

Manweb builds on strong financial performance

PROFITS IMPROVE QUALITY AND SERVICE

MANWEB has announced pretax profits for the six months to September 1992 of £37.1 million. More than £31 million has been reinvested in the business, and as a result, improvements in the quality of supply and customer service are already being seen.

Electricity price rises have been held to 1.9 per cent, less than the industry average and well below the Retail Price Index.

Capital Expenditure

Major projects underway at the six-month stage include new industrial schemes on Deeside, at Hawarden and in Oswestry, providing supply to two new wind farms in North Wales and major schemes in Bromborough, Llanidloes, Colwyn Bay, Knutsford and St Helens. Refurbishment of the existing network accounts for nearly £14 million, with 900 km of overhead line refurbished.

Customer Service Initiatives

Another major investment has been the establishment of Manweb's three new customer information centres based in Warrington, Birkenhead and Wrexham. The centres have been specifically designed to handle a greater number of calls and reduce customer waiting time.

In the first half of the year, Manweb improved its performance in a number of Standards of Service. The number of payments made on failure to achieve guaranteed standards has fallen in the last six months by over 16 per cent, the company introduced am/pm guaranteed appointments on October 1 and doubled the value of guaranteed payments on November 1.

Since July direct complaints to Manweb and Offer (the Office of Electricity Regulation) have fallen steadily, and recent disconnection figures published by Offer for the 12 months to September 1991 and 1992 showed a 46.2 per cent reduction for Manweb.

New Developments

Manweb Contracting Services Ltd began trading as a wholly-owned subsidiary in August 1992 and owing to non-recurring start-up costs and the effects of the recession, the business made a small loss.

Manweb Gas Ltd, set up in May to market gas supplied by Alliance Gas Ltd, is well on the way to achieving its first year target of selling 13 million therms.

Manweb Generation Holdings Ltd have invested £1.7 million in two wind farms, one in Carland Cross in Cornwall, which is already generating and selling electricity, and Coal Clough, near Burnley in Lancashire which is due for completion early 1993 and with 24 turbines will be the largest wind farm in England.

Manweb in the Community

Manweb has been involved in two major community funding projects in the past six months. In partnership with Neighbourhood Energy Action, the national charity which promotes the government's Home Energy Efficiency Scheme for low income households, the company established a 'hardship fund' for households within the Manweb region to cover the difference between the government grant and the full cost of

home insulation. Manweb has also contributed to a new Business In the Community project in Liverpool which has created a centre for training and accommodation for homeless young people from a building that was lying empty.

John Roberts, Chief Executive, said: "We are beginning to see the results of our efforts to make substantial improvements in customer service. New initiatives are planned over the coming months and we are confident that this will bring added benefits for our customers."



Manweb Chairman Bryan Weston meets Prince Charles in Holyhead.

Royal praise for project

HIS Royal Highness the Prince of Wales was in Holyhead to see the launch of Manweb's £1/2 million 'Power Save' project in the town.

The project plans to reduce peak electricity demand in Holyhead and the surrounding area by one megawatt — enough power to supply an additional 1,000 homes.

Speaking at the Holyhead Towards 2000 Conference in the town's Uchledre Centre, Prince Charles praised Manweb's energy saving aims.

He said: "I was particularly interested to hear of the Manweb energy saving project being undertaken with the Prince's Youth Trust Volunteers, which will make a substantial difference in the long run. It is a very substantial and worthwhile project and I look forward to hearing of its success as it develops, and hope that more of this type of environmental project will be undertaken."

The reduction in power consumption will be achieved by introducing a series of 'demand side' measures for electricity users. These will range from the supply of low

By Graeme Cooper

energy compact lights and insulation in houses, to advising local commerce and industry on energy efficiency and assisting with its implementation.

Manweb Director, Power Marketing Colin Turn to page 3



WHO is the man behind the mask? Is it Cyrano de Bergerac? One of the Three Musketeers perhaps? Could it be that famous swash-buckler Douglas Fairbanks or even Errol Flynn? Or is it Manweb's latest security measure? All is revealed on page 12.



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Dee Valley
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Aberystwyth boosts Children's Fund

ABERYSTWYTH District bucked the recession to beat its 1991 Children in Need fundraising total.

At time of going to press over £72,000 had been raised — a 35 per cent increase over last year. Manweb kept up what is now a tradition in Aberystwyth, with staff from the district taking the first stint on the BBC's Children in Need pledge lines.

Manweb staff also took part in the Beaujolais Nouveau run for Children in Need, with Augustus Barnett off licences and the town's Rotoract Club. Over £100 was raised, and Energy Sales, Wales Account Manager Tomos Davies is pictured with Dwynwen Morgan of Aberystwyth Office Services enjoying the fruits of the race!

Other Children in Need events in Aberystwyth included students from the university selling 'bug' badges, raising an amazing £25,000, and the local fire brigade charging a toll on traffic entering and leaving the town, raising £6,000.

Manweb donated appliances for a special draw open to everyone pledging money, and the winners were Bryncreg Primary School of Tywyn, Gwynedd who won a Belling cooker.

Tomos said: "Everyone worked very hard and our total being up on last year's is actually against the national trend. Manweb staff kept the pledges rolling in on the phones and everyone deserves a vote of thanks for making Children in Need a success."

CHANGING FACES

EPEA PRESIDENT RETIRES

PAST EPEA President, Harry Sharrock retired at the end of September.

Before joining Manweb, Harry was trained in outside Industry at Brookhurst Igranics, Bromborough. Following National Service, where he came out a Sergeant, he joined AEI at Liverpool, East Lancashire Road.

In 1964 he joined Manweb at Hatton Garden Area 1 as a Third Assistant Engineer.

Periods of secondment were spent in Liverpool and North Wirral, leading to a permanent post in North Wirral, rising to the position of Section Engineer. During this time he was an active member of the EPEA, a founder member of Group A Technical Staff Committee and was also on various National Committees of the EPEA.

When he became President of the EPEA he was seconded from North Wirral District. This secondment was continued at the end of his year's term



of Presidency when he came to Head Office involved with plant allocation activities in the Mains Development Section.

Technical Power Systems Manager Bill Rogers is pictured presenting Harry (left) with a card and cheque which Harry is putting towards video editing equipment.

Harry will be known in particular for his depth of knowledge of National Agreements and for his willingness to advise staff on these matters.

End of line for Llangefni chargehand

LLANGEFNI Chargehand Linesman Dick Hughes has retired after more than 43 years' service with Manweb.

Dick, otherwise known as Dick Pentrefelin, started work with Manweb in June 1949. He worked in the 11kV construction gangs on Anglesey until 1974, when he was made Chargehand Linesman for work above 30kV. Dick was Safety representative for the Mains and Commercial Department on Llangefni until 1980.

Throughout his career Dick was a thorough and conscientious worker, he even went as a volunteer to assist the south of England during the 1987 hurricane.

A retirement party was held at Tafarn y Rhos, Rhos Terhwa, where Dick was presented with a



metal detector, and wife Betty received a floral bouquet.

Dick is pictured (centre) with Llangefni colleagues Storekeeper Guto Davies and Linesman Dick Jones.

Divisional Accountant appointed

MANWEB has appointed Mr Adrian Harling as Divisional Accountant for its Power Marketing Division.

Mr Harling (40) is based at the company's Chester Head Office. He has spent the last seven years in the construction industry, his most recent position being as Finance Manager with ARM Construction (Chorley) Ltd.

HONOURS

A graduate of Manchester Polytechnic, Mr Harling holds a BA honours degree in accountancy and is a fellow of the Institute of Chartered Accountants.

He is married with a daughter and lives in Bramhall near Stockport.

Mr Harling said: "This is an exciting time to join one of the region's major privatised industries and I am looking forward to developing my role to support our business."



Farewell to Derek

CONTACT POINT

AN RSPCA officer felt a right 'twit-to-woo' after spending more than an hour trying to coax down an owl from the top of a pylon.

The owl turned out to be a lifelike wooden dummy, which had been placed there by Manweb to deter real birds from roosting on the power lines!

MANAGEMENT Service Consultant Derek Percival is pictured (centre left) receiving retirement gift vouchers from Head of Management Services Phil Walker and other colleagues.

Derek joined Manweb in 1954, and after his long career he now plans to tackle some DIY jobs around the home. In addition to his DIY interests Derek is an experienced glider pilot.



CONTACT

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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, or Graeme Cooper on ext. 2099. At the following locations you can talk directly to one of Contact's District correspondents.

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Mid-Mersey: Mike Townson, ext. 2231

Dee Valley: Kath Sadowski, ext. 2183

North Wirral: Janet Ford, ext. 2360

Mid-Cheshire: Diana Wood, ext. 2117

Clwyd: Min Williams, ext. 2187

Gwynedd: Hefyn Thomas, ext. 2250

Oswestry: Gerry Garbett, ext. 2201

Aberystwyth: Keith Jones, ext. 2202

Hoylelake Training Centre: ext. 251

ALAN PLUNGES TO A DOWNFALL



Alan Hughes and his nieces Katherine and Elizabeth press the plunger to blow up the towers at Connah's Quay Power Station.



Sheer dynamite! The towers are reduced to rubble in a matter of seconds.

Pictures courtesy PowerGen

SHEER dynamite! That's the only way to describe the unusual prize Manweb Assistant Auditor Alan Hughes won in a charity raffle.

Alan, who is based at Head Office, won the honour of blowing up the cooling towers and chimneys at PowerGen's redundant Connah's Quay Power Station.

It took just a matter of seconds for Alan, helped by his two nieces Katherine, aged seven, and five-year-old Elizabeth, to reduce the three

towers and two 92 metres high chimneys to several thousand tonnes of rubble.

From a safe distance on a jetty on the opposite side of the river, Alan and his nieces joined forces to press the plunger and set off the controlled explosion.

"There was a terrific bang and the towers collapsed, followed by the chimneys five seconds later," said Alan. "Fortunately everything went according to plan and the rubble ended up where it was supposed to!

"It was a very unusual prize to win in a raffle, but it turned out to be a really exciting experience. My nieces were a bit shy to begin with but at the end of it they were very pleased with themselves. After all it's not every day you get to blow up a power station."

The blast was carefully planned by the UK's leading explosives experts, Controlled Demolition Group, so that the five structures collapsed telescopically, falling with a slight sideways bias away from the nearby railway line.

Big drop in cut-off rate

MANWEB has reported a dramatic fall in the number of customers being cut off for not paying their bills.

In the 12 months to September 1992 there was a 46 per cent decline in the disconnection rate, from 1507 in 1991 to 811 the following year. And the downwards trend continued in October, when there were no disconnections.

"These figures are extremely encouraging, particularly since the Consumers Committee will view them as a key indicator of Manweb's performance," said Regulation Business Manager Tim Elliot.

IMAGINATIVE

"Manweb has been using disconnection as absolutely the last resort, and finding far more imaginative solutions to people's payment problems, such as offering card meters and budget payments to prevent customers from getting into debt in the first place."

At the same time, there has also been a fall off in the number of complaints about Manweb to the Office of Electricity Regulation (OFFER). In October 1992 there were 60 complaints compared to 118 in October 1991, and in November 1992

By Jackie Unsworth

OFFER received 47 complaints about Manweb compared with 102 the previous November.

"We've managed to halve the complaints against us, which is extremely good news," said Tim Elliot. "The main reasons are that the level of service we provide has improved, and we are also handling complaints made direct to us much better. Fewer customers feel it necessary to take the complaint further."

And there was further evidence that customer service is improving at Manweb, with the October figures for guaranteed standards of service payments. There were just 39 payments made that month, compared to 228 in October 1991.

The figure did creep up slightly again in November, to 62 payments, but this, said

Tim, was largely due to an over-programming incident and a local breakdown. Even at 62, the level of payments is still encouraging, for example the number of payments in July 1992 was as high as 167.

"Staff are now getting to grips with an understanding of the guaranteed standards and the importance of achieving them," said Tim.

SUCCESS

Chief Executive John Roberts has written to the District Managers at North Mersey, North Wirral, Oswestry and Aberystwyth to congratulate them on having to make no guaranteed standards of service payments during October, and to the District Managers of North Mersey, Mid Mersey, North Wirral and Oswestry for similar success in November.

Mr Roberts, who asked the District Managers to pass on his congratulations to their staff, said: "This is a superb achievement and serves to emphasise a successful and worthwhile customer service approach."

'The level of service we provide has improved'



"I was particularly interested to hear of the Manweb energy saving project," Prince Charles at the Holyhead Towards 2000 Conference.

Royal praise

Continued from page 1

Leonard said: "We are excited to be taking the lead in the field of energy efficiency, which is of intense interest to our industry and to governments and regulatory bodies throughout Europe."

Local couple Emrys and Mair Owen had earlier become Holyhead's first official Power Savers when Under-Secretary of State for Wales the Honourable Sir Wyn Roberts installed the project's first low energy light bulb in Mr and Mrs Owen's refurbished energy saving bungalow in Fford Tudor.

Manweb's Power Save Project Manager Peter Benstead said: "This will be the first of many homes we'll be making energy efficient, and we'd like to thank the many organisations that are helping us make this project possible. These include Holyhead Town Council, Ynys Mon Borough Council, Gwynedd County Council, The Holyhead Opportunities Trust, the local Joint Venture Board, Neighbourhood Energy Action,

Philips and Mercury Communications Ltd."

Prince Charles was also on Merseyside to see two projects with Manweb connections.

In Liverpool he opened Business in the Community's Homeground Partnership Building in Scotland Road. Manweb donated electrical contracting work worth around £25,000 to the project, and Manweb Chairman Bryan Weston was among business leaders who met Prince Charles after the opening. The building will provide hostel accommodation and a training centre run in conjunction with Merseyside Council for Voluntary Services.

In Birkenhead His Royal Highness was on hand to open the town's new freeport, which, with its special duty-free zone should help increase the cargo going through the port. Manweb played a part in helping gain freeport status as part of the Wirral Investment Network, and as a supporter of Wirral Borough Council's City Lands initiative. Guests at the opening ceremony included Colin Leonard and Manweb's Head of Energy Sales Bob Hodson.



Under-Secretary of State for Wales the Hon Sir Wyn Roberts (right) trades 'new lamps for old' as he installs energy saving light bulbs in Emrys (2nd left) and Mair Owen's home. With him are Manweb Director, Power Marketing Colin Leonard (2nd right) and William Gillis from Neighbourhood Energy Action.

LUCKY NUMBERS UP

THE lucky number 164 earned S M Williams, of Head Office, the top prize of £300 in the EEIBA's October draw. The other winners were as follows:

£200 - K W Wineyard, Queensferry (1121); £150 - B E Foster, Head Office (506); £100 J G Mackenzie, Head Office (2749); £75 - G A Vose, Head Office (986) and C Jones, retired (1525); £50 C F Jones, retired (235), L E Taylor, Head Office

(1113) and J M Parry, retired (2493); £30 G E Collins, North Wirral (2628), T D Johnson, retired 704), G L Hughes, retired (1729) and W Hatton, Mid Cheshire (1249); £25 - S Walkden, Clwyd (1015), W P Wright, retired (2135), N Shaw, retired (2274), G Massey, Head Office (847), A Myler, Head office (1726), G A Jones, retired (1647) and D Edwards, retired (2799).

IN October last year Manweb embarked on a major training programme to help staff provide extraordinary customer service. The AECR (Achieving Extraordinary Customer Relations) programme has been designed to revolutionise all our dealings with customers and by September 1993 every employee, from management down, should have received training. JACKIE UNSWORTH takes a look at how the programme is progressing.

Bryan McDonald, who is married with one daughter, joined Manweb 17 years ago, and before becoming a facilitator was MERAS Support Manager in the Trading Division at Head Office. His hobbies include reading and astronomy, he is a member of the local Parish Church Committee and is also on the Parent Teacher Association Committee at his daughter's high school.



Pat Hunt, who has three daughters, has been employed by Manweb for 23 years. She has been Telex Supervisor, Word Processing Supervisor and, until becoming a facilitator, was the Telecoms Supervisor at Head Office. In her spare time she enjoys dried flower arranging, music, the theatre and dining out.



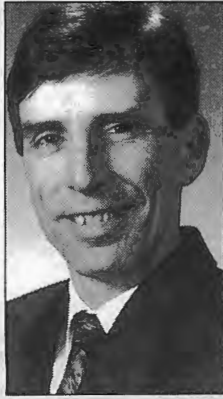
Gary Williams is the Customer Service Training Co-ordinator. Previously customer Accounting Manager responsible for Income Operations at Head Office, Gary has worked for Manweb for 17 years. He lives in Lixwm, Clwyd, with his wife and two children and his hobbies include gardening, fly fishing and basic DIY.



Anne Marie McKenna has worked for Manweb for nine years on Fraud and Customer Service before becoming a facilitator. She is married to Phillip McKenna, who also works for Manweb at Lister Drive, and the couple have a two-year-old son. She enjoys keep fit and stamp collecting in her spare time.



Bob Douglas, who has been Customer Relations Manager at Dee Valley since August 1992, has been employed by Manweb for 19 years. Married, he has worked at most districts and Head Office. His hobbies include various sports, antiques and travel.



Ursula Byrne was a civil servant in her home city of Dublin before moving to Wales. Married, she has worked for Manweb since 1985, most recently as Customer Service Project Administrator in Aberystwyth District. Any spare time left over after studying is spent folk dancing — Irish, Welsh, Scottish and Morris.



Mark Hollowood, who joined Manweb in 1973, was Supervisor in Database Enquiries at Head Office before becoming a facilitator. Married with one son, his hobbies include recording, football and snooker.



Jane Hall, who is married with one son, has worked for Manweb for 19 years, mainly in Energy Sales. A qualified chef, her hobbies are cooking, holidays abroad, home decorating and tracing her family tree.



Roy Jones joined Manweb 21 years ago, originally at the District Office in Caernarfon. He was Shop Manager at Bangor, then Wrexham, and is currently on secondment to Shop Operations at Head Office as Retail support Manager. Married with two children, he enjoys squash, gardening and geneology.



Angela Meredith, who is married with a six-year-old son, started her career with Manweb 18 years ago in Personnel. Based in Mid Cheshire District, she worked in Engineering Clerical for eight years before becoming a facilitator. Outside of work her time is taken up with motherhood and looking after her two Yorkshire Terriers and cat.



David Roberts, who is currently on secondment from Network Services to Corporate Training and Development, has been with Manweb three years. Married with a nine-month-old son, he enjoys a game of football in his spare time.



Karen Martin, who has clocked up 14 years' service with Manweb, has had various jobs mainly within the Finance Department, although she had a six month stint in Personnel. She has worked on the development of the OLAS General Ledger Package, Supersession and the Fixed Asset Register. Outside work she enjoys watching rugby, travel and the theatre.



Jean Shaw, who is married with three children, has been with Manweb 15 years, initially as a part-time salesperson at Runcorn Shop. She became Assistant Shop Manager before joining Training and Development five years ago as the Sales Trainer. She is currently Training Advisor for the Trading Division and her hobbies include gardening, DIY and travel.



Ian Cooke started his career in the steel industry, but joined the CEEB in 1973, spending 10 years in various areas of System Operations. He then joined Southern Electric as their Forecaster and after six years came to Manweb where he spent two years in the Tariffs Section and a further 12 months in Forecasting, both at Head Office. His interests include public transport, stamp collecting and entering competitions.



Martin Williams has been with Manweb for eight years in the Wayleave Department, based at both Oswestry and Head Office. Married with two children, he enjoys playing the fiddle, is Chairman of Oswestry Sinfonia, and has been renovating his home for the past five years.



Bob Blair has worked for Manweb for 25 years, mostly in records draughting services administration and management. Before joining the company at the old Head Office in Love Lane, Liverpool, he worked for Liverpool Corporation Water Department Drawing Office and Whiston Hospital, as Assistant to the Group Manager. Married with two grown up children, Bob's interests include gardening, personal computers, DIY, photography and crafts.



Amanda Nelson worked for an environmental consultancy before joining Manweb three years ago. Before becoming a facilitator she worked in Power Procurement and Business Intelligence. Her interests include most sports and she is an Everton FC supporter.



Andy Sturgeon, who has been with Manweb for five years, worked in the Personnel Department at North Wirral before becoming a facilitator. During his spare time he plays for a local Sunday League football team and he is a Liverpool FC supporter.



Keith Hornby, who is married with two children, has been with Manweb for 19 years. He started as an Apprentice Electrician in Liverpool, then became an Electrical Fitter before becoming Network Services General Foreman in 1988 at North Mersey. In his spare time he is interested in DIY, football, cricket and most other sports.



Glyn Jones has worked for Manweb for 16 years, initially at Mid Mersey in Administration, Network Services and Customer Accounting. Following a course of studies he moved into Personnel and worked in General Services at Clwyd before becoming a facilitator. He has been a Venture Scout Leader for 10 years and his hobbies include canoeing, camping, skiing and water skiing.



Julie Miller, whose husband David also works for Manweb, joined the company 12 years ago at Clwyd District, where she was initially a Clerical Assistant in Customer Accounts and Commercial Work control. After gaining a HNC, she moved to Energy Sales and is currently an Account Manager covering the North Wales area, based in Wrexham. Prior to becoming a facilitator she was on secondment to the Job Evaluation Project. In her spare time she is a keen golfer.



John Howard Hughes, who is married with one son, joined Manweb in 1963 from Hoover Ltd, where he worked as a Sales Rep. He was appointed Higher Clerical Assistant in Commercial Work Control in 1973 and joined Energy Sales 10 years later. Based in Gwynedd, John's hobbies are music and golf.





Fun and games during one of the recent AECR courses, before the delegates get back to serious business.

TRAINERS ON COURSE TO MAKE EVERYONE A WINNER

THE success of the AECR programme to date is largely due to the commitment of a dedicated group of just 22 Manweb employees who have taken on the role of 'facilitators' for the mammoth task of training around 4,500 colleagues!

By Christmas 450 staff had been on the course and plans are well in hand to train up the balance between now and September 1993.

It's hard to calculate how much time and effort the facilitators, who themselves had to undergo rigorous training, are putting into the programme, but according to Customer Service Training Co-ordinator Gary Williams, "They have excelled themselves."

"At the end of the day the success of this course comes down to the facilitators, and I am delighted with the way they have taken to it. They have put a great deal of effort into becoming professional trainers and we are already seeing excellent results," said Gary.

Buzz words such as 'PCME' (positive memorable customer experience) are now spreading throughout the company, and stores like Toys'R'Us are said to be overwhelmed with requests for Koosh balls and plastic hamburgers. Those who haven't yet been on the course will soon understand why!

Devised by the American company Kaset International, the two-day AECR course is relaxed and informal and largely calls for team work from those taking part. There are no tests to take; the course consists of 'modules' from which to work, and the delegates are encouraged to participate in group discussions, read and watch the training video.

In addition to AECR is the one-day Coaching Extraordinary Customer Relations Course, aimed at supervisors and managers, and, due to get underway in a few months' time, the three-day Managing Extraordinary

Customer Service programme for middle managers. Those taking part will have already gone through both the 'Achieving' and 'Coaching' programmes which form the foundation for the 'Managing' programme.

"We hope to build in refresher courses for staff in the future and we will also be bringing together work teams to find new ways of delighting internal and external customers first time, every time at least cost," said Gary. "It's important that everyone realises the importance of customer service, and the AECR programme isn't going to be a one off event."

The courses are being held in venues away from Manweb so that staff can concentrate on the programme without work-related distractions.

There are on average 10 courses per week, with around a dozen people, all from different departments and locations, undergoing training per session.

"It would have been far easier to carry out the training District by District or department by department, but we want to draw together a mix of people so they can share their ideas and experiences," said Gary.

Feedback is important, and there is a 'car park' facility within the course so that staff can anonymously lodge their concerns about barriers to providing good customer service. These comments are passed on to senior management to deal with.

Chief Executive John Roberts said: "We have a limited period of time in which to improve our systems and ways of working before the review of our pricing formula by the regulator and before everyone has the freedom to choose where they purchase their electricity. For Manweb to be the automatic choice we need to have the systems and people in place to provide extraordinary customer service."

"To be number one we not only have to be the best, we have to be seen to be the best. It is our customers who will be the judge and jury."

"The other directors and I have been through the Achieving Extraordinary Customer Relations programme. We are familiar with the ideas and techniques used and we are all convinced that they can work."

"They are interesting and effective and I would encourage all staff to put their best effort into the programme and the subsequent activities."

One of the facilitators is Glyn Jones, who previously worked in General Services at Clwyd District. He said: "One of the best things about the course is that it has started to bring together people from different walks of life, from different jobs and divisions within Manweb. These people have had no contact with each other in the past, but now they are sharing their work experiences and opinions."

WHAT STAFF HAD TO SAY ABOUT THE AECR PROGRAMME

Colin Roberts, Printing Department, Head Office: "The course was enthusiastically presented with a pleasing informal approach. It provides an informative exercise to improve our communication skills when working for our customers and colleagues alike."

Janet Ford, Network Services, North Wirral: "I found the course to be very interesting and entertaining. It has made me think more about customer care by identifying skills and making me aware of using them. The facilitators definitely gave this customer a PMCE!"

John Lawes, Account Control Manager, Region 1: "I thought the facilitators were really superb and if only part of their enthusiasm and commitment rub off on people then we're on the way."

Ted Bostock, Network Services, Liverpool: "A very enjoyable and beneficial two days enhanced by the effort and course preparation by the facilitators."

David Lewis, Power Marketing, Head Office: "I thoroughly enjoyed the programme and thought that both the facilitators were very impressive. I couldn't fault the content and I have already used some of the skills learnt when dealing with customers."

For Manweb to be the automatic choice we need to have the systems and people in place to provide extraordinary customer service

— John Roberts
Chief Executive

Providing vital support for the Facilitators is Debbie Roberts, who recently transferred from the Payroll Section at Head Office to the Customer Service team as an Administrator. Debbie, who has been with Manweb for five years, is currently studying for an Open University degree in psychology, which doesn't leave her much time for hobbies.





Mid-Mersey Customer Services Manager Mike Townson was there to muck in, with Kelly Humphries of Speke Comprehensive School.

Growing tribute to Queen's anniversary

MID Mersey District have been busy planting trees at Speke Hall as part of National Tree Week! The District Office sponsored the planting of 40 trees at the Hall near Liverpool Airport by the National Trust. Customer Services Manager Mike Townson was there to muck in!

The £200 Manweb donation to the National

Trust covered the cost of the trees, which were planted in celebration of the 40th anniversary of Her Majesty's accession to the throne.

To plant the trees, the assistance of ten schoolchildren from Speke Comprehensive was called upon, and for their help, four trees were presented for planting at the school.

They're on the road to improve environment



Tracey, Geoff and Roderick (standing at Lectern) are pictured addressing the audience at one of the Head Office roadshows

MANWEB demonstrated its commitment to the environment by holding a series of staff roadshows on this subject in the run-up to Christmas. The whirlwind tour, which covered Head Office, every District, various depots and Manweb Contracting Services' regional offices, involved 77 presentations to around 4,500

staff in the space of just five weeks!

It was a mammoth task for the three roadshow presenters - Manweb's Energy and Environment Manager Geoff Ravenscroft, Regulator Liaison Officer Roderick Manson, who is also Secretary of Manweb's Environmental Working Group, and Tracey Powell, Senior

Project Co-ordinator in Power Marketing.

The presentation included a short video on energy management and the role staff can play in reducing the Company's consumption of electricity and water, and also in promoting environmental awareness outside Manweb.

In December Contact
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This month, the spo

ENERGY SALES was reorganised to provide a streamlined, cost effective and efficient service, particularly targeted at those customers who can most affect Manweb's future success.

The market for energy sales has become highly competitive now that larger energy users have a choice as to who supplies their electricity and the same is planned for a further 2500 business customers in 1994. For this reason Manweb Energy Sales is directing all efforts to maintain its share of its markets by giving the best possible service to the customer.

Wales Region shares its aims with the two other Energy Sales Teams, Cheshire and Merseyside. Covering all of North Wales and taking in Manweb districts Clwyd, Gwynedd, Aberystwyth, Oswestry and much of Dee Valley, it has both the largest and most rural area to deal with.

The Team

Bill Hatton, Area Energy Sales Manager heads the Wales Team based at Dee Valley District Office. Bill has many years experience in Energy Sales. He was Energy Sales Manager at Warrington before the restructuring, when he moved to his present post at the Wales Region.

As with Cheshire, the Wales set up consists of a team of home based Account Managers, with office based assistance from the Technical Sales Support Unit.

WAL WORKING HARD

The entire team works hand in hand to achieve the highest level of customer service.

The Account Managers are split between Domestic/Commercial markets headed by Allen Carr, Senior Account Manager, and an Industrial market headed by Derek Roberts, Senior Account Manager

They provide face to face contact with each of their Portfolio customers, and can be contacted by telephone/answerphone, i



Deep in the Heart of North Wales! Wales Region Energy Sales, front (l-r), Dave Roberts, Allen Carr, Derek Roberts, Grant Mullock. Back (l-r), Pat Roberts, Chris Jones, Robin St Isherwood, Tony Patrick, Karen Brown, Tony Owen.

BRIGHT IDEAS WINNERS

THERE were only five entries for the Bright Ideas Competition in the October edition of Contact. Nevertheless the ideas were all capable of reducing our energy bill to a greater or lesser extent.

Two members of staff had similar ideas but unfortunately one was outside the closing date. The judges have therefore decided to award the first prize to:

Eric Clayton, a Shift Electrician at Warrington, whose idea was to use passive infra-red detectors to control the lights in corridors and washrooms. The lights would thus be ON when staff are in the areas and a quarter of an hour after they leave, the lights would switch OFF automatically.

This is exactly the lighting control system that has been installed in the Regional Customer Accounting Office refurbishment at Rhosyllen and reported on in the November issue of Contact. Energy savings of up to 50 per cent can be obtained from the use of this type of lighting control.

Eric therefore receives the first prize of a microwave oven, and can now save money at home whilst cooking with this extremely energy efficient appliance.

The other award winners were:

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detectors, but this was received four days after the closing date. The judges have, however, decided to award him a prize.

● H A Connolly from Taxation Department at Head Office for an idea to reduce water heating thermostat settings.

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● R L Jones from Training and Development at Head Office whose idea was that taps should be changed to press type which switch off automatically after use.

ct launched its series looking
structured Energy Sales set up.
ight is on WALES REGION.

WALS ING IN ONLY



Wales Region Energy Sales, covering Clwyd, Gwynedd, Aberystwyth, Oswestry and much of Dee Valley.

By **ROB SKINNER**

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Wales are also developing the Trade
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Working Together

By working closely with the other two
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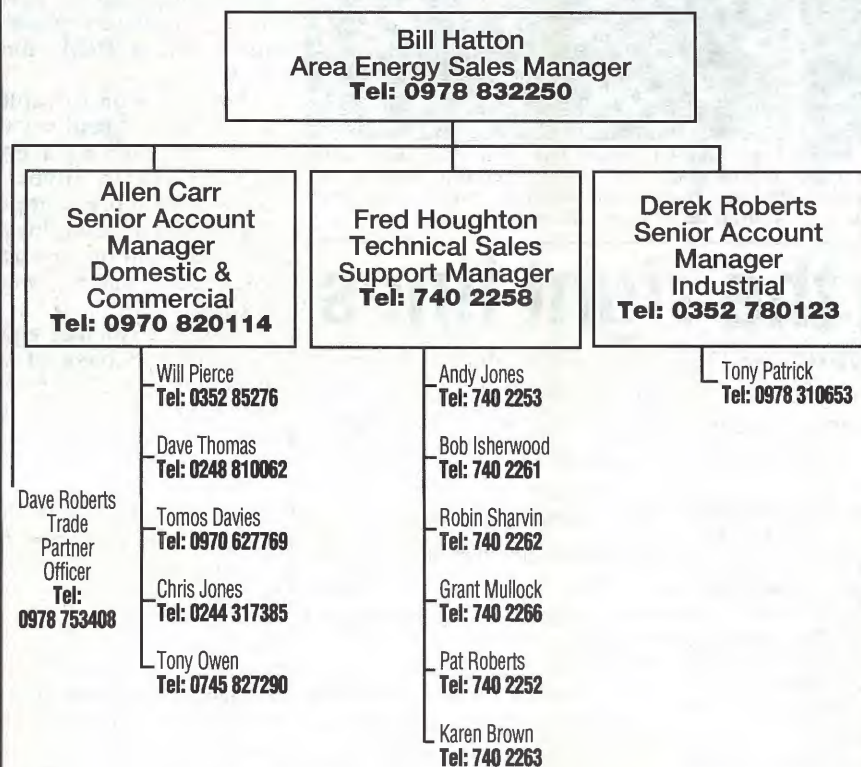
Beta Success

A Wales Region customer achieved
national success in this year's "PEP &
Beta" Energy Efficiency Awards. Mead-
owbrook Nursing Home at Gobowen, won the Manweb Regional
Category 1 Beta Award, and then went
on to win the national category in
London, beating off the challenge from
13 other regional contenders.

Meadowbrook is equipped with a full
environmental control system, to meet
stringent Health Authority and Fire
Department regulations, that was
designed, supervised and commissioned
by Bob Isherwood, at the Wales TSSU.

Despite the recession, Energy Sales
Wales have enjoyed a steady flow of
projects since April of this year, and
since November they have seen an even
bigger surge. While it is difficult to pre-
dict the economic situation, they remain
dedicated to giving customers expert
advice and service, to ensure a profitable
and healthy future for Manweb.

MANWEB ENERGY SALES WALES



Pierce, Fred Houghton, Bill Hatton,
a, Tomos Davies, Dave Thomas, Bob

Don't Forget
AVING ENERGY
S EVERYONE'S
RESPONSIBILITY

POST BAG

AWARDS PLAN CONSIDERED

Dear Editor

IT'S satisfying to read that
Wirral businesses are being
rewarded by Manweb for their
initiative and enterprise in
reducing their energy costs and
at the same time utilising their
electricity needs to the full.

Less satisfying perhaps is the
paucity of incentives offered by
Manweb to its employees. Where
are the MANPOWER awards for
Manweb's outstanding achievers?
Where is the management recog-
nition for appearance and dress?
Are Manweb drivers ever com-
mended for their accident-free
record or safe driving practices?
Has a member of the clerical staff
ever been presented with an

award for the most courteous tele-
phone manner?

Each works department plugs a
unique hole within Manweb. Every
employee is a specialist in his
or her own field of work.

Commendations and prizes are
few and irregular. What could be
more uplifting for employee
morale than to receive at the end
of each financial year a small trib-
ute for zeal and efficiency from
those who recognise it to those
who have earned it?

If the recent staff opinion sur-
vey has any credence, then there
does seem to be a genuine need
for individual merit to be recog-
nised.

Mr T Donnellon
North Wirral District

Chief Executive John Roberts replies: "I welcome this letter from Mr
Donnellon. He makes some very positive suggestions about rewarding suc-
cess and recognising outstanding achievement which I would fully support.
I believe we should encourage a positive attitude throughout the Company
and this includes praising success rather than criticising failure.

"We will consider Mr Donnellon's suggestions in detail and put them
into practice."

A question of time

Dear Editor

I recently had the pleasure of
attending the Environmental
Roadshow hosted by Roderick
Manson, Geoff Ravenscroft and
Tracey Powell. I thought it was
very informative and it was good
to see Manweb taking a keen
interest in the environment, as I
believe we all should.

Well done Manweb. There are
just a couple of points worth
mentioning. There was great
emphasis on feedback but after
sitting and listening to the speak-
ers, the amount of time spent on

questions from the floor was
very small. Certainly not enough
to generate much interest.

I felt that Mr Ravenscroft was
a bit abrasive and it left me feel-
ing that Manweb was trying to
do something positive but with a
nagging suspicion that they
didn't really want to hear what
we had to say.

Still, looking on the positive
side, a good start, and keep up
the good work.

B Emberton
Building Section
North Wirral

Geoff Ravenscroft and Roderick Manson reply: "Each of the
Environmental Roadshows has been designed to fit into one hour, so that the
day is not too interrupted and productivity lost. This is why we have gone to
some of the more remote depots such as Llangefni or Llandudno Junction.
There is a lot of information to get across in the time available.

"A great deal of careful timing is required to ensure we finish on time, so as
to be ready for the next roadshow. Sometimes as little as 10 minutes has been
allowed between roadshows, and as staff have sometimes been late for the stat-
ed times, we are anxious to do our best to ensure that we do not run over time.

"Roderick stresses in his talks that without feedback we will not be able to
make further improvements on our environmental objectives. We aim in all
roadshows (77 in all) to give around 10 minutes at the end for questions.

"When Roderick thanks staff for attending, he always says that if staff would
like to ask questions, they can do so immediately afterwards or, alternatively,
contact us at Head Office.

"We're sorry if the impression has been given that we don't want feedback
and hope from the above that staff will feel they can contact us at any time on
environmental issues."

If staff want to contact any of the roadshow presenters direct they can do so
in the following ways:

Roderick Manson, ext. 3502, Office ID MANSORA

Tracey Powell, ext. 2813, Office ID POWELT

Geoff Ravenscroft, ext. 2320, Office ID RAVENG

**AIR
YOUR
VIEW**

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

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

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

In December Contact launched its series looking at the recently restructured Energy Sales set up. This month, the spotlight is on WALES REGION.

ENERGY SALES was reorganised to provide a streamlined, cost effective and efficient service, particularly targeted at those customers who can most affect Manweb's future success.

The market for energy sales has become highly competitive now that larger energy users have a choice as to who supplies their electricity and the same is planned for a further 2500 business customers in 1994. For this reason Manweb Energy Sales is directing all efforts to maintain its share of its markets by giving the best possible service to the customer.

Wales Region shares its aims with the two other Energy Sales Teams, Cheshire and Merseyside. Covering all of North Wales and taking in Manweb districts Clwyd, Gwynedd, Aberystwyth, Oswestry and much of Dee Valley, it has both the largest and most rural area to deal with.

The Team

Bill Hatton, Area Energy Sales Manager heads the Wales Team based at Dee Valley District Office. Bill has many years experience in Energy Sales. He was Energy Sales Manager at Warrington before the restructuring, when he moved to his present post at the Wales Region.

As with Cheshire, the Wales set up consists of a team of home based Account Managers, with office based assistance from the Technical Sales Support Unit.

WALES

WORKING IN HARMONY

The entire team works hand in hand to achieve the highest level of customer service.

The Account Managers are split between Domestic/Commercial markets headed by Allen Carr, Senior Account Manager, and an Industrial market headed by Derek Roberts, Senior Account Manager

They provide face to face contact with each of their Portfolio customers, and can be contacted by telephone/answerphone,

fax or mobile phone. In addition they have close communication links with the TSSU through portable PCs that are linked to the Manweb main frame.

Although geographically widespread, the Wales Region consists of many close knit communities. To recognise this, the Account Managers have achieved strong social relationships. This is reflected in the number of local and national fund raising activities that they have supported, including Operation Christmas Child, and



Wales Region Energy Sales, covering Clwyd, Gwynedd, and much of Dee Valley.

By ROB SKINN

also Telethon 92, for which they raised approximately £25,000.

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Wales are also developing the Trade Electric concept. Dave Roberts, the Trade Liaison Manager for Wales, gives support to many electrical contractors, wholesalers and plumbers. With his help, they are actively promoting electrical solutions to the public at large.

Working Together

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Energy Sales are also working closely with Network Services and Manweb Contracting Services, to train their staff in the area of work they took on from the

previous energy dealing with commercial customers

Beta Success

A Wales Regional success story "Beta" Energy Meadowbrook Gobowen, won Category 1 Beta on to win the London, beating 13 other regions

Meadowbrook environmental stringent Heat Department designed, supervised by Bob Isherwood

Despite the Wales have energy projects since since November bigger surge. Predict the economic dedicated to good advice and service and healthy future



Deep in the Heart of North Wales! Wales Region Energy Sales, front (l-r), Dave Roberts, Will Pierce, Fred Houghton, Bill Hatton, Allen Carr, Derek Roberts, Grant Mullock. Back (l-r), Pat Roberts, Chris Jones, Robin Sharvin, Tomos Davies, Dave Thomas, Bob Isherwood, Tony Patrick, Karen Brown, Tony Owen.

MANWEB ENERGY SALES WALES

| | |
|--|--|
| Bill Hatton Area Energy Sales Manager Tel: 0978 832250 | |
| Allen Carr Senior Account Manager Domestic & Commercial Tel: 0970 820114 | Fred Houghton Technical Sales Support Manager Tel: 740 2258 |
| Will Pierce Tel: 0352 85276 | Andy Jones Tel: 740 2253 |
| Dave Thomas Tel: 0248 810062 | Bob Isherwood Tel: 740 2261 |
| Tomos Davies Tel: 0970 627769 | Robin Sharvin Tel: 740 2262 |
| Chris Jones Tel: 0244 317385 | Grant Mullock Tel: 740 2266 |
| Tony Owen Tel: 0745 827290 | Pat Roberts Tel: 740 2252 |
| Dave Roberts Trade Partner Officer Tel: 0978 753408 | Karen Brown Tel: 740 2263 |

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Don't Forget

SAVING ENERGY IS EVERYONE'S RESPONSIBILITY

TRIO MAKE IT MUSIC ON THE MENU FOR CHARITY



DINERS in the canteen at Queensferry Stores were treated to a lunchtime concert courtesy of colleagues raising funds for the Operation Christmas Child appeal.

The music-while-you-eat idea was served up by Deliveries Field Supervisor Paul Keenan and his colleague Alan Jones, who works in the Spares Stores.

Paul is the guitarist with local band 'The Ferries', and Alan sings in the duo 'Semibrieve'. To complete the lunchtime line-up they

were joined by Semibrieve's other half, keyboard player Mark Williams, a local businessman. The trio are pictured entertaining the troops.

"The concert was a huge success," said Paul. "It was a bit of a novelty for everyone to have live music at work, but they seemed to really enjoy it. We played for two hours and managed to raise £210 for the charity."

A fund-raising raffle was also held during the concert, with a variety of prizes donated by the managers at Queensferry.

BEST IN UK

...and Data Centre nearly best in world

MANWEB'S Data Centre has just completed another audit of its efficiency and performance with consultants Compass UK and for the second year running has attained an excellent result.

Compass, a company that started up in 1980 as part of Volvo Scandinavia, examines and measures data centre service and productivity. Since 1980, they have expanded their customer database so that they now have clients in America, Germany and Britain, as well as their initial customers in Scandinavia.

The results of this completed audit, which has measured the period Oct '91 to Oct '92, have shown an excellent and very pleasing 38 per cent improvement in cost efficiency over the reported audit in 1991. This compares favourably with the reported 18 per cent improvement in 1991 which had measured the period Oct '90 to Oct '91.

Compass UK has matched Manweb's Data Centre against the best performing reference group consisting of Ford of Britain, Mobil Data Services, Norwich Union, Rank Xerox, Standard Life and Willis Corroon. The comparison results show that computing at Manweb is 34 per cent cheaper than the mean of this group, and is 17

per cent cheaper than the best of this group.

These results have enabled Compass to declare Manweb's Data Centre to be the 'BEST IN UK'. Compass has also stated that we were only just of being the best performing Data Centre within its 300 client list worldwide.

This result has been achieved by a variety of factors including:

- the very necessary productivity and participation of all staff members
- an aggressive capital pur-

chase strategy, which can be converted into lower computer operating costs

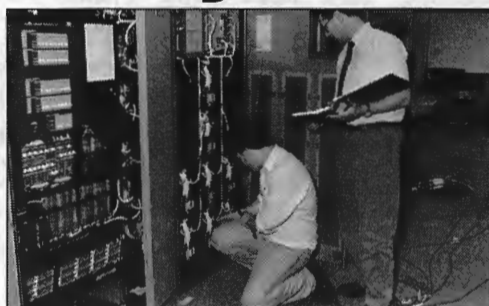
- lower software costs
- lower costs for support and managerial staff
- hard targeting Service Level Agreements

An essential part of the Compass audit is the identification of improvement areas still to be addressed and these will be incorporated into the Data Centre Plan for 93/94 in an effort to remain the Best in the UK for the benefit of the Company.



Ian Williams, Senior System Programmer (left) and Mike Gibbs, Computer Operations Manager study the Compass report. Ian was responsible for co-ordinating this year's Compass study and in cajoling managers and staff into completing the necessary data gathering as highlighted by over 1000 questions that make up the audit.

Major investment in storage



Two members of the HDS installation team run diagnostics through the 'dasd' controller and check cable connections within one of the 'dasd' unit cabinets.



Roger Youds, Computer Operations Shift Leader (left), Andrew Robinson, System Performance Manager, and Systems Programmer Jocelyn Scrowther are pictured studying the features of the new HDS 'dasd'.

IN October 1992 Manweb purchased and installed, within the Data Centre, 84 new volumes of HDS (Hitachi Data Systems) 'dasd' (direct access storage device) units to replace all the existing IBM 'dasd' units.

The decision to replace the existing 'dasd' at this time was seen as a great opportunity to invest in newer and more competitively priced technology in line with both our predicted requirements and our storage strategy.

These 84 volumes equate to an install base of 236 gigabytes of storage with a proposed upgrade of a further 34 gigabytes scheduled for June 93.

The selection of HDS 'dasd' storage over their competitors was the result of a very comprehensive selection process involving several Data Centre staff co-ordinated by Andrew Robinson, System Performance Manager. The final decision was made on functionality, proven reliability in the market place and the attractive price which has enabled a 40 per cent saving to be achieved over the previous

'dasd' acquisition 12 months earlier.

The 'dasd' was installed over a number of days with no interruption to online services. However, it was necessary to schedule a period of mainframe outage time in order to connect the necessary 48 channel cables into the mainframe. This was scheduled for a Sunday evening with the outage being kept to the absolute minimum.

Corporate data residing on the existing IBM 'dasd' was transferred to the new HDS 'dasd' during November and December, which enabled the IBM 'dasd' to be de-installed and removed from site before the end of the year.

Top class

OSWESTRY employee Peter E. Davies is in a class of his own after winning the prize for Best Student of 1991/92 on the BTEC HNC Electrical and Electronic Engineering Course.

Peter, who is currently working on live line training, gained 10 Distinctions and two Merits

Christmas boxes on the right lines



Boxing clever! Dave Berry, Gary Waterhouse and Derek Edwards of Manweb (standing), and local school children Chris Marsden, Daniel Toohey and Lisa Hagan, unload boxes bound for Yugoslavia.

MANWEB boxed clever by joining in an effort to help people caught up in the conflict in Yugoslavia.

Residents of Speke in Liverpool, called on Manweb's assistance to transport boxes packed full of clothes and blankets to Lime Street Station. From there they would embark on the long journey to Yugoslavia, where the contents would be greatly needed.

Manweb's Service Refurbishment Section in Liverpool were on hand, with help from local school children to ensure that the boxes made their connection at Lime Street!

North Mersey Customer Accounts Clerk Joyce Herbert was also touched by the plight of people in Yugoslavia after her Mum saw a TV appeal. Together with Draughtswoman Christine Parker and other staff at Bridle Road Joyce collected essential supplies to send to the troubled region.

About 15 boxes, filled with clothes, blankets and food were dispatched from Lime Street Station, and hopefully reached the troubled country in time for Christmas.

OBITUARIES

IT is with sadness that Contact reports the deaths of the following retired Manweb employees.

Joseph John Jones, 69, who died on October 14, worked as a General Duties Assistant at North Mersey before retiring in 1984.

William Garrett worked at Love Lane, Liverpool, before retiring in 1965. He died on October 18 aged 92.

George Roughley, 60, who died on October 21, was a Tariff Inspector at Liverpool before retirement in 1985.

William John Hudson, who died on October 21 aged 80, retired in 1972 from Liverpool, where he was a Bricklayer.

Robert Stanley Holland, who died on October 23 aged 89, was a Joints in Area 1 before retiring in 1967.

Emily Maud Workman, 92, who died on October 27, retired in 1960 from Sub Area 4, where she worked as a Clerk.

Albert Leslie Merrill, who retired in 1976 at Mid Cheshire, where he was a Labourer, died on October 28 aged 81.

Eileen Pugh, 66, who died on October 28, was a Clerical Assistant at Liverpool until retiring in 1985.

Brenda Molyneux, a Shop Supervisor at Mid Mersey until retiring in 1988, died on November 2 aged 59.

Austin Jones, who died on November 20 aged 67, retired in 1988 from Clwyd, where he was a Meter Operative.

Charles Thomas Wood, 77, who was a Joints Mate at Mid Mersey until retirement in 1979, died on November 26.

Thomas Billingham, 85, who died on November 27, was a Labourer at Dee Valley before retiring in 1972.

Harold Sandys, who died on November 29 aged 72, was a Craft Operative at North Mersey until retiring in 1985.

Mair Lowndes, 63, a Clerical Assistant at Head Office before retiring in 1986, died on December 2.

Eric Lawrence, who died on December 5 aged 73, retired in 1984 at Head Office, where he was a Principal Assistant.

Frank Joseph Limb, 72, who was a General Duties Assistant at Mid Cheshire until retirement in 1985, died on December 5.

FREAK STORM TESTS EMERGENCY PLANS

IT turned out to be a storm in a tea-cup when hurricane-force winds whipped through Dee Valley leaving a trail of chaos and destruction.

Thousands of customers were left off supply as forked lightning lashed the network, and District staff were stretched to the limit as they struggled to cope with power failure upon power failure.

Shortly before noon the District had no option but to declare an emergency situation. And it was a case of 'all hands on deck' as staff geared themselves up to deal with the worst storms for years.

Incredibly, other Districts within Manweb had escaped the worst effects of the weather, with the storm concentrating its full fury on Dee Valley.

Engineers, linesmen and jointing staff demonstrated first class teamwork as they set about repairing the battered network, while back at Rhostyllen their office colleagues coped with a growing flood of calls from anxious customers, with reports of trees blown onto electricity lines, poles ripped out of the ground and sparking power lines whipping across roads.

In the midst of this, children were spotted playing in a sub-station, there were life-or-death pleas for help from kidney sufferers needing electricity to power their dialysis machines, and then reports of an aeroplane crash!

But it was all in a day's work for the Dee Valley team. Fortunately, on this occasion, it was just make believe as the staff were put through their paces in an emergency exercise.

"It was a hugely successful event both as a learning and training exercise," said Emergency Project Manager Gordon Park, 2nd Engineer in Network Services, who worked closely with the Management Services Department at Head Office to mastermind the day of disasters.

"The exercise was devised to test Dee Valley District on every aspect of handling an emergency situation. Staff coped extremely well, but we identified a few areas that can be improved so that we can provide the best possible service in a real emergency."

With the exception of the office-based staff who had to deal with a steady flow of telephone queries from pretend 'customers', the exercise was conducted on paper with the District's engineers using a 'war' chart to map out the progress of the emergency crews as they carried out repairs to the network.

Staff taking the calls were never sure if the fault being reported was real or false, as the callers — a group of staff at Head Office — used genuine customer names and addresses. To be sure of identifying real emergencies, a tick list of bogus faults was kept in the District Reporting Centre.

Phil Currie, Project Manager in Management Services, said: "Although staff were aware of the exercise, they had to treat all calls as genuine. These calls were dealt with or passed on to the DRC or field team, who plotted the crews and resources on a map. Nobody was actually asked to go on site. Everything was done on the map, using estimated times

Dee Valley's team rise to the occasion

for dealing with each repair."

The first inkling of problems in the District came at around 11am, when 42 'customers' rang in from Chirk, reporting loss of supply. These customers asked questions about their freezers, complained about missing their favourite television programmes, were anxious about their tropical fish and were angry about recent power failures.

From then on things became steadily worse and the number of calls, both to Rhostyllen and New Crane Street, increased, including a large number of queries from Public Relations staff pretending to be reporters from the local newspapers, radio stations and television. Customer Services Manager Bob Douglas carried out a 'live' radio interview and the cameras rolled as District Manager John Macdonald gave a storm update to a pretend journalist from HTV!

John Macdonald said: "I was very pleased with the way the exercise was conducted by staff and the way it was organised. It was carried out in normal working hours, whilst staff had to go about their regular duties and deal with real supply faults, and everyone coped extremely well. We learned a great deal from the exercise."

And Gordon Park said: "This was the first exercise of its kind to be held within Manweb. I hope it will become a regular event in which every component of the system is stretched and tested under emergency conditions."



Plotting the progress of the emergency teams are (l-r) Emergency Project Manager Gordon Park, Substation Section Manager Terry Gopsill and District Manager John Macdonald.



Bill is pictured (back row, left) with St John's Shop Manager Carl Jones and (front row, left to right) Stephen Yip of the KIND charity, Jane Thompson of Liverpool One Parent Families Trust, and Brian Moore of Radio City.

Teddies' treat for kiddies' campaign

MANWEB and Radio City joined forces to give underprivileged children a very merry Christmas.

Together they ran a massive toy appeal as part of the 'Give A Child A Chance' charity campaign.

Collection points were set up at a number of Manweb shops, where local people could donate unused or unwanted toys in good condition. The toys were collected by local charities on a weekly basis, ready for distribution at Christmas.

DELIVERED

To start the appeal rolling, Manweb donated 50 cuddly white teddy bears. They were delivered to Manweb's St John's Precinct Shop in Liverpool city centre by Retail Marketing Manager Bill Gaywood, who said: "With the generosity of local people, we were able to brighten up Christmas for many needy children."

Minister says thanks

ALBANIAN Deputy Minister Naskë Afezulli has written in thanks for Manweb's Christmas gift of surplus transformers to the ex-communist state.

He said: "At this time of

great change within our country it is indeed gratifying to learn that there are British companies willing and able to provide such assistance."

Purchasing and Services Manager Geoff Abel arranged

for the equipment to go to Albania. He said: "Thanks are due to the efforts of staff in Purchasing, and Queensferry Stores Plant Workshop, whose hard work made sure everything went to plan."



FLEXIBLE TARIFF FOR ENERGY EFFICIENCY

Signs of the times

By Colin Herbert
Corporate Health
and Safety Manager

NO, this article has nothing to do with Libra, Virgo and all the other signs of the zodiac. It is actually about safety signs, an attempt to clarify some of the confusion which seems to exist about signs used for safety purposes.

Like the glut of health and safety legislation which has just come onto the statute book, safety signs, their colour and shape resulted from an EC directive which required all member states to introduce regulations that encouraged the standardisation of safety signs throughout the European Community so that a given symbol would instantly convey a given message.

The regulations had to be introduced by January 1 1981 but because of the potential cost to industry, five years were allowed for existing signs to conform.

The regulations apply to signs which give a health and safety message by use of a combination of geometric shape, colour and pictorial symbol.

All signs of that kind – with the exception of those for roads, rail, British Waterways etc – must conform to Part 1 of BS 5378. However, if considered appropriate, employers and others may convey a health and safety message by means of a notice, either in conjunction with a safety sign or on its own.

There are four major safety sign layouts, as follows:

- The Prohibition Sign – safety colour red. The background colour must be white and a circular bar and cross bar in red. The symbol is black and placed centrally on the background and must not obliterate the cross bar. Red has to cover 35 per cent of the area of the sign. This sign indicates prohibition or stop,



no smoking etc.

- The Warning Sign – background colour yellow in a triangular black band. The symbol and text are placed centrally on the background the yellow must cover 50 per cent of the area of the sign. This sign is used to indicate caution and the risk of danger, high voltage etc.

- The Mandatory Sign – background colour blue with the symbol or text placed centrally. Blue must cover 50 per cent of the area of the sign. This sign indicates a mandatory requirement – for example wear ear or eye protection.

- The Safe Conditions Sign – background colour green, with symbol or text in white. The shape of the sign must



Prohibition



Warning



Mandatory



Safe Conditions

be oblong or square as necessary to accommodate the symbol or text. Green must take up 50 per cent of the area of the safety sign. Fire exit or First Aid Post are two examples of this sign.

Guide against passive smoking

THE Health and Safety Executive has just issued a revised leaflet giving advice to employers on preventative measures regarding passive smoking.

The leaflet outlines the dangers of passive smoking to health and gives advice on what to do. The guidance explains the current legal position, states why employers should take action and gives advice on how to implement a policy to control smoking in the workplace.

Copies of the revised leaflet IND (G) 63 (L) are available from the HSE Information Centre, telephone 0742 892346.

Again on the same subject, ASH (Action on Smoking and Health) has recently published an opinion by a leading QC which states that employers will be liable for injuries caused by the exposure of employees to tobacco smoke. ASH is supported in this way by the Health Education Authority.

The opinion is based on the basic common law rule that employers have a duty of care to their employees as regards their health and safety at work. Enough is now known about the dangers of passive smoking for liability to be imposed where an injured person can show that his or her injury was caused by exposure to smoking by fellow workers.

Sir Richard Doll, a leading cancer research, has stated that between 0.5 to one per cent of all cancers are caused by passive smoking.

IN LINE WITH EUROPE

THE final weeks of 1992 saw the UK health and safety legislation put into place, which was required to implement the EC Directives on health, safety and welfare at work.

The Management of Health and Safety at Work Regulations and an Approved Code of Practice was the first to arrive, and this was followed by regulations on Manual Handling and Guidance, work with

Display Screen Equipment (VDUs), guidance on Provision and Use of Work Equipment, Personal Protective Equipment, and Guidance and Workplace (Health, Safety and Welfare) Regulations together with its Approved Code of Practice.

Future issues of Contact will look in more detail at the legislation and what it will mean to us in Manweb.

MANWEB is introducing an innovative new domestic electricity package which will provide better space and water heating, reduce costs to customers and use the power network more efficiently.

The new 'System 3' package is a flexible three tier tariff, and is only available to homes which demonstrate a high standard of energy efficiency and have electrical space and water heating systems suitable to take advantage of the new tariff.

To be eligible for System 3, houses need to score eight or over on the National Home Energy Rating scheme – a level which is better than most existing or newly built homes.

The NHER scheme is a way of measuring energy efficiency in houses. Manweb staff are experts in operating this system, and have been accredited in its application and interpretation.

By
Graeme Cooper

Manweb will assess homes' suitability for System 3.

The tariff offers seven hours' electricity each day at a price slightly below Economy 7 night rate, and seven hours at an intermediate rate which is less than half the cost of standard domestic electricity. The remaining 10 hours are priced at less than 9p per unit.

EXPERIENCE

The main difference from previous pricing is that the exact times of availability will be decided by Manweb on a daily basis. This enables the company to pass on its experience in buying electricity to System 3 customers in a lower priced package.

An important feature of System 3 is that it spreads space and water heating loads over 14 hours of cheaper electricity. This produces a more efficient use of Manweb's network.

Business Marketing Manager Chris Liddicoat is responsible for marketing System 3.

INVOLVED

He said: "Initially our Energy Sales Account Managers will explain the package to builders, developers, housing associations and local authorities. These are already involved in all-electric Medallion Award and Civic Shield housing, so are aware of the benefits of electrical heating and environmental systems.

"Most existing homes are unlikely to benefit from System 3, therefore it is not to be advertised widely, but if individuals are prepared to fully comply with the requirements of the package, such as improved insulation, it will be made available to them."

A leaflet giving more details on System 3 is included with this issue of Contact.



HIGH LIFE!

THE Anglesey show got off the ground when Gwynedd District gave visitors trips up in its line maintenance lift.

Show Queen Elspeth Jones of Llanerchymedd, Anglesey is pictured in the hoist, and trips raised around £100 for the Ysbyty Gwynedd Cancer Treatment Unit appeal and £35 for the Lymphoid Cancer Research Fund.

The show drew around 85,000 visitors over two days, and there was considerable interest in the Manweb display. The bird's eye views of the showground proved very popular – especially with the local press photographers, who were

keen to get a new angle on things!

Manweb's stand also featured pole mounted equipment, a system diagram showing planned network refurbishment on Anglesey and a special radio controlled Manweb van.

The stand was manned by Mon 2nd Engineer Ian Barraclough, Energy Sales Account Manager Dave Thomas, Customer Relations Officer John Howard Hughes, Draughtsman Geraint Mitford Williams, Overhead Linesman Guto Stephens and Linesman Jonathan Shaw. Over the two days they did a splendid job of explaining Manweb's operations and future plans on Anglesey.

£5,000 HOME WIN



MANWEB £5,000 Award winner Meadowbrook Nursing Home of Gobowen beat off strong competition to win the electricity industry's national Beta Energy Efficiency award for new buildings.

Meadowbrook's comprehensive space and after heating system was recommended by Manweb, and installed by Manweb Contracting Services Ltd.

The home was built by D W Dulson Ltd of Gobowen, and Derrick Dulson, company MD and proprietor of Meadowbrook, is pictured (centre) with the Beta trophy, and Industry Minister Tim Sainsbury (right) at a presentation lunch compered by David Frost (also pictured) at the London Hilton.

The national award carries a £5,000 prize to go with £1,000 won in the Manweb contest.

FREE ADS

HOLIDAYS

Llandudno - Branstone Hotel, privately owned and licensed. Central, level position close to shops and promenade. Special offer £12 per person b&b until March 31 (evening meal available at £6 per person), some en suite rooms available. To make your provisional reservation telephone Jan and Geoff Cole on 0492 876448 and don't forget to mention 'Contact'.

South of France - Frejus, 6-berth mobile home on 4-star site with all facilities. Available May 1993 to September 1993. For details tel. 0686 625355 (evenings).

North Wales - B&B en suite accommodation in converted barn, within area of outstanding natural beauty. Ideal base for walking, fishing, riding etc. Tel 082 42 4047 (Ruthin).

Machynlleth - B&B self catering cottage situated outskirts of historic Mid Wales town. Sandy beaches of Aberdovey and Borth easily accessible. Sleeps 5 + cot, from £130 - £160 p.w. Ring Mrs Powell on 0654 702206.

French Alps - Between Annecy and La Clusaz. To let, a traditional Alpine farmhouse set high in the lovely Maningod Valley. Fully modernised accommodation on one level, three bedrooms, sleeps 6-8. Large open plan kitchen, dining and lounge area with balcony and large verandah. New shower room, separate toilet. Stunning views of the Aravis mountains. Skiing, tobogganing, skating in winter. Walking, sailing, swimming, riding in summer. Call P Moray on HO ext 2311 or Mrs Bennett on 051 342 7334 for availability and photos.

Caravan - 6-8 berth sited on Greenacres Holiday Park, Morfa Bychan, Porthmadog. Fridge and gas cooker, fitted kitchen, Clubhouse, heated swimming pool, tennis courts, bowling green, children's playground. Tel 0691 773708.

Falaise - Normandy, 18th Century farmhouse, large gardens, tastefully restored. Near historic market town, sleeps 4-6, from £100 pw. Tel. 0244 317820.

Pwllheli - North Wales, detached bungalow, sleeps 6. Superb views, fully equipped, inclusive of linen and electricity, convenient to all amenities. Tel. Pwllheli 612353.

Colwyn Bay - Swiss style Chalet, sleeps 6, electric heating. Bathroom, flush toilet, fridge, colour TV, garden and parking. Situated in beautiful woodland dell near Eirias Park and beach. Weekly rates or weekend or mid-week breaks. Tel. 051 678 9854.

Caravan - Luxury 6-berth, Talacre Beach, nr. Prestatyn. All amenities, satellite TV, award-winning site, club, sauna, swimming pool, tennis bowls, horse-riding, etc. Tel. Sue Wilson on 051 531 8755 or int. ext. 710 2338.

Cumbria - Newly appointed cottage. ETB 4-key commended. Peacefully situated on small farm. Hadrian's Wall area. Sleeps four. Short breaks available, open all year. No pets. Tel: 0228 75650.

Caravan - Towyn, near Rhyl, six berth, two bedrooms, shower, fridge, fully fitted. From £75 per week. Tel: 0978 362615/352653. Pony Trekking - and farm holidays. Accompanied one hour to full-day treks for novices or experienced riders. Holiday cottages available. Self-catering, bed and breakfast or half board. Licensed restaurant open to non-residents. Lunch, afternoon tea, dinner. Private parties catered for. Further details: Hwylfa Ddafydd Country Farm Holidays, tel. Colwyn Bay 516965.

Algarve - privately-owned villa set in large gardens in the Monchique Hills. Split level dining room, good kitchen facilities, utility room, two good-sized bedrooms, terraces with garden furniture. Panoramic views of the west coast 24kms away. Swimming pool, maid service food hamper provided. Flights arranged. Tel: 0352 86709 or fax: 0492 540457.

Port Grimaud - Six miles St Tropez. Four/six berth caravans with electricity, hot and cold water, shower, on three star hotel site. Daily coach travel from most areas. Tel: 0670 712399.

Porthmadog - Holiday bungalow, sleeps six. Black Rock Sands five minutes' drive. Convenient Ffestiniog Railway, Snowdonia National Park. Contact C. Jones, 2 Meadow Drive, Porthmadog. Tel: 0766 512519.

Anglesey - Self catering and coarse fishing holidays. Two lakes on 15-acre site overlooking Snowdonia. Touring caravans and tents welcome. Brochure available, tel: 0248 713410.

Blackpool - Kenley Hotel. Small, friendly and licensed. Excellent home cooking, most rooms en-suite. B&B from £12 per night, E.M. optional. Ring Pat or Graham on 0253 4642.

Weston-super-Mare - Static caravan on farm. Six berth, separate double bedroom, shower, toilet, TV etc. All season price £70 per week. Tel: 0934 750 292.

South of France - 6 berth mobile home near to Monaco, Nice, Cannes, St Tropez, all facilities on site, swimming pool, restaurant, bar, shop etc. Further details from Malcolm Williams, Tel: 0544 267579.

Dolgellau - Traditional farmhouse cottage set in a seven acre small-holding in Snowdonia National Park. Sleeps seven plus cot. Tastefully modernised, fully fitted kitchen inc. dishwasher and microwave. Storage heater and large inglenook fireplace. Ample parking and grounds. Kennel for pet by arrangement. Easy access to mountains and sea. Beautiful scenery and walks. Prices from £100 to £220 per week. Tel: 0341 423912.

Llandudno - Rosaire Private Hotel, family-run and situated in lovely garden area of town, yet close to all entertainment and shops with no hills to climb. Free car park. Tea/coffee making facilities, some en-suite rooms available, excellent home cooking, served at separate tables. Tel: 0492 877677 or write for brochure to Mr and Mrs G Evans, 2 St Seiriols Road, Llandudno, Gwynedd LL30 2YY.

Anglesey - B&B/self catering summer let. Secluded farmhouse with panoramic views of the Snowdonia range. Within 10 minutes of the main town Llangefni and sandy beaches, idyllic for bird watchers. Tel: Bodorgan (0407) 840038.

Snowdon - Quiet valley, modern flat with all facilities. Sleeps four. Beautiful views, free fishing. Contact Mrs A. Bohannon on 0286 85537.

Caravan - New 31', 6/7 berth, all mains services. Gas, electricity and colour tv included. Sited on Haven's Ty Mawr Holiday Park near Abergele (Dragon Awaradd). Free entertainments, heated indoor swimming pool, family club, disco, children's Tiger Club etc. Near all major resorts. Tel: Chester 372860 for details. Families only, sorry no pets. Discounts for Manweb employees and families.

Toomargoe, Rhyl - Take that break you've been promising yourself. Relax in a family hotel and enjoy good home cooking and fully licensed bar. Weekly rates for B&B and evening meal, weekends or mid-week breaks. Ring Len or Sandy on 0745 334103 or 677 3003.

Sailing Holidays - Artemis Comet's 850 (28ft) bareboat charter, Moody 37, bareboat or skippered charter. Corfu based. Tuition available. Full inventory. Contact H. J. Hargrove on 0270 67556.

Orlando - Florida. To let, luxury holiday home on Buenaventura Lakes Golf and Country Club (15 mins from Disneyworld). 3 beds, 2 bathrooms, will accommodate up to 8 persons. Private swimming pool. Use residents' golf club. Full management service on hand. For further details ring 051 625 8202.

Lanzarote - Playa Blanca, 1 bed villa on small development with pool, bar, tennis court, luxury kitchen, lounge, private garden with BBQ. Available May and November. Tel. 051 336 8678

Snowdonia - Bungalow near Harlech with wide sea views, 3 double bedrooms with bunk/playroom with 6 bunks. Ideal for 1 or 2 families. TV, garden and ample parking. Prices from £150 to £250 per week. Tel: 051 336 1709.

North Wales - six berth caravan to let, fully equipped, peaceful countryside, 6 miles from Bala, £10 per day. Tel: 049084 208.

Pembrokeshire - Country bungalow near beaches. Sleeps 5, pets welcome. Ring 0437 731375.

For Charter - Luxury 56ft steel ketch, Uisce Beatha. Join us for the holidays of a lifetime cruising the beautiful Hebrides and West Coast of Scotland. Visit the islands of Jura, Mull and Skye. Luxury crewed yacht for 6 guests. No experience necessary, skipper looks after you. Good food and company in a relaxed atmosphere. Also ideal for incentives/promotions for staff and clients. Brochure on request, including details of winter season in Canaries. Telephone: Melford Charters on 051 207 4069.

Jersey - Channel Islands. The Willows Hotel, Grand Vaux, St Saviour, Jersey JE2 4NB. New, purpose-built hotel, completed May 1991. One and a half miles from St Helier, situated in the lovely Grand Vaux Valley. All bedrooms en-suite, colour television, radio, direct dial telephones, tea and coffee-making facilities. Economy 7 electric heating, hair driers and shaving points. Choice of menu, also self catering apartment. Ten per cent discount to Manweb staff and retired employees, tel. 0534 36267.

Ruthin - B&B in converted barn. En-suite, private sitting room, excellent area for pony trekking, walking, fishing etc. Tel. 08242 4047.

Benalmadena - Costa Del Sol, studio apartment suitable for 2/3. Splendid pool and other amenities. Tel. J. Flanagan on Chester 341097.

Cornish Cottage - with garden. Gwinear, Hayle. Peaceful countryside, convenient location, sleeps 2/4. Tel. 0736 850389.

Llandudno - Hollybank Edwardian Hotel. Small, friendly, non-smoking, elegant licensed hotel. Central position and with own car park. Full central heating and spotlessly clean. Spacious comfortable en-suite rooms with free colour TV and drinks facilities. Dinner optional - excellent cuisine. Nightly or weekly terms. Reductions for OAPs and children. SAE please for brochure to Mrs. R. Antrobus, Hollybank, St. David's Place, Llandudno LL30 2UG. Tel. 0492 878521.

FOR SALE

Bicycle - Dawes 3-speed 'Kingpin' shopper, complete and as new, £50 o.n.o. Tel. 0691 75369.

Sharpe's of Aberdeen - 10ft, 2 piece, impregnated built cane fly rod. Sharpe's 'Gordon' 3 1/2 in reel C/W 7WT, DT Line, all pristine conditions, £100. Tel. 0978 311592.

Football Kit - Complete, 13 shirts, 13 shorts, 13 pairs socks, all red with 'Manweb' logo and numbers, £120. Tel. John Harper, Bridle Road Stores, int. ext. 710 2207/6.

Caravan - Esterel (folding), 2-berth, gas bottles, fridge, porch awning, v.g.c. £1,000. Tel. 0925 602477.

Bar Stool - With back, upholstered fire retardant foam cushion, £7. Tel. 051 920 7677.

Farfisa Organ - £300 o.n.o. Tel. 051 924 4140.

Acoustic Guitar - Kimbara, brand new condition, must be seen, £100. Tel. 0691 654157.

Used Flags - 3'x2', very good condition, some colours, 50p collected. Croft block paving specialists. Tel. 0925 763820.

Wedding Dress - white satin, full skirt, size 14. Price £250 (cost £444 new). Also two peach figured satin bridesmaid dresses with underskirts, one to fit age 2-3, other to fit age 11-12, £75 each. All professionally made. Contact Peter Willows in Rhyl Stores, Clwyd int. ext. 770 2274, or 0745 339354.

PROPERTY

Wallasey - 4 bedroom house in Rice Lane. 2 entertaining, large kitchen, £35,950. Tel. Graeme Cooper. Head Office 2089.

Detached bungalow - Two bedroom in quiet residential park in St Asaph. Living room, morning room, kitchen and bathroom. Attached garage. Room for loft extension. Easily manageable gardens to front and rear, £51,750, including fitted carpets. No chain, vacant possession. Tel. Gordon on 0244 660859.

Connah's Quay - Deeside, 3-bedroom house. Lounge, dining room, kitchen, bathroom, partly8 furnished, £32,000 o.n.o. Tel. 0244 814506.

Yorkshire - Bronte country. Dornor bungalow with outstanding views over Haworth and the moors, comprising large lounge, kitchen, bedroom 1, dining room/bedroom 2, bathroom, two further bedrooms upstairs, spacious cellar with large window could be turned into extra room, gardens front and back, garage, gas central heating, including carpets and curtains, £57,500. Tel. 0274 592753.

Maghull - 3-bedroom town house, double glazing throughout, coloured bathroom suite, fitted kitchen, in highly sought after area, £54,000. For further information and viewing tel. (work) 0704 534878 or North Mersey int. ext. 2365, or (home) 0704 77073.

Chester - Jesmond Court - 1-bedroom ground floor flat on quiet new estate within walking distance of city centre. This modern flat comprises fully8 fitted kitchen with built-in oven, hob, hood and waste disposal unit, sorbet-coloured bathroom suite, lounge with telephone point and aerial socket, bedroom, hall with intercom system. The flat is cavity wall insulated, has Economy 7 heating and is fully carpeted throughout, car parking, drying and refuse areas. Reduced to £37,950. For more details ring Mrs L Taylor on HO int. ext. 4001 or (evenings) 0244 376747.

LEISURE

Fishing Trips - and pleasure cruises aboard the DTI vessel 'Cerismar' out of Beaumaris, Anglesey. Wreck, reef and general fishing. Pleasure cruises to Puffin Island. Competitive prices from £35. Full time skipper owner David Jones, 2nd Coxswain Beaumaris Lifeboat and member of the National Federation of Charter Skippers. Contact D. A. Jones on 0248 810746.

Sea Fishing - On board Miranda out of Holyhead, Anglesey. Deep sea, reef or wreck fishing. Trips arranged for 4 to 12 hours, licensed and insured for parties of 12. Boat; hire from £50. Rods, tackle and bait available. Contact Kevin Wright, Miranda Sea Angling, Mon Elan, Moelfre, Anglesey, Gwynedd. Tel. 0248 88459.

Deep Sea Fishing - Pwllheli, North Wales. Starlight offshore 27 turbo, fully equipped. Tel. Mark Lewis: 0925 860269.

Fly Fishery - Gweryd Lodge, Llanarmon-yn-Ial, Mold. Superb fly fishing on a great 122-acre lake. Boats for hire. Contact John Stowell on 08243230.

Guided tours - Walks and talks. Discover more about the Merseyside area in the company of Brian King, a registered blue badge Mersey Guide. Find out about its fascinating history, architecture, development and the famous people who made it all happen. Tel. 051-526 4032.

Tennis - Liverpool Electric Supply Tennis Club welcomes new member, established or beginners. Club sessions Sunday am/pm and Wednesday evenings. League matches played mid-week evenings. Contact Ken Rigby at Lister Drive, int. ext. 2170 or 051-254 1900.

PERSONAL

Locksmith - 5-lever mortice locks fitted to all insurance specifications. All types opened, repaired and fitted. Locks fitted to aluminium doors. Tel. 051 498 4603 or 051 220 9100.

Treework and Landscaping - Specialist, all aspects of treework undertaken, trees lopped, thinned, pruned and shaped. Dead or dangerous trees felled. Trees, hedges and shrubs supplied and planted. Ponds and rockeries designed and

built. Turfing, fencing and patio work also available. For expert advice, free quotations and friendly service tel. Lee Hewitt on 051 355 8929.

Painter - Decorator, artexing, property repairs. Free estimates, tel. 0244 549375.

Plumbing - Installations and repairs. Quality bathroom suites supplied and fitted, tiling if required. Competitive rates. Tel. G. Davies on 0244 372860.

Quality - Replacement windows, doors and conservatories, UPVC hardwood, aluminium. Free estimates, all work guarantee, 10% discount for Manweb employees. Tel. 0244 549449 or 0352 758793 after 5.30pm.

County Wills - Make a Will. There is now a convenient method of making your Will. A consultant visits your home at a time to suit you. Private and confidential, anywhere in the Manweb area. Get a leaflet from your District Office or contact County Wills, 0477 33447.

Astrological Charts - Cast and interpreted. Approximately 2,500 words. topics include general personality, mind, emotions, relationships, career, family. Personal astrological aspects used. This is not sun sign waffle. Would make an ideal birthday gift. £15. For more details or sample phone Sheila Walsh on 051 480 4524.

10% Discount - To all Manweb staff. Suits 'U' and Juliano Italia, two shops within the Albert Dock, Liverpool. Suits 'U' (formerly above 'L' for Leather) now at 5 Britannia Pavilion, Albert Dock, 051 707 0980. Juliano Italia, 14 Britannia Pavilion, Albert Dock, selling designer suits, jackets, shirts, etc. from Milan, Genoa and Naples. Fantastic styles, competitive prices. Both shops open 7 days a week, 10am to 6pm, free parking.

Wedding Photography - Capture the informal pictures of bride, groom, guests, etc. that the official photographer misses. Let me be your 'back-up' photographer on the special day. 80 7.5" x 5" photos chosen from 100, £70. Contact Ken Smyth on H.O. int. ext. 3207 for details.

Photographer - Professional wedding and portrait. Let me create your wedding album, portfolios or portraits. Reasonable rates. Contact Matthew Harman on H.O. int. ext. 2777 or 0978 263448.

Wedding Videos - Your most important day saved forever. High quality colour and sound, a real professional service giving you just what you want. One price, no extras, everything throughout the day captured but no one embarrassed too much! 20 per cent discount for staff. Please ring if you would like to see examples - no obligation - Gemini Videos, 051 645 1549.

Crazy Caricatures - The ideal gift for any occasion, leaving parties, retirements, etc. 10 per cent discount for Manweb staff. Contact Sandra on 710 2332 (North Mersey int.).

Artist - Portraits painted. No charge if customer is not satisfied. Tel. 0248 355592.

Crystal Karaoke - Laser, for private parties, office parties, wed-

dings, etc., reasonable prices from £45. Tel. 0352 770 429.

The Ferries - Manweb's own trio are available for your Manweb function. Please contact P. Keenan, Q'ferry internal 4216 if you require first class live entertainment.

A&R Photographic - For your high quality wedding photographs and family portraits at highly competitive prices. Contact Ray Rowland on Chester (0244) 376369.

For all your floor and wall tiling, contact J. W. French on 0492 583347 or Glyn Jones at Flint Shop. Over 30 years' experience.

PETS' CORNER

Boxer Dog - Puppies for sale, 6 weeks old on December 20. Excellent pedigree, Kennel Club registered. Tel. Barbara Gavin on 0744 22524/31449.

Beautiful Siamese - Kittens, chocolate point, registered and inoculated. Tel. 0745 583086.

VEHICLES

Hummer Sceptre - 1963 Mk1, MOT June '92. Non runner, ideal for restore project. Was used daily last 10 years. Tel. P. Willows on Clwyd int. ext. 770 2274 or 0745 339354.

Nova - 1.2L 1990 'G', 17,000 miles, taxed to November 1993, 5-gears, red hatchback, £4,000. Tel. 0925 602477.

Vauxhall Cavalier SRI - 1983, good condition for year, £1,100 o.n.o. Tel. Mandy on 0974 21206.

VW Polo - 'E' Reg, 28,000 miles, v.g.c. one lady owner. Tel. 0745 857563.

Audi Coupe - 1987 in red. Virtually unmarked inside and out, power steering, central locking, electric windows and sunroof, 44,000 miles only. Full service history, £5,250 o.n.o. Tel. 0270 841676 after 6pm or 740 2262 internal.

TUITION

Driving Lessons - Robin Jones School of Motoring. Department of Transport approved driving instructor. Member of the Institute of Advanced Motorists, ROSPA Advanced Driving Certificate. Member of the Motor Schools of Great Britain. Special discount for Manweb members. Beginners to advanced, motorway course, dual control Metro. Free pick-up service. For details tel. 0831 584643 (day-time) or 051 339 8135 (evenings).

Guitar Tuition - Howard Evans, B.Mus. - classical guitar tuition in Aberystwyth area. Music reading and all aspects of playing and performance techniques. Associated Board examinations. Contact W M Evans, 0970 86755.

WANTED

Dead or Alive! - East European motorcycles and parts, preferably non-runners, for North Wales club activities. Age and rust not a problem, must be cheap. Or if you run one of these machines and would like to know more about the club, just give us a ring. Dave for Cossack and Neval on 0244 821933, Steve for MZ, DKW Puch on 0352 758351, James for Jawa, CZ on 0352 752049.

PLEASE PRINT YOUR FREE AD. ON THIS COUPON OR ON PLAIN PAPER

(BLOCK CAPS PLEASE)

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Name.....

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Work place (or retired).....

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Tel:

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Send to: 'CONTACT' FREE ADS, MANWEB,

SEALAND ROAD, CHESTER CH1 4LR



Heroes

point the way



IF you haven't already guessed, the man in the mask is Nick Loizidis, Technical Power Systems Engineer in Network Services, Head Office.

Nick is an experienced swordsman, having fenced in many top level British and International amateur competitions.

Fencing training is an ideal means of keeping fit for all ages and abilities, says Nick, who is also an active squash, tennis and football player. Learning the skills of attacking and defending with either the foil, epee or sabre helps develop good co-ordination, balance and flexibility.

Interested

"There are always large numbers of youngsters who wish to emulate their story book heroes, and this is how I became interested in fencing," he said.

"As a child my heroes were Cyrano de Bergerac and the characters from Alexander Dumas's stories, D'Artagnon and the Three Musketeers. I loved watching those swashbuckling Errol Flynn movies. It led me to join a fencing club in Nottingham many years ago."

Nick's love for the game resulted in him mov-



ing to London, which was then the country's centre for the highest level of fencing. He joined, for a while, London Fencing Club, where he was coached by Professor George Gachev, who was then the world's professional fencing champion.

Today Nick is a member of Chester Fencing Club, where expert professional coaching is offered to beginners and experienced fencers by the Club's resident professional coach, Professor Rosemary Castle, a former British Olympic team member and one of the finest teachers of the game.

The modern Olympic sport requires fencers to be amongst the fittest of athletes and have levels of skills that require many hours of dedicated training.

Stimulating

"Men and women of all ages find fencing an excellent way of keeping in shape, and learning fencing is intellectually stimulating," said Nick, who has worked for Manweb for three years, having previously worked at the Electricity Council Research Centre at Capenhurst for 11 years.

"Fencing is an all-year-round activity, ideal for the wet, cold days of winter when outdoor sports are not so popular. If anyone at Manweb wants further details and advice about the game, I will be more than pleased to help," he added.

Staff only

IN last month's issue we carried an article about gift ideas available in Manweb's shops. We have been asked to point out that Staff Concessionary Terms only apply if the goods are purchased for personal/household use or if they are gifts for parents, parents-in-law, sons and daughters.

Gifts can, of course, be bought for friends at the full retail price and staff can also take advantage of the various free offers available.

JEFF'S SONS LEAD THE WAY

MOTOR cycle racing is a real family affair for Dee Valley Network Services Foreman Jeff Edwards.

Jeff, who lives in Wrexham, has been racing for many years and now, following in dad's footsteps, he has been joined in the fast lane by his sons Andrew, 16, and 13-year-old David.

Jeff and Andrew have 125cc and 250cc Suzukis, while David has a 100cc Kawasaki. The two boys have been riding since they were quite small.

"We have won quite a few trophies this year, but I am not going to disclose who did most of the winning," said Jeff, who joined Manweb straight from school. "Suffice to say that when Andrew started passing me I put it down to getting older. Now my younger son is pressing me hard, so it might be time to admit defeat!"

The trio usually race twice a month, but unfortunately Andrew has had a spell of bad luck during the last six months.

"I've had to plough about £500 into his last bike



Revvng up for another successful racing season — Jeff Edwards (right) and his sons David and Andrew, with a selection of the trophies they won during 1992.

after numerous engine failures," said Jeff. "But Andrew's biggest disappointment was qualifying for the Auto Cycle Union finals and failing to finish due to mechanical breakdown."

Jeff keeps costs down by doing all his own mechanical repairs and bike preparation, and both sons are doing their bit by learning to do their own repairs. Jeff also hopes to attract a sponsorship deal for next year to ease the financial burden!

LOANS AT PREFERENTIAL RATES FOR MANWEB EMPLOYEES

THE Preferential Loan Scheme offered by TSB Direct has proved to be an extremely popular source of finance for Manweb employees. The scheme offers significantly discounted rates against the market in general.

Manweb is pleased to announce that First Affinity has now taken over the scheme.

First Affinity specialise in the provision of Preferential Loan Schemes to employees of selected organisations. Unsecured loans up to £10,000 are available, with no restrictions on how the money is spent.

Please refer to the table below for examples on repayments:

| LOAN AMOUNT | 36 MONTHS | | 60 MONTHS | |
|-------------|-------------------|---------------|-------------------|---------------|
| | MONTHLY REPAYMENT | TOTAL PAYABLE | MONTHLY REPAYMENT | TOTAL PAYABLE |
| 1,500 | 54.23 | 1,952.28 | 38.09 | 2,285.40 |
| 2,000 | 72.30 | 2,602.80 | 50.79 | 3,047.40 |
| 3,000 | 108.46 | 3,904.56 | 76.18 | 4,570.80 |
| 5,000 | 180.76 | 6,507.36 | 126.97 | 7,618.20 |
| 7,000 | 253.07 | 9,110.52 | 177.75 | 10,665.00 |

The amounts repayable include Free Life Insurance.

Loan example: £2,500 cash advance, 36 monthly repayments of £90.38. Total repayable is £3,253.68. Written quotations are available on request.

To apply call free on 0800

626390 or write to:

First Affinity
Central Division
Freeport
Clarendon House
Church Street
Basingstoke, RG21 1BR



Ambassador 2000



WEEKEND WINNERS

Salesperson Margaret Dunn with sister Chris Purcell. Not shown are Clwyd winner Gill Hill, Network Services Clerical Assistant and her friend Linda Levinson who also went on the trip.

OUR first lucky Ambassador 2000 winners are pictured here boarding the bus for slice of life in the busy French town of Boulogne. Front, left is Shift Electrician John Lloyd with wife Julie (back left). Front right is Chester Shop

The winners spent a busy weekend enjoying Boulogne's sights and shops, with Ambassador Club representative Sharryn Tracey on hand to make sure everything ran smoothly.

Love is in the air

Enjoy a romantic Valentine's weekend in the old-fashioned manor. Manweb is offering to whisk you and your partner away for a stay at historic Crabwall Manor in Mollington, Chester. Not only is a candlelit dinner on the menu... you'll also be driven there and back in your own limousine! What better way to show your loved one how much you care?

Drive on James!

Your weekend to remember will start when our chauffeur-driven limousine pulls up outside your house on Saturday morning. You will travel in style to the delightful Crabwall Manor where you will be met and shown to your room. And if you want to make the most of having a driver at your disposal, you can even take off for a little sightseeing en route. After all, you're the boss!

The magic of Crabwall Manor

The moment you catch a glimpse of the distinctive turrets, rosy with the welcoming warmth of Cheshire brick, nestled against the backdrop of lush, rich pastureland, the magic of Crabwall Manor begins to work on you. At least, that's what the brochure says, and few people could disagree!

With a history that spans from the Domesday Book, through the various battles of Roundheads and Cavaliers, right up to the present day, Crabwall Manor has always been a highly coveted place. As you pull up at the impressive front door, you will be amazed at the warm welcome from the staff, ready to satisfy your every whim!

To welcome you to your room, we've put a bottle of champagne on ice; in fact, we think we've thought of everything to make your weekend special.

A romantic stroll

Once you've settled into your room, lunch will be served for you and your partner. And then the afternoon is yours! You could explore the local countryside, or simply enjoy a romantic stroll with the one you love around the gardens and woodland of Crabwall Manor. Your only commitment is make a date for dinner in the elegant dining room.

The food of love?

Well, if the way to someone's heart is through the stomach, then this has to be a winning weekend! Manweb will be wining and dining you this evening — our weekend includes a table d'hote dinner for two, complete with a bottle of wine (or two) to help the evening go with a swing. You will enjoy your meal to the accompaniment of the resident pianist, 'tinkling the ivories' in the background...

The perfect end

As the perfect end to this perfect stay, you can enjoy a lie-in to read the Sunday newspaper, perhaps taking a stroll after breakfast — to work up an appetite for your lunch! And finally, your romantic weekend will end as you climb into your limousine and utter those infamous words: "Home James!"

TO PUT SOME ROMANCE IN YOUR LIFE, YOU NEED TO WIN OUR VALENTINE'S PRIZE DRAW — AND REMEMBER THE MORE LEADS, THE MORE CHANCES YOU HAVE!