up to negotiate an Agreement with Welsh Water that would allow for flexibility and not conflict with any future long term proposals for the shared accommodation. A unique form of lease was drawn up to meet these needs which included break clauses, option to review the terms in year three and the right for the tenant to have first option to purchase should the landlord wish to sell. Areas of occupation had to be agreed together with rents and service charges.

"With regard to negotiations both parties entered into these with a positive attitude and a determination to make the project a success," said Estates Surveyor, Donald Paterson from the Estate Management Section.

Manweb Contracting Services Ltd has benefited from Property Services' expertise in project management. The Estates team were also responsible for providing their three regional offices and depots.

When the Retail Division plan to acquire or refurbish shops and superstores Property Services are there to assist.

Over 10,000 substation sites acquired and managed by Network Services have progressed to fruition with Property Services' help.

"We are responsible for providing back-up with the siting and installation of customer information services in the retail premises," said Peter. This involves the Estates team in obtaining appropriate planning and landlord's consent. The teams have been involved in cable television payment and the Microwave project.

Close liaison with Information Services, who provide telephone and data services to Manweb premises, ensures the provision of suitable premises to accommodate various items of equipment.

# LOOKING FOR A DES RES?

## Property Services there to assist



A smart new shop front for the customer service centre at Northwich, within the conservation area.

"We assist the Energy Manager in his quest to provide more efficient use of energy and the use of environmentally friendly materials in any building works," said Peter. "And of course we can advise the outside consultants and specialists in their work for Manweb."

Peter points out that flexibility is the Department's hallmark. "Members of both teams work closely on specific projects which benefit from the combination of skills and resources."

The introduction of computer aided drafting and design (CADD) and the ESTATEMAN Property Management system into the department has enabled a number of improvements to be

made to streamline the services offered.

these include:

- Rapid response to client requirements.
- Drawings on disk can be interfaced with the design services of specialists/consultants. For example, pipework and cable runs can be added by others to plans produced by the department.
- The storage of a large number of drawings can be made in a very small area.
- A comprehensive computerised record of the Company's property portfolio.
- Streamlined rent collection to benefit customers and the Company.



The newly-refurbished reception area at North Wirral District Office.

Enhanced property management monitoring and improved procedures.

Peter added: "A local area network is being developed at present which will allow members of staff access to view and modify drawings without leaving their desk."

Changes in Company policy can often produce design problems requiring practical, cost effective solutions. "The introduction of airtube systems for the removal of cash, and rising protection screens, both introduced as a result of the requirement to produce new open reception areas at district offices, were just two examples of where Property Services input was so valuable," said Roger Nock from the Architecture and Building Team.

With a number of our retail premises located within Conservation Areas, special consideration has to be given to their external appearance including the siting of any signage. One such shop is at Southport where both sections had considerable consultation with the Local Authority Conservation Officer to ensure that the Company carefully considered environment issues.

"We also have to ensure that when any alterations to leasehold premises are required, landlord's consent is obtained for most alterations in order to comply with the terms of the lease. If this is not obtained Manweb would be in breach of the agreement and even may have to pay a higher rent at the next rent review," Peter explained.

Like other Manweb departments Property Services is tuned into 'Customer Focus'.

The teams have co-operated with the districts in refurbishing the reception areas to take into account direct contact with the customers and they will help with the provision of customer information points in the re-design and refurbishment of all the Company's retail premises.

Up against strong competition from the other retailers, Estates Section successfully negotiated the acquisition of the new Northwich unit which was the first shop to be fitted out by the Architecture and Building team as a customer service centre.

Another success came with the creation of the three regional customer information centres within existing office buildings at Prenton, Warrington and Wrexham. Each provided accommodation for staff and their I.T. Support.

Looking to the future and keen to see his department stay ahead of the field, Peter says: "We have a policy of continuing professional development by way of internal and external courses on technical and managerial subjects. Our aim is to improve and expand on our present knowledge."

The department has already improved communications with internal and external customers by introducing a network of PC's and selected use of cellphones to enable answerphones to be accessed.

"We have made a marked impact on overall efficiency and response times," says Peter, "but we will continue to develop our customer/client relationship to meet the challenge of the 90's and adopt a pro-active approach to property matters for the benefit of the Company and its customers."

POST BAG

## Returned with thanks

Dear Editor

I wish to ask you to pass on my sincere thanks to a member of your staff who apprehended three youths who had stolen my handbag from the premises where I work.

His actions were most commendable and because of him I had my handbag and various personal effects returned to me.

It appears from the police report that he saw these three jobs rummaging through my bag in Linner Road in Speke at approximately 3.30pm and challenged them as to where they had got the bag from.

The youths ran off and your representative retrieved the bag and took it to Speke Police Station. The officer on duty said the man involved was with either Debt Control or Illegal Abstraction and if you do find out who it was, please pass on my sincere thanks for his prompt action.

S Lamb  
Speke  
Liverpool L24

*EDITOR'S NOTE: Due to the sensitivity of the work carried out by Manweb's Revenue Protection Unit, we are unable to name the Meter Security Technician who, together with a colleague, recovered the handbag. A copy of this letter has been given to Revenue Protection Manager Martyn Jones, who has added his own congratulations to the two men involved.*

## Course comment

Dear sir,

Rumour has it that three is a new industrial disease which has now got a hold on three quarters of the staff at Manweb plc and is spreading fast.

The disease according to one expert is called Coursetiolicism. The symptoms to watch out for in the Coursetiolic are 1. The terrible craving to attend a course on anything at all. 2. The need to call a meeting. 3. Apply for extra training and finally the urge to walk around dressed as one of the cast of "Thunderbirds".

But don't panic. If you think you are a Coursetiolic or might end up as one help is at hand. Every Depot is being provided with special treatment rooms which will be manned 24 hours a day. These people are hand picked and have not displayed any of the above symptoms for at least two weeks.

So if you know someone who is showing these symptoms or you yourself are, then don't hesitate to contact your supervisor now and get treatment right away. Courses are held every day 8.00am - 5.00pm.

Yours sincerely  
Brian Emberton, Building Section, North Wirral.

## TELL US A STORY

Here are two interesting tales from readers in response to our 'tell us a story' plea in last month's Contact.

Dear sir,

I recall an incident in the 1950s when I was clerk in a sub-district office in the old Clwyd District.

There were only two clerks in the downstairs office where local customers used to visit to pay their account.

An old lady called one day and the conversation went as follows:-  
OLD LADY - "Can I see Mr Manweb please?"

SELF - "This is Manweb".

OLD LADY - "Good heavens, — I did not recognise you".

Perhaps that was the beginning of the current campaign of "The Man from Manweb"?

Hugh Jones (Retired)

I HAVE a true story to tell you! My husband who worked for Manweb in Anglesey was very happy in his job until he was struck down with a heart attack which left him redundant, much to his sorrow, as he was otherwise quite fit, agile and always "on the go". This made him very low in spirit and often moody.

One day, I had gone to do the weekly shopping and he was left alone to his frustrations.

At lunchtime about six of his fellow workers arrived out of the blue — this was in the summer season. A few of them explored the garden, found the mower and mowed the lawn and tidied up here and there. The others raided the house looking for "his better half", they said (me). They then made themselves and him a cuppa and began to tell my husband all that had happened after he had left work.

Before they left, one fellow climbed up a tree in the garden and made the "Tarzan" call, which got all the neighbours out thinking he was "off his rocker".

When I got home, Tom was waiting for me by the gate all smiles, his eyes lit up. He was his own self once again! I had to sit down there and then to hear all about it. They had made his day.

What comradeship, care and closeness can materialise from a good "team" of fellow workers, working side by side, every day. My husband died eleven years ago.

Looking back, through those years, besides the sadness I had to bear along with him I somehow got the strength to follow it through.

A bit of humour I find and kindness goes a long way.

Ellen Jones

Rollerball pens are on their way to these readers.

# WRITE TIME...

ONCE again our postbag has been bulging with letters praising the efforts of Manweb staff in their continuing commitment to customer care. Here is an extended selection from around the Districts and Regions.

Ian McHale and Vincent Henniker of North Mersey District came in for some complimentary remarks from customer Mrs. Jean Telford.

"Instead of the usual brickbats and insults hurled at workmen, I would like to tell you a story of excellent workmanship and above all, honesty and integrity. Over three years ago, I lost my engagement ring. I didn't know where. We searched everywhere, and as you might guess, it was of great sentimental value, having been given to me in 1945. Well, when the gentleman lifted the meter plus board off the wall, there it was - lodged behind. I was pleased, grateful and overwhelmed, as I never thought I would see it again. So once again, through you, may I thank these honest men.

By the way, no amount of pleading would make them accept a remuneration. I felt I had to write to you to show my gratitude."

Mrs. Elizabeth Rowley of Arthog, Gwynedd wrote to thank Aberystwyth District service electricians Gordon Pugh and Mike Jones for their help during the period when her washing machine needed repairs. "I very much appreciate the fact that you have extended my Mancare agreement by two weeks. Now that the machine is operating safely and satisfactorily again I am writing to ask you to convey my very grateful thanks to both the engineers who came to work on the problems. They worked with efficiency, courtesy and great patience and I was impressed by the speed and standard of their work."

Aberystwyth again came in for praise from Mrs. Mason of Clarach, who arrived home from holiday to discover a shutdown had been arranged for the following day. Unfortunately, Mrs. Mason had arranged a tea party in aid of charity for the same day. She phoned the district office for assistance, and David Williams, Planning Manager, arranged for delivery of a generator to enable the event to proceed.

"I wish to express my appreciation to David Williams and also to Aled Lewis and Ken Dewhurst who delivered and set up the generator," said Mrs. Mason.

After trying various sources to have repairs done to lamp posts which had been damaged outside their house Mr. and Mrs. Hagan of Huyton, Liverpool, turned to Manweb for help. Before the couple took the 'final step' of writing to the Liverpool Echo, they contacted Brian Williams at Liverpool District.

"He promised he would look into this for me. I'd heard those words so many times from other people, that it meant nothing to me. But - true to his word, this man did more in a couple of days than anyone has done in months, and between him and Knowsley Council, we now have two new lamps lit - (all this within a week of contacting Mr. Williams). Words don't seem enough to say how much we appreciate what you have done, and once again, a very big thank you to Mr. Brian Williams.

Mid Mersey District staff Mike Stanley and John Phythian were thanked by Mrs. Doreen Shaw of Warrington.

"Just a little note to show my appreciation of the care and courtesy of your two workmen who came to renew and improve the electricity supply at the above address. They were most helpful and made no mess at all. Thank you again."

Mid Mersey District have also received letters from more satisfied customers.

Mrs. C. Williams from Kirkby.

"I recently phoned your office to enquire about a card meter. The lady I spoke to was called Janet O'Keefe. She was by far the most helpful and informative person I have spoken to for a long time. All too often people write to complain of rudeness and bad attitudes, so I felt I must write to tell you about my experience.

Janet O'Keefe was politeness itself and a pleasure to talk to."

Two customers wrote to the District to pass on their thanks for a job very well done by the same team - John Phythian and Mike Stanley - Jointer and Mate.

The first was from Mrs. Shaw of St. Barnabas Place and the other from Mr. Bresnen of Windsor Street, Warrington who rang to insist his thanks were brought to management's attention.

Region 1 Customer Information Centre received the following letter on behalf of customer R. H Roberts of Woolton, Liverpool.

"I rang your office regarding a query on my parents' account. The person who dealt with this was Paul Whitby. I am writing to say how helpful he was in sorting this problem out. He spent a lot of time on this matter. He also said he would phone me back twice and on both occasions rang at the time arranged. I felt I must write to you to say how impressed I was. Could you please pass on my thanks to Paul."

The Business Energy Awards ceremony received glowing praise from a number of companies. Here are just three.

Can I say a sincere "thank you" to Manweb for the very pleasant and professional presentation of the 1993 Business Energy Awards.



## "Blimey - it's amazing what turns up behind these meters."

In today's business climate these occasions are not as frequent as they used to be. In my view, however, they can be very worthwhile, well justifying the investment in time and the inevitable expense.

We were fortunate enough to be Highly Commended which as well as being very satisfying is also important to me because of the boost it has given to the morale of all my colleagues here at Denbigh. In addition, the commercial contacts I made during the day especially those made with Sanoda are valuable and an excellent basis for moving forward with them to our mutual benefit. So for us a satisfying and fruitful day.

Borden CRS is a small division remote from its Parent and building a business based on new technology. The support given to us by your colleagues at Manweb through your Business Man, Mr. Derek Roberts, is a key in successfully meeting our technical and commercial challenges. We rely on it, we value it and hope that it remains a central part of your strategy.

We will be back in the future and this time we will win!  
Yours sincerely  
R. Melling,  
General Manager, Borden (UK) Limited.

Together with Mike Maloney and on behalf of Sanoda may I thank Manweb, Derek and yourself (Bill Halton, Area Sales Manager, Clwyd), for a most spectacular day last Tuesday.

The visit to the La Rance Tidal Power Station, the Manoir du Vaumadeuc, the lunch, the guests and the organisation made it all a most memorable day. We were delighted to have received the Commended award and have appreciated the help from Derek and his colleagues in drafting the application. Please pass on our personal thanks to Derek and of course to John Roberts.

Yours appreciatively,  
C. S. Crew, Managing Director and Mike Maloney,  
Manufacturing Director.

"I would like to thank you and your colleagues for the extremely interesting and enjoyable day which was organised for the Awards Ceremony. After seeing the tidal Power Station at "La Rance", I can see no excuse for not proceeding with the Mersey Barrage - especially as our Power Station at Bromborough would be ideally situated for supplying power during the construction phase! Once again, many thanks."

Yours sincerely,  
Alan Stubbs.

Mid Cheshire District, has been to the fore with customer service as the following letters will testify.

Mrs. McGarry of Church Lawton wrote expressing her thanks for the wonderful job Terry Edge, Dave Willetts and Rob Wilkinson did when working in the substation next to her home where conifers were planted to help improve the landscape.

Mr. J. W. Jackson from Crewe wrote to thank staff for their extraordinary customer service.

"At around 5.05 on Monday August 16 I phoned your offices to complain about a voltage drop at my property. The gentleman in maintenance promised an engineer within half an hour. He arrived! Howard Snape assured me that the fault was in the supply line and promised a team of engineers within an hour. They arrived! Vendon Crawford and Graham Cove were also polite, courteous and helpful as have been all your staff. They solved the problem within a very short span of time and promised to arrange to have a potentially dangerous tree pruned. The reason for this letter is to express my delight and total satisfaction for the speedy and professional approach to fault finding and rectifying. Please can you take over the water authority in the hope they can improve their service! To the main point again - a superb performance from everyone. The lady who took the call initially and got me a direct line to the maintenance department and the three gentlemen who identified the problem and solved it. Well done. Many thanks."

Mrs. Percival of Winsford wrote to thank Pauline Cree for the kind and sympathetic way in which she dealt with a request for new glasses to be paid for by the hospital fund.

David Aldridge the Horticultural manager from Reaseheath College wrote in to thank Frank Worth, Robert Plant, Gary Wrench and Carl Roberts for "working with consideration, diligence and thoughtfulness towards students and staff."

Mr. McQuade wrote in to thank David Aitchison for his "prompt attention" to the installation at the Willaston White Star Football Club's dressing rooms.

Gary Barnes was praised for his personal service by Mrs. Phillips from Sandbach.

"Gary clearly explained about maintenance work and how it would affect Mrs. Phillips and her neighbours. Mrs. Phillips went on to say that Gary responded magnificently and showed that "even large organisations could have a heart."

Even more satisfied customers wrote regarding the standard of service from Mid Cheshire staff.

"I would like to thank you for the improvement to our

power supply. There has been a vast improvement to the supply over the last twelve months, which has been of great benefit to the area. We no longer have to find the candles whenever there is a thunderstorm.

I was so pleased at your positive response to our problem that I felt that a short letter of thanks would be a change from complaints."  
A. W. Wood (Mrs.)

"Just a brief note to express my sincere thanks for your recent help and assistance since I moved into my new home and especially for the professional and diligent way the situation was progressed by your Mr. Worth and his team." A. J. Bradshaw.

"I would like to commend your Company for the way in which it recently undertook a pole replacement in the garden at the above address. The caring attitude that your men displayed, whilst replacing the pole, deserves much praise. We had no upheaval whatsoever and after one week the garden looks undisturbed. Many thanks." John Rees.

Refurbishment Department at Liverpool received a complimentary letter from Mavis Halpin from Liverpool 18.

"Last Friday two of your workmen Ronnie Rowland and Phil Rush came to fit a new main fuse to our electricity system. I would like to say how pleased we were with the way they worked - very neat, quick, didn't waste time and also cleaned up afterwards. In these days of indifferent workmanship it was nice to get such service. I hope these sentiments are duly noted as we - the general public - are quick to complain when things don't suit."

Moira Renwick and Paul Parry from Morth Mersey District came in for some praise from the Treasurer of Clubmoor Conservative Club, who wrote:

"Please accept our agreement. To alter the above club's tariff to M3 we would like to express our delight and thanks at the way Moira and Paul conducted the business. Not often these days do you meet helpful and genuine people. We would say they are a credit to you and the Company."

John Macdonald, District Manager, Dee Valley was pleased to receive a letter from J. A. Wraith, Chairman of Tarvin Civic Trust.

"Tarvin Civic Trust Committee are very pleased with the successful removal of overhead power cables in the centre of Tarvin.

The improvement to the attractiveness of the whole length of the High Street and Tarporley Road is impressive.

We wish to thank you, Cliff James, his New Crane Street Staff, and everyone who has been involved at Manweb and Eve Arclive Ltd. for the completion of an ambitious project to a high standard of care and workmanship.

And finally, a letter from a youngster in praise of Manweb for offering them work experience with the Company.

"I am writing to you to express my gratitude towards you and your staff for allowing me to work in your office for the two weeks of my work experience from Queens Park High School.. I really enjoyed my short stay at your Company, Manweb. I would be very grateful if you pass on my thanks to Nikki, Ruth, Michelle, Alan, Chris and Shelly for making my stay very enjoyable and taking time out of their jobs to show and explain certain tasks which I really appreciated. I would like to thank you and your staff very much." Hannah McChie.

Even more satisfied customers wrote regarding the standard of service from Mid Cheshire staff.

## CHICKEN AND STILTON PARCELS



**INGREDIENTS:**  
50g/2 oz Blue Stilton  
25g/1 oz unsalted butter  
4 boned chicken thighs  
4 rashers streaky bacon  
1 tbl cooking oil  
300ml/10 fl oz bitter  
1 chicken stock cube

Freshly ground black pepper  
1 level tbl cornflour  
3 tbl single cream  
Watercress for garnish



**METHOD:**  
Soften butter and mix together with Stilton to make a paste. Spread this on inside of chicken thighs, roll up and wrap with bacon. Secure with cocktail stick.  
Pour cooking oil in frying pan and brown parcels.  
Add bitter and chicken stock cube. Bring to boil, reduce heat, cover and simmer for 30 minutes or until chicken is thoroughly cooked.  
Remove parcels with slotted spoon onto serving dish and keep warm.

Strain fat from liquid in pan. Mix cornflour with a little water and stir into liquid. Continue stirring until thickened. Season to taste and add cream - do not boil or sauce will curdle. Pour over parcels and garnish with watercress.



Serves 4.

## EVERYONE A WINNER

**THE lucky number 2261 earned retired employee G E Skinner the top prize of £300 in the EEIBA's July draw. The other winners were as follows:**

£200 - M Cockrill, retired (1960); £150 - P J Humphray, Head Office (2465); £100 - P Jones, Contracting (1301); £75 - D G E Jones, retired (1724) and W Woodcock, Clwyd (290); £50 - M Williams, retired (1534); £30 - D J K Smith, Head Office (2772), F A Jump, retired (1358), J L Taylor, retired (1828), C M Walker, Head Office (155) and G H Goodband, retired (1542); £25 - R A Atkinson, Head Office (393), L Moore, retired (1430), B I Hanrahan, Mid Mersey (2675), M Burnett, retired (2067), A M Woodier, retired (1880), J R Evans, retired (763), F M Evans, retired (1622) and J D T Wright, retired (242).

**Retired employee G D Steele was the £300 prize winner in the August draw with the number 2352. The other winners were:**

£200 - D Bennett, Liverpool (2326); £150 - E J Watkins, retired (2279); £100 - I C Roberts, retired (1976); £75 - R G Monk, retired (1894) and J Corrin, retired (843); £50 - L Pinder, retired (1481); £30 - P N E Reeves, retired (2263), A L Cornah, North Mersey (1001), B E Scott, retired (1433), W L Edwards, retired (1624) and H B Powell, retired (1712); £25 - J Rohan, retired (1352), G N Latham, retired (686), A Phylip-Jones, Gwynedd (2713), J C Whittaker, retired (1295), A M Beanland, Head Office (994), J C Cave, retired (1493), O Brodie, retired (1693) and D S Edwards, Head Office (72).

**The lucky number 989 earned P Sullivan, of Head Office, the top prize of £300 in the EEIBA's September draw. The other winners were as follows:**

£200 - Hewitt, retired (553); £150 - A W Austin, retired (286); £100 - L J Rosser, Head Office (1220); £75 - G A Pleavin, Queensferry (410) and C J Roberts, Head Office (2492); £50 - T Williams, Mid Cheshire (692); £30 - U A Byrne, Head Office (2129), H G Duffy, retired (1564), W Silvey, retired (2643), G A A Thomson, Aberystwyth (840) and B Johns, Head Office (217); £25 - H M Gibbs, Head Office (2481), D A Smith, Dee Valley (2600), D Parry-Jones, retired (1363), G Bowers, retired (106), M Moore, retired (2346), G W B Pryce, retired (1053), D Coker, Liverpool (1941) and M R Kemp, Liverpool (1198).

**The winner of the October draw was J T Flynn, of North Mersey District, who picked up a £300 prize with the lucky number 359.**

The £200 prize went to another North Mersey employee, N L Appleton, with the number 33. The other prizewinners were:

£150 - M Pearson, Head Office (2483); £100 - F O Clague, retired (1920); £75 - A Marshall, North Wirral (2677) and L Potter, retired (2005); £50 - A Sheen, retired (142); £30 - S Knowles, Head Office (594), J Jones, retired (1713) and J Ledger, Liverpool (2467); £25 - I Leyland, retired (2179), B A Harris, Head Office (2757), J A Winchester, retired (1592), R O Morgan, Head Office (270), R J Hughes, retired (1626), R J A Jones, Head Office (597), J L Doherty, retired (2608), S C Duffus, Dee Valley (952), E W Williams, Clwyd (1024) and D S C Wilcox, retired (2497).

# How Manweb gave those funds a boost



## HELP FOR UNEMPLOYED

**DRIVE for Youth, which runs a training centre for the long-term jobless at Celmi, near Tywyn, has been presented with a tumble dryer and microwave oven by Manweb's Aberystwyth District Manager Alison Eakins.**

Drive for Youth's Marketing Director Brigitta Francks said: "you can't imagine how much help these items are until you see our young people coming home from a trek in the Welsh hills, wet

through, and able to dry their clothes, or until you see our cook, facing a starving army of young men and women, dish out quick and easy baked potatoes or pizzas.

"Each item helps Drive for Youth tremendously in those terms, and also in that we can put the saved money towards a further place for an unemployed youth."

Pictured (l-r) are Drive for Youth's Chief Executive Charles Edwards, Manweb's District Manager Alison Eakins, trainees Stephen Howitt and Justin Thompson, Brigitta Francks, and trainees Alison English and Ray Thare.



## MICROWAVE STAR PRIZE

**A St Helens charity that provides help and advice for disabled people has been presented with a microwave oven by Manweb.**

Manweb's Mid Mersey District Manager Barry Judd is pictured (right) presenting the microwave oven to Paul Brennan (left) Director of the Disability Network, and Welfare Officer Chris Westhead.

The microwave will be the main prize in a fund-raising raffle being organised by the Disability Network, which advises thousands of families each year on financial matters, including their entitlement to benefits and obtaining help from the local authority.

Barry Judd said: "Manweb is delighted to support this very worth while charity, which is providing information and direct assistance to help people with disabilities to be in a better position to help themselves."



## Cheque for Care line

**THE Company has helped boost the funds of a Crewe-based project set up to help families caring for elderly, mentally or physically disabled relatives.**

The Community Care Line scheme, launched in April last year by Crewe and Nantwich MP Mrs Gwyneth Dunwoody to provide advice for local people, was given a £2,000 cheque by Manweb.

Based in St Pauls Street, Crewe, the Care Line (tel. 0270 250921) is manned by a full time worker, Barry Evanson, who

said: "We are very grateful to Manweb for this kind donation. It will, I know, enable us to reach even more constituents who may have questions or need advice on the effect of the Community Care Act on them and their families."

Manweb's Mid Cheshire District Manager Jeff Hunt said: "We are delighted to sponsor this project. The Care Line is providing invaluable advice for local people who need help within the community in looking after members of their family."

Jeff (left) and Customer Service Manager Angela Coulton are pictured presenting the £2,000 cheque to Mrs Dunwoody (right) and Barry Evanson.



## Gift to library

**MANWEB has donated a microwave oven to Wirral Toy and Resource Library.**

The library, which helps in the development from the earliest age of special needs children through a range of play activities, took a step closer to reaching its £10,000 fund-raising target by using the microwave as the star prize in a raffle.

North Wirral Customer Service Manager Jane Sheppard, who presented the

microwave, said: "To date they have managed to raise £6,000, which is no mean feat as they only began to raise funds on October 18.

"This year is the 25th anniversary of this wonderful organisation, which provides a helping hand for disabled children, and their needs are great."

Anyone wishing to help the Toy Library can contact Jane on 750 2202.

Pictured receiving the microwave from Jane (centre) are (l-r) student Lisa O'Hare, Hayley Boyd, Nursery Supervisor Norah Knowles and Kyle Cloete.



## SPLASH OUT

**MANWEB splashed out for a Chester-based swimming club by donating a portable television for a raffle.**

The Terrapins, whose members include mentally and physically disabled people, are raising funds to buy essential equipment to train the volunteers who help the swimmers, and to pay for specialist courses.

The club, which is affiliated

to the National Association of Swimming Clubs for the Handicapped, meets every Monday evening at Northgate Arena and welcomes people of all ages.

Ann Wait, Assistant Manager of Manweb's Superstore on the Greyhound Retail Park, Chester, is pictured (right) presenting the TV to Terrapins' Fund-Raising Secretary Karen Jones and Social Secretary John Crompton.



## KICK OFF

**LIVERPOOL and Mid Mersey Districts teamed up to help provide a handicapped Runcorn youngster with special medical treatment in America.**

The initiative was kicked off by Lister Drive staff who raised £139 through their charity football team, and Mid Mersey chipped in to make it a round £200 donation.

Mid Mersey Customer Service Manager Mike Townson, who is pictured (right) presenting the cheque to John Halsall, of the Shaun Skelhorn Appeal, said: "Shaun is autistic and the appeal was started to raise money to send him to a special school in America, where he will receive the medical attention he requires. He is already there and has responded very well to the first bout of treatment."

## HELP FOR MARGARET'S HAVEN

**HOLYHEAD shop sales assistant Margaret Case — a born again Christian who is helping youngsters with emotional or abuse problems in Anglesey (Contact, December), has had an encouraging response following our article.**

### Homeless

Margaret is aiming to raise £50,000 towards buying a farmhouse to turn into a 20 bed haven for the homeless and under privileged young people in the area.

She called for co-operation from everyone to help her fight against "the dreadful drugs problem on Anglesey".

As her campaign continues Margaret is pleased to have received donations from two customers who had read Contact.

The article was also spotted by the Liverpool Daily Post who will follow up her story and colleagues at the shop have said they will arrange a sponsored walk.

Anyone else who wants to help or make a donation should contact Margaret at Holyhead shop.

## THEY'RE IN UNISON

**UNISON Retired Members Committee has appointed the following Officers for the period 1993/94:**

Chairman: David Jones, Tel. (0244) 819748; Treasurer: Arthur Jones, Tel. (0352) 754626; Secretary: Margaret Parkinson, (051) 334 8724.

Welfare Secretary, Mrs Ellen Doyle, Tel. (0925) 791994, would be grateful to hear of new of retired Unison colleagues who are on long term sickness so that she may visit them.



## Reynard pokes his nose in

PHOTOGRAPHER Mike Hall took to snapping wildlife recently, but he didn't have to join the hunt to catch this fox.

The cheeky chappie was happy to pose for Mike, and even had the nerve to put his head into Mike's camera bag.

Mike was on the Wirral photographing a substation when the jet black fox with a white-tipped tail took an interest in the cameraman's work.

"He seemed quite tame and didn't mind me taking his picture," said an amused Mike.

It seems that black foxes are quite rare and Mike was lucky to see one — let alone capture it on camera.

# OBITUARIES

CLWYD staff were stunned to learn of the death of one of their colleagues, 31-year-old Foreman David Weir.

Father-of-two David, who suffered from asthma, died on October 23 at Wrexham Maelor Hospital.

Clwyd Customer Service Manager Phil Starkey said: "Dave was a very popular member of staff and full of fun. Our sympathy goes out to his family and friends."

David joined Manweb as a Craft Apprentice at Clwyd in 1978 and on completing his apprenticeship was appointed a Meter Attendant in 1982. He went on to work in the Debt Control Department and was appointed Foreman in charge of Meter Reading and Collection in 1990. Last year he also took on responsibility for the District's shift and statutory function.

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

Ethel May Burke, who died on September 18 aged 88, was a Clerk in Area 1 until retiring in 1965.

Kenneth Smith, 66, died on October 9. He was a Joiner in North Wirral before retiring in 1983.

Frederick Tinsley worked as a Chargehand Installation Inspector in Liverpool before retiring in 1970. He died on October 10 aged 83.

Sheila Mary Schofield, 65, who died on October 11, was a Clerk in Mid Cheshire before retiring in 1988.

Arthur Fred Jones died on October 12 aged 84. He was a Foreman in Clwyd

before retiring in 1972.

Cecil Norman Preston, 83, who was an Electrician in Liverpool before retiring in 1975, died on October 15.

John William Bingham, 82, who died on October 17, was a Telephone Operator in Liverpool before retiring in 1976.

Robert Ivor Morris, 75, who was a Craftsman Electrician in Gwynedd before retirement in 1981, died on October 18.

Neville Raymond Evans, 68, was a Public Lighting Attendant in Dee Valley before retiring in 1981. He died on October 27.

Gwladys Gwendoline Jones, who died on October 29 aged 69, retired in 1983 at Head Office, where she was a Clerical Assistant.

Norman Harry Cragg, 66, died on November 5. Before retiring in 1991, he worked as an Admin Assistant in Mid Mersey.

John Robert Myers, who died on November 7 aged 83, was a labourer at North Mersey before retiring in 1975.

Huw Owen Hughes, a 1st Engineer in Clwyd before retiring in 1981, died on November 8 aged 71.

Cecil Norman Hughes, 64, who was a General Duties Assistant in Oswestry until retiring in 1982, died on November 9.

Stuart Leslie Jackson, who died on November 9 aged 66, worked in the Mains Department in Clwyd until retirement in 1990.

James Ernest Nolan, 59, a Joiner in Liverpool before retiring in 1991, died on November 14.

Leslie Victor Taylor, Area 4 District Manager until

retirement in 1968, died in November aged 88.

Stanley Charles Potter, 75, who died on November 21, was a Storekeeper in Liverpool before retirement in 1983.

James Frederick Graham-Glover died on November 24 aged 75. He was a Principal Assistant in North Mersey until retirement in 1982.

Joseph Nuttall, 84, a Fitter's Mate in Clwyd before retiring in 1974, died on November 26.

Robert Leonard Powell, who died on November 27 aged 80, retired in 1976 at North Mersey, where he was a Clerical Assistant.

Ivor Pearson, 71, a Principal Assistant at Head Office before retiring in 1986, died on November 28.

Samuel Rex Cooper, who died on November 29 aged 81, was a Labourer in Mid Cheshire before retiring in 1975.

Richard Owen, 80, a Linesman in Anglesey before retirement in 1969, died on November 29.

Joseph Frederick Devenport, 86, who died on November 30, retired in 1967 from Area 2/3, where he was a Ganger.

Alexander Thomas Kirby Knott, a Stores Assistant in Nantwich before retiring in 1970, died on November 30 aged 88.

Hugh Morris Jones, 84, who died on December 4, was a Driver in Aberystwyth until retirement in 1971.

Thomas Vincent Walley, an Installation Inspector in Mid Cheshire until retirement in 1971, died in December aged 82.

# FREE ADS

### Personal

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

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

### For Sale

**Bathroom suite** - including chrome mixer taps, turquoise, £60, excellent condition. Tel. 0286 870685.

**Puch** - Ladies bike, 3-speed, good condition, £30. Tel. 0286 870685.

**Black** - cotton sofa bed, very good condition, £80 o.n.o. Tel. 0244 682710.

**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 5, 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.

**HSL** - Back Care, Kingston high wing back Chair, as new, 8 months old, cost £265, will accept £80.

### Holidays

**Seychelles** - Why not try a different holiday on the island of Praslin staying in a newly built 6-bedroomed guest house standing in a 5-acre garden with its own beautiful beach 1 1/2 miles long? Details when you ring 0928 732530.

**Spain** - Winter/Summer breaks, long/short lets. Studio apartment in Benalmadena, Costa Del Sol. Flights arranged if needed. Beautiful pool and gardens, quietly situated but close to beach, bars and shops. suitable 2/3 people. Tel. Joe Flanagan, 341097.

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

**Costa Del Sol** - Why

not get away for a few weeks in the sun? Studio apartment available from March 19 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.

**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 mid-week breaks. Tel. 051-678 9854.

### 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.

### Property

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

## CONTACT

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

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

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

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

(BLOCK CAPS PLEASE)

Name .....

Work place (or retired) .....

Tel: .....

Send to: 'CONTACT' FREE ADS, MANWEB,

SEALAND ROAD, CHESTER CH1 4LR



Lisa Yates — in the running for another medal.

# RACE ACE LISA LIVES TO RUN

A few months ago when Lisa Yates had to hurry to work, she didn't run for a bus — she ran all the way.

This meant clocking up 90 miles a week on the journey from her St Helens home to her part time post as sales assistant in Kirkby shop.

Now that Lisa has become full time (temporary), she gets to work more conventionally — but she still finds time to run, sometimes a 10 mile trek at six o'clock in the morning.

lous experience and the organisation of the event was superb. The crowd was fantastic and helped keep me going. It also gave me chance to take in some sightseeing like Staten Island and Central Park."

### Training

Back home it's back to running for Lisa as she trains for the AAA event. As well as her running training, she uses the Bridle Road Gym and her local gym, sometimes not able to start until 10 o'clock in the evening.

Currently a member of Wigan Athletic Club, Lisa

represented Merseyside last year in the Inter-Counties Cross Country Run, where she finished third.

Now she has fewer hours available outside work, she has decided to buy a car to get her to training sessions quicker. "I wonder if anyone in Manweb could help?" she asked.

Lisa's next big run will be in Scotland when she steps out with top class competition hoping to qualify for the Scottish World Cross Country Championships. "I don't think I'll qualify, but running with such good international competitors will be a marvellous experience," she says.

### Progressed

This energetic 24 year old who says she eats, drinks and sleeps running, took part in the New York Marathon last November. Sporting a Manweb tee shirt, she progressed round the course, in stifling heat. She realised that even at 13 miles she felt fine and was running well. When she clocked up the next two miles without too much pain she decided to "go for it".

Despite a "killer last mile", Lisa finished 63rd overall with a most respectable time of 3 hours 12 minutes — a feat which earned her automatic selection for the AAA Elite Ladies British Championship run in April which should be seen on television.

"It was those 90 miles a week which got me through," said Lisa. "It was a marvel-

## Outstanding achievement

**THREE Manweb districts and Regions 2 and 3 Customer Accounts have been congratulated for making no guaranteed standards of service payments during October.**

Chief Executive John Roberts has written to District Managers Bill Tubey (Liverpool), Ian Basford (Gwynedd) and Don McRae (Oswestry), and also to Customer Accounts Managers Kevin Mawdsley (Region 2) and John Griffith (Region 3), asking them to pass on his appreciation to all their staff for their contribution to this excellent result.

### SQUASH CALL

THE 1994 ESI Squash Championships are due to be played in the first weekend in February.

Trials for selecting the team to represent Manweb will take place at Chester Rugby Squash Club on January 23 at 2.00pm.

The trials are open to all Manweb employees who are currently active squash players and meet at least the 4th division of West Cheshire Squash League or equivalent standard.

For further details contact Nick Loizidis on 2365 at Head Office.

### Standards

For Gwynedd District it was the fifth month running without any payments having to be made against the standards of service criteria. "An outstanding achievement," said Mr Roberts.

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

Letters of congratulation have also been sent to Region 1 and Dee Valley and Aberystwyth Districts, where just one payment was made in October. It was a particularly commendable achievement for the two districts, said Mr Roberts, as they had 'swung' between nil payments and one payment each month since May 1993.

## Boy joy

ALL the Construction staff at Machynlleth Depot send their congratulations to Gareth and Llinos Williams on the birth of a baby boy on November 10.

## TUNING IN TO CHILDREN

DANCERS who tuned in to Brian Lloyd's disco helped to push up funds for the Chester Childbirth Appeal, by £478.

Brian, Chargehand Storekeeper at New Crane Street arranged the disco to support the appeal which is seeking to provide extra facilities at the Countess of Chester Maternity Wing.

Brian's concern for the cause began 22 years ago when his wife had a stillborn baby girl and he realised the hospital's shortage of facilities.

Now he's continuing his fund-raising efforts to help provide new delivery rooms, a water birth room, accommodation for bereaved parents and possibly a counselling room.

Anyone wishing to donate or help in fundraising should contact Brian at New Crane Street.

## Prize for a school's green idea

A SPECIAL school in Pwllheli has scooped the prize of a new computer in a Manweb environmental competition.

Ysgol Hafod Lon won the equipment as a special award for endeavour in the Manweb-sponsored regional final of the Times Educational Supplement Environmental Awards.

The School's winning 'green' project was a label which allows envelopes to be reused. Other local organisa-

tions have now started to use the school's labels, and there is much local interest in the idea.

Manweb's Gwynedd District Manager Ian Basford was particularly impressed with the project, and decided that the children's work deserved recognition. With Headmaster Mr Arfon ab Eurig it was decided that the Manweb award should be in

the form of an Apple computer.

Mr Basford said: "I was very impressed by the depth of knowledge the children showed in preparing this project, and the soundness of the idea which can very easily be used in commerce and industry. The level of environmental awareness shown by the students is very encouraging."

## CHARITY CHEQUE

A LIVERPOOL charity has been given a £200 cash boost by Manweb to help its work with disabled elderly people.

Mike Jones, Manweb's North Mersey District Manager, is pictured (left) presenting the cheque to (l-r) Chris Bartley, Marian Whiteside and David Miller, of the Association for the Mentally Infirm Elderly, which is based in Charnock Road, Walton.

