



David has the magic

IT'S a kind of magic when David Joseph appears in front of visiting parties of schoolchildren at the Lister Drive depot.

The Multi-Utility Administrator has been a member of Mahatma, the Liverpool Magic Circle, for two years and often amazes youngsters with his tricks.

David, aged 30, is an expert at sponge ball routines and making red billiard balls

turn yellow. But what really wows the kids is his ability to "model" balloons, turning them into kissing birds or teddy bears.

"My speciality is close-up magic," he said. "At Christmas I table-hopped in pubs, clubs and restaurants and I just love to see people getting enjoyment from the tricks."

● David is pictured left performing one of his many tricks.

Rugby stalwart keeps his touch

MALCOLM GARRITY is determined not to lose touch with his rugby – even though he is working 300 miles away from the club where he is under-18s coach.

While based in Manweb House, Chester, the Economic and Business Development Manager, temporarily separated from his local Helensburgh RFC near Glasgow, has been getting involved with the Chester Rugby Club.

"I went along to steal coaching ideas

really," said Malcolm. "But while I was there I asked if they could utilise me in any way, and now I am assisting at training one night a week. As well as being highly skilful and successful, the Chester players are a really welcoming bunch of lads."

Malcolm once played wing or full back in the Helensburgh first team, but retired through injury. It was through teaching his son John that he became interested in the coaching side, and he is a registered Level 2 SRU coach.



Rugby coach Malcolm Garrity – assisting with training at Chester RFC.

Where martial art meets NVQ exams

NOT many people take an academic exam dressed in a white martial arts robe. But Steve Gauller opted to be judged for one unit of his NVQ Training and Development course on his ability to teach the Korean martial art of TaeKwon-Do.

His own Wirral TaeKwon-Do school was the venue when Steve, Open Learning Co-ordinator at Manweb House, was assessed for his ability to "create a climate of learning" in the relevant section of his Level 4 course.

The examiner's verdict after the session at the Shaftesbury Youth Club in Tranmere? "Your group were highly motivated throughout and they sustained this in part through your encouragement and individual attention. A good first observed session. Well done."



Steve Gauller, centre, pictured during his assessment.



Idea is a real winner

PAULA WEBSTER'S idea for a feature on the ScottishPower Internet site has won her a £800 camcorder.

Paula, secretary to the Commercial and Regulation group, entered the competition in last September's Contact with the suggestion of putting Manweb's electricity unit prices and tariffs on screen to allow people to compare them with other companies' charges when they log on.

Pictured above presenting her with her prize, is Eilidh Henderson, Project Co-ordinator for the group Internet Strategy Team, who said: "Paula had an excellent idea, which will be incorporated on the Manweb Home Page. We had a lot of very good entries, many of which will be adopted."

Contact



Manweb
A ScottishPower Company

NEWSLETTER FOR MANWEB PEOPLE

JANUARY 1999



Manweb staff join storm duty teams in Scotland

BRAVING the elements... Lee Pritchard (left) and Mark Jones, linesmen from ScottishPower Contracting, Llandudno Junction, working hard despite freezing conditions near Kilmarnock in Scotland to help colleagues from ScottishPower restore battered overhead systems during the storms that followed Boxing Day.

● How Manweb helped out – see page three.

MERGER PLAN IS ANNOUNCED

OUR horizons are widening! ScottishPower has announced an agreed merger with the U.S. electric utility PacifiCorp, giving Manweb a new sister company across the Atlantic.

The combined group, which will continue to be called ScottishPower, will have its headquarters in Glasgow with its U.S. head office in Portland, Oregon. It will have 23,500 employees worldwide.

PacifiCorp serves 1.4 million electricity customers in six western states: Oregon, Washington, Utah, California, Wyoming and Idaho. PacifiCorp also serves 550,000 electricity customers in the Australian states of Victoria and New South Wales.

The company represents an ideal partner for ScottishPower. It is vertically integrated with an extensive customer base in a fast-growing economic area of the U.S. and has a high-quality asset base.

The Board of ScottishPower has undertaken extensive research and benchmarking amongst U.S. utilities and believes that PacifiCorp represents an ideal opportunity for ScottishPower to transfer its proven utility management skills to the U.S. market. This should bring significant benefits to shareholders.

ScottishPower intends to enhance PacifiCorp's performance primarily through improved efficiency and cost reductions, enabling PacifiCorp to move more quickly towards achieving its stated aim of earning

the authorised regulatory rate of return in the states where it conducts business.

ScottishPower's Chairman, Murray Stuart, said: "PacifiCorp will provide a strong platform for growth in the US, complementing our existing opportunities in the UK.

"We will continue to build upon the substantial success we already enjoy in the UK, by winning new gas and electricity customers, increasing UK wide generation sales, improving the performance of our water business and investing in the rapid expansion of ScottishTelecom."

Alan Richardson, currently Managing Director, Power Systems at ScottishPower, will become the new Chief Executive Officer of PacifiCorp.

Community champions honoured – see centre pages

Minister visits recruits

CABINET Minister Peter Kilfoyle, MP for Walton, paid a special visit to see New Deal recruits in action at Manweb's Bridle Road base.

They are busy on Geographical Information Systems (GIS), a two-year project to align our network of electricity cables and overhead lines to digital Ordnance Survey maps. Contractors and other utilities may now remotely view locations of our equipment by accessing Manweb's Intranet thus ensuring they do not damage cables when carrying out street works.

The project will also enable Manweb to



Peter Kilfoyle (centre) with New Deal recruits and GIS staff at Bridle Road.

deal with faults on the system more quickly.

ScottishPower Learning and Manweb are working with the Employment Service to help unemployed young people, via the Government's New Deal initiative.

Mr Kilfoyle said: "I was most interested to see the training and development New Deal recruits are getting. In addition I found the GIS project interesting - I was delighted to see Manweb making use of technology that will benefit customers."

Film buff's star role

LIGHTS, camera, action! Manweb's resident film buff Malcolm Arthur reached the semi-finals of a BBC film quiz which went on air on New Year's Day.

Malcolm, Procurement Buyer at Queensferry, who is a "lifelong fanatic" of the world of movies, used his expertise to notch up 30 points in the penultimate round of "Screen Test."

Having previously won through the heats after being picked to compete from more than 500 people, George was following up his triumphs in the 1980s when he became a BBC Film Buff of the Year finalist.

This time round he specialised in the life and work of the screen giants George Raft and Charlton Heston.

"Films to me are a form of escape and I like to be taken out of myself," said



Malcolm Arthur at home with his film books and movies.

Malcolm, whose all-time favourite films are The Searchers and Pride of the Yankees. "Screen Test was recorded round the country, and I was taken to the specialist cinema in Nottingham and the Cornerhouse in Manchester."

Sharp point the way to a quality service

MARTYN JONES, Head of Customer Service, presents the 1998 Manweb North Wales Quality Prize to Helen Jones, Quality Co-ordinator of Sharp Manufacturing, Wrexham. It is the second year running that the company has won the award, given as part of the Wales Quality Awards organised by the Wales Quality Centre, at a ceremony at Cardiff City Hall.



Bill Tubey receives the IIP award from Bill Landels.

Top award goes to Merseyside

POWER Systems in Merseyside Region have achieved the prestigious Investors in People award.

Bill Tubey, Merseyside Region Manager, was presented with the award by Bill Landels, Manweb Managing Director, at a special ceremony at Lister Drive.

Bill Tubey said: "The award is about Manweb's commitment to its employees and their development from a personal and business level, as well as making sure people are kept informed, with regular briefings and reviews of staff needs."

After registering with Merseyside Training and Enterprise Council for the IIP Award, Merseyside Region drew up Personal Development plans for more than 300 staff, in line with the needs of the business. There was also close partnership with Power-Learning, Power Systems' training and development arm, before the final audit.

Rallying to give storming help

MANWEB staff helped colleagues in Scotland cope with customer calls and repair damage to the network during Christmas and New Year's severe storms.

Warrington call centre was opened to take Scottish calls and Manweb staff went north to work alongside ScottishPower teams.

More than 100,000 customers were without power on Boxing Day in ScottishPower's three regions at the height of the storms, the worst in 30 years.

Manweb region escaped severe damage, despite winds of 110 mph on Snowdon, with around 1,000 customers affected at any one time in Wales and Cheshire.

Warrington call centre took 1,457 calls from Scotland on Boxing Day with a further 6,700 Scottish calls answered by volunteer staff on December 27-28. In addition up to 41 staff at Pentre Bychan, plus Contracting Services teams at Contracting Services, took calls from Scotland, as well as dealing with Manweb's own emergency calls.

Sue Reece, Energy Supply and Service Manager, Warrington, said: "As the weather worsened we called people in and everybody involved did an exceptional job."

Co-ordinated by Power System Manager Phil Currie at Central Operations, over 70 linesmen, engineers and drivers from Cheshire, Merseyside, Wrexham, Mold, Oswestry, Rhyl and Aberystwyth travelled north to help with repairs. They were joined by 20 staff from ScottishPower Contracting in Llandudno Junction. Stan Currie, new Wales Regional Manager, also went north, helping Southern Region to overcome a shortage of HV fuse links and actuators by calling on reserves in Wales.



SOME of the staff at the Manweb Warrington Call Centre who were called in over Christmas to deal with calls connected with the storms in Scotland. They are, left to right, Team Leader Gill Cason and Customer Service Representatives Christine Dempsey, Lorraine Boothby, Peter Tubey (seated), Brendan Rodgers, Dave Thomas, Jeff Fairclough, David Archer (seated on desk), Steve Bray, and Chris Bozson.

Stan said: "Kevin Horne, Procurement Team Leader, immediately volunteered to drive up to Scotland - we were able to meet him halfway, at Penrith, and then he drove back to Rhyl."

Andy Palin, Construction Section Engineer, Merseyside, helped replace poles carrying 33,000 and 11,000 volts in hilly open countryside near Kilmarnock. He said: "The conditions were atrocious and our vehicles repeatedly got stuck in mud as the snow thawed, turning the fields into bogs."

Peter Jones, Operations Manager, Southern Region, co-ordinated the teams from Manweb and other RECs. He said: "The spirit and wonderful attitude to work of the Manweb teams was great - although they came from all over, they gelled together straight away."

Charles Berry, MD, Energy Supply, said: "The help we received from Manweb was unbelievable and showed a lot of dedication. It was so needed and so welcome - and it was given graciously."



Manweb employees with their NEBS Management certificates being congratulated by Manweb Managing Director Bill Landels and pictured far right is Open Learning Adviser Steve Gauller.

Open learning hits milestone

A SPECIAL presentation ceremony celebrated the 1,000th person to complete a Manweb Open Learning course since the scheme was inaugurated in 1996.

Jane Williams, of Customer Services in Pentre Bychan, took the plaudits and was presented with a special certificate for success in her Professional Telephone Skills course.

Steve Gauller, Open Learning Co-ordinator, said: "Interest in Open Learning is growing across

all of our 13 Centres and by the end of March more than 1,200 courses will have been started."

At the same time other certificates were presented to mark the completion of formal academic programmes sponsored by Open Learning, including NEBS (the National Examining Board for Supervision and Management, the awarding body for management qualifications), ONC electrical engineering, HNC business studies, and IPD and AAT qualifications.

Jane Williams, whose certificate for the completion of her Professional Telephone Skills course showed that she was the 1,000th person to complete Open Learning at Manweb.



Night-time view of the light show.

Yellow submarine stars in light show

WE all live in a yellow sub-station – the Manweb substation at Mathew Street in Liverpool has been turned into a phantasmagoric evening light show featuring a Yellow Submarine as part of the renovation of the Cavern Quarter made famous by The Beatles.

Managing Director Bill Landels joined sixties pop star Gerry Marsden for the big switch-on to demonstrate the computer-controlled light show which will run from dusk until 1am week nights and 3am at weekends.

Manweb joined with businesses from the Cavern Quarter

to transform the 110-year-old site into part of the Mathew Street tourist route.

An outer wall was demolished and the power plant – which serves shops and businesses in the area – is now visible behind a mesh, giving tourists and night-time revellers a continual light show of projections and special effects devised by leading lighting expert Jonathan Speirs.

They include – of course – a yellow submarine to remind viewers that the substation used to power the amps of the pop group in the venue they made famous.



Celebrating the launch (left to right): Billy Butler, radio presenter, Alan Richardson, Managing Director, Manweb Power Systems, singer Gerry Marsden and Bill Landels, Managing Director, Manweb.

Glittering awards evenings for Chronicle-Manweb Community Champions Campaign

PACKED audiences gathered for two glittering awards evenings to mark the final awards stages of the 1998 Chronicle-Manweb Community Champions campaign.

Once again – for the tenth year – our special community champions were honoured after being chosen from hundreds of names submitted by the general public, charities and business organisations from across the region.

Hosting the Cheshire awards ceremony at the Chester Grosvenor Hotel were Manweb Managing Director Bill Landels and Chronicle Newspapers Managing Director David Faulkner, with Brookside celebrity Vince Earl as guest of honour.

At the North Wales presentations at Kimmel Manor Hotel, Abergele, TV personality and former *Blue Peter* presenter Diane Louise Jordan was guest of honour. They met all the winners and also made special award presentations to the main nominees – the unsung heroes and heroines who add to the life of their local communities.

Readers of Chronicle Group Newspapers, including those of North Wales Independent Press, are asked to name their local “stars” in five different categories.

Overall Cheshire Champion was 17-year-old Joseph Orme, who despite having his right leg amputated after 38 operations at the age of 11 is pursuing his dream of becoming a champion skier and has been called up for trials with the British Disabled Skiing Squad.

Other awards in Cheshire went to Champion Man of the Year Stan Helm, aged 73, a disabled pensioner who has set up creative writing workshops for the visually impaired, Champion Woman of the Year Joan Jones, aged 54 of Halton, who has raised more than £50,000 for the Macmillan Nurses Appeal, Environmental Champion Ann Lacey, who has spearheaded the campaign against proposed waste tips in Cheshire, Environmental Group of the Year the Deeside Community Hospital League of Friends and Young Person of the Year Matthew Langridge, aged 15, a Hartford High School pupil who



Bill Landels presents the charity cheque to regional Woman of the Year Audrey Ryder. Chronicle Group Managing Director David Faulkner is on right.



Overall North Wales Champion Daniel Davies with TV personality and former *Blue Peter* presenter Diane Louise Jordan.

Local unsung heroines and heroes honoured

saved the life of a drowning man.

Overall North Wales Champion was Daniel Davies, aged 13, who risked his life in a vain bid to save his best friend after they became trapped on a sandbank by the incoming tide on Llandudno's West Shore.

Awards also went to Champion Man of the Year Bob Williams, aged 71, a cancer sufferer who has raised £12,000 for a pain-controlling device, Woman of the Year Sheila Phylip-Jones, a cancer sufferer, for her sterling work in the community, Young Person of the Year Robert Charlton, aged 15, of Beaumaris, for raising money for the RNLI, Environmental Champion the North Wales Community Roots Association for setting up safe paths after the Towyn floods and Environmental Group of the Year the St Kentigern's Hospice Volunteer Group, an army of 200 volunteers.

The prize in a special Manweb raffle guaranteed £500 to a regional winner for a

charity of their choice, and Bill Landels presented the cheque to regional Woman of the Year Audrey Ryder, nominated for tireless community work in her village of Burwardsley.

A special presentation of the cheque was later made by Audrey and Manweb's Finance Director Trevor Fenwick to the Hospice of the Good Shepherd in Backford.

In the audience at the awards ceremonies were civic leaders, captains of business and industry, and other leading representatives from the community. Master of Ceremonies at Chester was Granada Television News presenter Trevor Green, and at Abergele, HTV presenter Dilwyn Young-Jones.

Commenting generally on the standard of entries, Bill Landels said: “The nominees this year were absolutely superb. We are continually surprised by their dedication to good causes in their communities.”



Overall Cheshire Champion Joseph Orme.

Safe working is charity boon

A TOTAL of £1,900 for charity has been raised over the past seven months through safe working practices by the Metering Business at Queensferry.

At a ceremony in the Eaton Room, Manweb House (pictured right), the following

nominators made presentations: Mandy Connah (£300 to Operation Kimberley), Steve Simcott (£200 to Dial House), Jill Wannop (£200 to the D & D Sports Club for the Disabled), George Stewart (£200 to the 10th Walton on the Hill Scout Troop), Tim Mason (Hope

House Hospice), John Boyer (£200 to St Helens and Knowsley Hospice), Steve Jones (£200 to Marie Curie Nursing Service), Phil Berry/Steve Jones (£200 to Lorraine McCarton, Multiple Sclerosis) and Steve Waywell (£200 to British Lung Foundation).



ESPS pledge on new pension scheme

THE new pension arrangements across the ScottishPower group, launched on January 1, were discussed at the third annual general meeting of the Manweb Group of the Electricity Supply Pension Scheme (ESPS).

Meeting Chairman Bill Landels emphasised that new arrangements would have no adverse effect on the benefits of existing members of the ESPS, and are aimed at new employees in the group.

The AGM covered a number of topics of interest to the members, including highlights from the Annual Report and Accounts which showed that the market value of the Scheme had risen from just over £504.4m last year to £614.2m.

An insight was given on the introduction of a new investment facility which became available to Group Trustees in May 1998, known as Segregation.

This enables them to match the cashflow and maturity profile of the Manweb Group with the appropriate asset allocation and investment manager structure.

Call centre staff enjoy sweet taste of success

MANWEB had a taste of the action when deserving people round the region received free boxes of "Clare's eclairs" in a promotion for a new radio station.

None more deserving than staff at Warrington call centre - when Century Radio presenter Derek Webster heard over a radio link that together with the centre in Wrexham they handle 50,000 calls a week and deal with 1,500 letters, he immediately gave the go-ahead for a handover of the mouthwatering pastries.

Breakfast show producer Clare Cridland had descended on the call centre mid-morning to set up the link between the station HQ in Salford and Paul Whitby, Manweb sales and service team leader. "It was decided we deserved the eclairs especially after they learned about our customer service," said Paul.

Century Radio, a "personality" radio station serving a potential 5.4 million people in the north-west, goes out on 105.4 FM.



Lorraine Boothby, sales and service team member, and Paul Whitby, sales and service team leader, receives the eclairs from Clare Cridland of Century FM (right).

Bugbusters team on Y2K challenge

INTRODUCING the "Bugbusters", a special team working to ensure Power Systems are Millennium compliant and that the issue does not become a problem for customers or staff.

Barry Judd is Power Systems Y2K Compliance Manager responsible for delivering all projects. He has been involved with the programme since 1997. In charge of keeping everyone up-to-date via regular articles, team briefs and poster campaigns is Lesley Laird, who acts as Communications Controller.

The single biggest Power Systems Y2K challenge is the Manweb Telecontrol project called NMS, which is made all the more difficult by being integrated in the TRIP project - the roll-out of TroubleCall, ICOND and Prosper in Manweb. In charge is Andrew Firth.

Carl Marsland has responsibility for the GIS system and has undertaken Y2K testing, while

Steve Holmes is the Manweb desktop expert and has made the job of dealing with rogue PCs easier.

Others involved in the project are Jill Dewhurst (leading the ISD efforts), Gary Henshaw (ensuring that ScottishTelecom hits the targets), Dave Hill (input from AM 2000), Bob Campbell (working with his Property Services team to ensure that the 45 premises occupied by Power Systems will be safe) and Robin Bradshaw (Millennium Operating Regime).

Manweb has initiated an alliance with other members of the Y2K UK Utility Group to provide organisations in Wales with a single platform for discussing compliance preparations and operating plans.

John Mayes, Supply Chain Manager for Y2K, said: "The proposed Welsh Utility Forum will consist of Y2K Programme office representatives and operational managers from the key utility services of power, water, gas and telecom services."



Business unit achieves top quality standards

THE Business Centre in Energy Supply has been re-accredited against ISO 9002 - the first business unit in Customer Service to have gone through the process successfully.

Six months of intensive preparation were involved, and the credit control team put together a Business Plan in anticipation of the two day final audit by John Hastwell, Lead Auditor for EAQA, the accreditation body. "The auditor went through the whole range of our quality systems and working procedures," said Business Centre Team Manager Hilary Ryan.

Pictured with the ISO 9002 certificate are, left to right, John Hastwell, Hilary Ryan and Jon Pritchard, Quality Advisor Organisational Development, with members of the energy supply team.

Training triumphs

AN initiative to improve competitiveness and boost the performance of Power Systems procurement staff has been given nationwide recognition by winning a national training award, promoted by Scottish Enterprise, and a Special Award in the 1998 UK National Training Awards.

Power Systems Procurement at Cathcart designed a highly-targeted programme to train 26 crucial procurement staff in only 10 months, which has contributed to the delivery of multi-million pound savings for the Division.

An internal implementation team drawn from Power Systems procurement staff at Cathcart and Queensferry and Power-earning staff at Dealain House worked with an external training provider.

Christmas sparklers!

FOR the second year Running Merseyside region rose to the challenge, issued by Business in the Community, of "lighting up someone's Christmas".

Under the scheme local charities and organisations send in a "wish list" and businesses such as Manweb are invited to fulfil some of their requests.

Construction Manager John Marsh and his staff provided 15 panto tickets for children from Toxteth, giving them a rare chance to enjoy a festive spectacle.

Regional Manager Bill Tubey agreed to provide 19 gift vouchers for the women and

children staying at a refuge for children in South Merseyside, and also - helped by Cynthia Potter (Construction) - provided computer games for people living in a hostel in Scotland Road. Twelve hampers of food basics were supplied to people with mental health problems by Personnel Manager Dave Winter and staff.

Operations staff provided 120 gifts for people at a homeless centre in Liverpool, while Chris Parker (Safety) and Nigel Jones (Finance) gave six food hampers and 20 selection boxes for single parent families in Speke.

Alan Cheetham (Transport Supervisor) and Community Liaison Officer Moira Renwick once again set up their Christ-



Can you identify these babies?

MAINTENANCE Engineer Ian Davies holds up two of his "mystery babies" who helped to raise money towards completing the charity challenges.

Do any Contact readers recognise these early versions of Manweb employees now based at Lister Drive? (CLUE: one has previously also worked at Oswestry, Hoylake, Bridle Road, Prenton and Sealand Road). Call Sarah Batley with the identities (01244-652098) and you could receive a £20 Marks and Spencer voucher. First name out of the hat wins the prize.

mas Grotto at Acorn Urban Venture Farm, with Moira guest-starring as an elf.

Money was required to complete the challenges, and among the stunts was a "slosh the boss in the stocks" event with wet sponges, a "bring your teddy to work" day, and a "Name that Baby" competition dreamed up by Maintenance Engineer Ian Davies.

Landscape project wins environmental accolade

MANWEB has received a prestigious Rural Wales Award for restoring the scenic view of one of Wales' most beautiful landscapes.

The award was made by the Denbighshire branch of the Campaign for the Protection of Rural Wales, in recognition of an environmental contribution to the Clwydian range of hills. Manweb removed pylons and overhead lines and

placed them underground using trenchless technology at Bwlch Pen Barras, thus ensuring that the character of the area was restored and preserved for the future.

Judge Ian Trigger, CPRW branch chairman, said: "We appreciate Manweb's work undertaken at their own expense to restore a landscape which has been designated an Area of Outstanding Natural Beauty."



Manweb Network Operations Manager Andy Stubbs, right, receives the Rural Wales Award from Ian Trigger of the Campaign for the Protection of Rural Wales. Centre is Manweb Project Engineer Ted Dutton.

Awards mark success for craft apprentices

A SPECIAL Awards Ceremony at Hoylake House marked the culmination of four years of hard work and study for 15 Manweb apprentices.

The newly-qualified craftsmen, who were presented with their certificates by Bill Tubey, Merseyside Regional Manager.

The trainees have all successfully completed their programmes under the well-established Manweb Modern Apprenticeship Scheme.

Craft Trainee of the Year was Kevin Rice, aged 24, from Widnes, who was one of those offered a place on the scheme when more than 400 youngsters applied in 1994.

Kevin has now landed a job as a linesman in Manweb's Cheshire Region.

During the four-year programme the craft trainees received training and development in such areas as cable jointing and working with



Kevin Rice, Craft Trainee of the Year, receives his award from Bill Tubey, flanked by the other award recipients.