



Spirit of change

THE new-look reception area at Head Office was officially opened on June 25 by Chester MP Gyles Brandreth.

Watched by guests including the architect and contractors who carried out the refurbishment work, the MP unveiled a sculpture to mark the special occasion.

Liverpool sculptor Stephen Broadbent was commissioned to create a work of art portraying the spirit of change taking place within Manweb.

Pictured working on the sculpture in his Prescott Street, Liverpool, studios, Stephen said: "Through experimenting with cable an idea came to me to stretch the spiral shapes they formed into two figures. These

two figures, evolving from the same root — electricity — are reaching out and exploring new challenges.

"The circle serves two purposes. Aesthetically it helps encourage the idea of 'breakthrough' and can also be seen as the 'earth', with the two figures completing the trinity as 'negative' and 'positive'. An interesting concept when considering change!

"The practical function of the circle is that it supports the weight of the bronze, allowing for much simpler fixings."

The sculpture is inscribed with a quotation by George Bernard Shaw: "Progress is impossible without change".

Full story and picture of the reception opening next month.

SHARING IN SUCCESS

MANWEB has announced pretax profits for 1992/93 of £111.2 million, an increase of 17.4 per cent on the last financial year.

Customers will benefit directly from this increase, with a price reduction of one per cent for domestic customers, the introduction of new tariffs, including a 'low user tariff' with no standing charge and discounts for card meter customers — a package of measures worth around £5 million.

Initiatives

In addition to the tariff alterations customers have seen a number of initiatives introduced over the last year, designed to improve the levels of service Manweb provides.

The three new Customer Information Centres in Warrington, Birkenhead and Wrexham were established last year, incorporating a £1.5 million investment in new telephone and computer equipment designed to han-

Manweb customers benefit from increase

dle a greater number of customer enquiries more quickly and efficiently.

Of the £85.5 million capital expenditure last year, £39 million was spent on refurbishing the existing distribution network, concentrating on rural areas which will lead to improved reliability.

The benefits of Manweb's investments are already beginning to show. Complaints to Offer, the electricity Regulator were down 44 per cent in the March quarter, 1993, compared to the previous year.

Customer disconnections fell by 70 per cent last year and in the last six months only six Manweb customers

were disconnected for non-payment.

Customers can now buy meter cards at a range of new outlets, including Thresher stores and Telegraph garages, which as well as increasing the number of sales outlets, will be open at unsocial hours.

Developments

A number of new Manweb businesses began trading last year. Manweb Gas Ltd went into profit in its first year of operation, and has signed contracts for up to £50 million over the next three and a half years

with Alliance Gas to supply customers from all over the country. Wind Resources Ltd, of which Manweb is a partner also made a profit last year from its two wind-farms at Carland Cross in Cornwall and Coal Clough in Lancashire.

At the half year stage, Manweb was one of only two Regional Electricity Companies who had seen growth in electricity sales, and this trend has continued with a one per cent increase across the board over the last financial year, an indication of the resilience of the Manweb region to the recession.

Last year saw the launch of Manweb's £500,000 Holyhead "Power Save"

project, which aims to reduce electricity consumption in Holyhead by the introduction of a range of subsidised energy-efficiency measures to benefit domestic, commercial and industrial customers. The largest project of its kind in Europe, it has attracted a European Community grant of £80,000.

Improvements

John Roberts, Manweb's Chief Executive said: "We have continued with our programme of investment in improvements in customer service. As well as our new Regional Centres, and the new systems and equipment we have brought in, major investments have also been made in customer service training for all our staff. This year we have begun to see the benefits of this investment and customers should see further improvements in the future."

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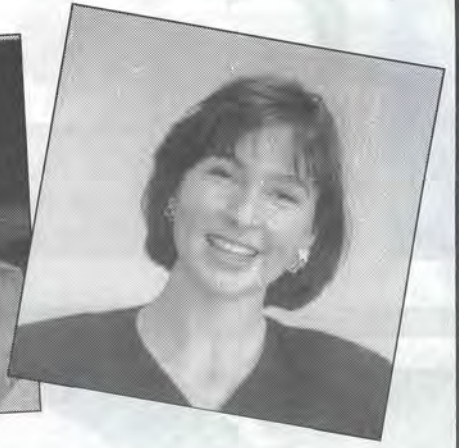
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What have these people in common?

They all work for Manweb, at various locations, but until recently that was their only connection.

Turn to page 4 for the answer.



Towering task for CFU

By Steve Lloyd
Operations Manager
South



Assessing conductor profiles over adjacent roads are (l-r) CFU Line Engineer David Felton, Site Agent Len Keeble and CFU Chargehand Linesman Fred Deakin

KEEPING the power flowing to major industrial customers was a towering task for Central Field Unit staff, whose engineering skills were once again put to the test to pave the way for a major road building scheme.

As part of Knowsley Borough Council's road building programme, a new dual carriageway between the M57/M62 junction at Tarbock and the A562 at Ditton near Widnes is to be constructed.

The proposals affect two double circuit 132kV overhead lines, making it necessary for Manweb to raise and relocate four towers.

The circuits involved, the Rainhill-Gateacre nos 1 and 2, the Rainhill-British Oxygen Company (BOC) 1-Widnes-Speke, and the Rainhill-BOC 2-Widnes-Halewood, provide essential supplies to major customers in the region and, in view of this, varying engineering techniques were applied so that only one outage would be taken at any one time, thus ensuring security of supply.

Using line contractors and Manweb's own linesmen, CFU Overhead Line Engineer David Felton co-ordinated the works, which involved constructing tower foundations one degree off line, thus enabling erection of the tower steelwork and eventual transfer of one circuit at a time over to the new tower position.

At Hough Green, however, this particular method was not possible and to enable the construction of a new tower it was necessary to erect a temporary mast to provide a line deviation whilst the new tower was being built. The last time this technique was used in Manweb was approximately 10 years ago.

As in most major projects, the need for close liaison with other parties was essential. British Rail provided mainline shutdowns where conductor work was in progress, whilst Les Hill from Liverpool District organised 11kV shutdowns for lines crossing underneath the 132kV circuits.

The programme involved long and protracted wayleave negotiations with various landowners and agents, handled by Wayleave Officer Steve Macauley.

Following the initial enquiry approximately three years ago, Department of Transport approval was only given recently and now the work is in the final stages, enabling the road construction work to begin in the very near future.



Learning the ropes at Vittoria Dock, Birkenhead, during a visit by the schooner Malcolm Miller are twins Robert and Alastair Pattison (1st and 2nd from right). Giving them a helping hand are (l-r) John Parkes and Harry Thompson, of the Sail Training Association, and Manweb's North Wirral District Manager Phil Ramsey. John Parkes is a former Non-Executive Manweb Board Member.

ALL ACTION ON THE AIR

By
Rob Skinner

MANWEB has hit the community airwaves through a £60,000 sponsorship of two local radio action desks.

The community action desks on Radio City covering Merseyside and Marcher Sound reaching audiences over much of North Wales, help to raise the profile of the local community, its members, issues and supporting organisations.

Joy King, Manweb Head of Public Relations, said: "We are delighted with the current success of both action desks. Manweb is committed to serving the local community and I am confident that through sponsorship of these projects we can continue to support this central aim."

The Marcher Sound Community Action Desk was launched on January 4 1993.

Since then it has highlighted various community issues, including those supporting the needs of elderly and disabled people. Such initiatives were

European Disability Awareness Week and Age Resource Week.

The Coordinator at Marcher Sound, Wendy Painstill said: "The Action Desk has received a tremendous response from all walks of community life and it is thanks to Manweb that we are offering such a worth while community service."

The Radio City community action desk was launched in February 1993. Through its series of 'theme weeks' it has been able to respond immediately to community needs. One such occasion was at the time of the Jamie Bulger tragedy in Liverpool.

Its Coordinator, Louise Gusterson said: "Many callers actually identify Manweb when they telephone for further advice, which is a sure indication that the action desk is proving to be a highly successful community service."

TWINS' TREAT

FUND-raising for the trip of a lifetime was plain sailing for deaf twins Robert and Alastair Pattison — thanks to Manweb.

The 18-year-olds from Helsby had managed to raise £450 towards a working holiday aboard the 150ft schooner Sir Winston Churchill. But, with the voyage just a few weeks away, the two teenagers were still short of £600 to pay their fares.

It seemed certain that the pair's holiday hopes were destined to be scuppered for the second year running... until Manweb stepped in and offered to pay the £600 balance.

Organised by the Sail Train-

ing Association, the two week voyage will give Robert and Alastair the chance to learn shipboard skills under supervision, as part of a 39-strong crew.

Harry Thompson, of the Sail Training Association's North West Region, said: "The twins should have gone on one of our sailing trips last year, but Robert broke his leg playing football and Alastair had exams to sit. They were determined to go this time, but hadn't raised enough money. Thanks to Manweb they are now able to join the crew of the Sir Winston Churchill during the summer."

COVER DRIVE

TRADING Division has recruited 30 new employees as part of the drive to improve customer service in Manweb's retail outlets.

Recruited with customer enquiry as much in mind as their ability to sell, the 30 full and part time newcomers will also provide vital cover for existing shop staff while they attend customer service training courses.

The new staff, who also underwent four weeks of intensive training before taking up their posts at retail outlets throughout Manweb, are pictured at their en-mass





Customer Service Facilitator Julie Miller, who volunteered to man the emergency caravan at Llandudno, gives advice to customer Ken Oliver.



The scene of devastation in Llandudno, as Manweb staff battle against flood water to restore supplies.

SAVED!

Thanks to the all action Manweb team

CLWYD District Manager John Hampson has paid tribute to staff whose prompt actions almost certainly saved lives during the flooding in North Wales last month.

"But for their quick thinking and skill I am sure there would have been fatalities," said John, whose staff had to act fast to switch off parts of the network when customers reported receiving minor electric shocks as the torrential rainwater poured into their homes.

"What started off as a lightning storm fast turned into a major emergency. For safety reasons we had to move quickly to switch off the network in the affected areas, without blacking out all our customers. Everyone did a tremendous job."

Initially assisted by jointing teams and electricians from Dee Valley District and later joined by other volunteers from Mid Mersey, Mid Cheshire, North Wirral, Gwynedd and Manweb Contracting, the 'army' of staff was hindered in carrying out repair work by the continuing rain, which washed away road surfaces and left homes swamped in several feet of murky water.

An estimated 2,000 customers in Llandudno, Llandudno Junction, Conwy, Deganwy and Mochdre were affected.

"The force of the flood water was tremendous. It ripped up the topsoil, peeled tarmac off the roads, and in a matter of seconds poured into houses. We had reports of elderly people trapped in their bungalows, standing waist high in water, before being rescued by the emergency services," said John.

Throughout the first night of the flooding Manweb staff worked hard to isolate areas that were waterlogged and restore supplies to other customers. But the task was made difficult with substations and cables under water.

Rain continued throughout the following day, and although the flood water had dropped slightly, very little could be done to repair the network and the volunteer teams had to concentrate on bailing out the electrical equipment and restore power to as many customers as possible.

A team from North Wirral, led by 2nd Engineer Ian Jones, had come equipped with new type water pumps which they were able to use to help customers clear their flooded cellars.

"It was a great relief when the water level dropped the following morning and the sun came out," said John. "We had a massive convoy of vehicles on the road and the huge clearing up operation began."

Clwyd's West Section Manager Graham Smith and East Section Manager Colin Blundell, who masterminded the operation, divided the affected areas into 12 zones, each with an engineer and foreman in charge of a team of jointers and statutory staff. The crews then set about replacing soaked cutouts, drying out waterlogged cables, replacing damaged meters



Electrician Paul Davies (front) checks fuses at flats in Conwy.



John Powell, of Manweb Contracting, gives a radio progress report.

BY JACKIE UNSWORTH

and restoring supplies. All customers were back on supply by the following evening.

John said: "The men were working in extremely difficult circumstances. We had been told the flood water was clean but that there might be some isolated pockets of sewage. It was risky and rats were seen swimming about in the water."

"Everyone worked very hard and I'd like to thank them all for their efforts. I know that some of the men volunteered to help even though their own homes were flooded."

Throughout the emergency Manweb manned a caravan on the Asda car park in Llandudno to help customers with supply problems. Welsh Water, British Gas and the Police also had representatives in the caravan to deal with enquiries.

Manweb has since launched a package of measures to assist around 500 of the worst affected households, offering:

- A £75 credit against electricity bills to help people dry out their property.
- 25 per cent discounts on appliance repair and contracting work.
- A 20 per cent cash back offer on white goods, such as cookers, fridges, freezers and dishwashers.

The Company is also carrying out free wiring tests and fault disconnections for the affected households.

Aberconwy Borough Council has thanked Manweb for what it feels is a very generous package of measures, and the Mayor has also paid tribute to all the staff who took part in the emergency operation.



Manweb Mid Mersey District Manager, Barry Judd.

PROFILE RAISER

BARRY Judd, Manweb's Mid Mersey District Manager is helping to raise the profile of the local business community, as the new vice-president of Warrington Chamber of Commerce and Industry.

In his new role, Barry, who has been with Manweb since 1965, will be working to develop support for smaller companies, and increase membership of the Chamber above the present 25 per cent of local businesses.

Barry said: "My years at Manweb provide solid ground on which to work to help local businesses, and the company's strength in customer service will be something I intend to promote within the Chamber to improve on quality."

Mersey message

MID Mersey District put across an electrical safety message when it sponsored Warrington Rowing Club's Annual Regatta on the River Mersey near the 132,000 Volt Manor Lock substation.

Oars, masts, fishing rods and other objects can pose a deadly danger if they come into contact with overhead power lines, and Mid-Mersey sponsored the event to help make people more aware of the need to take care when near electrical equipment.

Mid-Mersey Joints Terry Cook took part in the event as a member of Warrington Rowing Club, and, appropriately is its safety officer.

CONTACT POINT

MANWEB staff gave an electric performance when their teamwork, stamina and initiative was put to the test in the Power Challenge 1993.

The Manweb 2 Sheppard's Flock team took 2nd place whilst the Manweb 3 Death Valley team came 4th out of 63 power industry teams competing at Weston Park, Shropshire. Full story next month.

REPORTING FOR STAR ROLES



John Flatley, Customer Information Centre, Warrington



Pat Walsh, Manager, Garston Shop.



Mike Jones, District Manager, North Mersey



Gaynor Stobbart, Appliance Service Centre, Queensferry.



Emrys Hughes, Section Engineer, Aberystwyth.



Diane Mason, Customer Information Centre, Warrington.

SO what have the people on page 2 in common, along with the other Manweb employees pictured (here).

They all play a starring role in the Company's 1992/93 Annual Report, which has just been published.

Staff based at various locations were 'snapped' in their work environment by Manweb's Head Photographer Mike Hall to illustrate the customer service theme running throughout this year's Annual Report.

Manweb's PR Manager Sally Lingard explained: "We asked District Managers and Customer Service Managers to nominate employees to help us illustrate the wide range of jobs within the Company."

"The staff selected for inclusion in the Annual Report reflect the wide geographic spread, a male and female balance, and various age groups."

She added: "Customer service is a strong theme throughout this year's annual report. The key to good customer service is our staff, so we decided to include lots of pictures of Manweb employees."

"Unfortunately, due to space limitations, we weren't able to include all the people we photographed, but I'd like to thank everyone who spared the time."

Those pictured are: Rachel Lloyd, Customer Information Centre, Warrington; Henry Williams, Linesman, Gwynedd; Julie Grannel, Graduate Trainee, Power Marketing, Head Office; Austin Salmon, Appliance Delivery Driver, Queensferry; John Flatley, Customer Information Centre, Warrington; Pat Walsh, Manager, Garston Shop; Mike Jones, District Manager, North Mersey; Gaynor Stobbart, Appliance Service Centre, Queensferry; Emrys Hughes, Section Engineer, Aberystwyth and Diane Mason, Customer Information Centre, Warrington.

Alison takes up new post

Manweb has announced the appointment of Mrs Alison Carnwath as a non-executive director from 10 June 1993.

Mrs Carnwath, 40, is currently a director of the investment banking division of J Henry Schroder Wagg & Co Ltd, where she has been involved in all aspects of corporate finance work including major mergers and defences in the UK.

Qualified

A graduate of Reading University, with a degree in Economics and German, Mrs Carnwath qualified as a chartered accountant with Peat Marwick Mitchell and then spent four years in the corporate finance department of Lloyds Bank International before joining Schroders in 1984.

Between 1987 and 1988, Mrs Carnwath spent a year in New York at Wertheim Schroder & Co Ltd. She was appointed director in 1988.

Service praised

REGION 3 and three Manweb Districts made no guaranteed standards payments to customers during the month of May.

"This result is a reflection of the continuing effort made by you and your staff to give our customers first class service," said Chief Executive John Roberts in a congratulatory letter to District Managers Barry Judd (Mid Mersey), John Macdonald (Dee Valley) and John Brown (Aberystwyth), and Region 3 Customer Accounting Manager John Griffiths.

Mr Roberts added: "This is an excellent start to the 1993/94 record of guaranteed standard of service payments and I hope we can continue providing this level of service to our customers."

Day out

MANWEB'S Chester and Head Office Retired Staff Association recently spent a day in York, visiting the Railway Museum, Viking Centre, Castle Museum, the Minister and the Shambles.

For one couple the outing gave them an opportunity to visit their granddaughter, who is studying at the University.

Future excursions include; July 21 - Portmeirion. August 20 - Southport Flower Show.

September 29 - Blackpool and the lights, including lunch at the Sandcastle Complex and a visit to the Old Time Music Hall.

Apathy can cause needless injuries

APATHY can main and sometimes even kill. Every year several hundreds of workers are needlessly injured because of their "take it or leave it" attitude to protective clothing.

A few of those injured have genuinely forgotten to don their helmets, goggles, gloves or footwear but the great majority suffer because they just couldn't be bothered with the protective clothing made available for their safety.

Although we in Manweb have an accident record which compares very favourably with that of many outside large firms there is no room for complacency.

There are still people who deliberately flaunt safety rules by neglecting to wear suitable protective equipment. Our accident

reports confirm this. These are some of the more recent examples:-

- Burnt hands and arms when hot compound spilled over — no gauntlets.
- Brick dust in the eye whilst a wall was being drilled — no goggles.
- Sole of foot pierced by nail — no safety footwear.
- Head injury when ladder slipped — no safety helmet.
- Breathing problems whilst brushing out substation — no dust mask.

These are but a few. Manweb provides all the necessary personal protective equipment required by law and a bit more besides. Most staff are only too happy to make use of it but there still appears to be a hard core who seem to think

it more macho not to be seen wearing this equipment.

As well as requiring Manweb to provide the protective gear, the law also requires employees to wear it. The Health and Safety Executive has made it quite clear that it will consider prosecuting any employee who does not make use of the equipment provided where this is found to be a contributory cause of the accident. This could also have a considerable impact on any claim for industrial injury.

It is VITAL that personal protective equipment is worn EVERY TIME it is required and not just when someone feels like using it.

You only need to forget once — and the consequences could be with you for life.

Follow the rules

ONE of the less welcome benefits of summer is that lawns have to be cut. Particularly when we have the sort of weather we are having this year — periods of heavy rain interspersed with sunny days. The grass grows, and grows, and grows...

Hopefully all Manweb staff use electric lawnmowers — these are basically very safe machines provided some commonsense rules are followed.

If you are using the extension lead make sure it is wired correctly. Make sure that the part of the lead connector with the protruding pins is on the lawnmower cable and the part with the sunken sockets on the extension lead side.

If the mower stops working for any reason, switch off at the socket and unplug before looking for the fault.

Arrange the cable so that you don't throw over it and damage it. If you do, switch off and unplug before attempting a repair.

Wear strong shoes, the safety type if you've got them. Never mow the lawn wearing slippers, sandals or loose fitting footwear. Some people have been known to mow the lawn in their bare feet — it feels nice but is not conducive to keeping all you toes intact.

If you get called away to the phone or any other interruption always switch off at the socket and unplug in case any children come along whilst you're away.

Keep children and pets away

whilst you're mowing and never let young children try using the mower.

The fuse in the plug top gives no protection against electric shock. A much enhanced level of protection can be provided by fitting a RCD (residual current device) in the lawn mower circuit. These are available as a special plug to or an adap-

tor for fitting in the circuit. They cost between £20 and £30, which is a small price to pay for the greater safety they will give you.

Always read the manufacturer's safety instructions carefully. These are provided with every UK made electric lawnmower. Follow these and you will avoid accidents.

SAFETY



Compiled by Derek Jackson and Phil Hughes

TO THE WATER IN A LONG BOAT

THE summer is with us again and our thoughts turn to holidays.

Some will no doubt take their ease in foreign climes but, for those who like to take theirs in the UK, the leisurely enjoyment of the countryside by meandering along the canals at a top speed of 4 mph, is becoming increasingly appealing.

Simple

Although we all say we would like a "simple" holiday most of us are most reluctant to do without the modern essentials of life such as the radio and

the telly. We also like to sit on the boat and while away the hours fishing, occasionally casting away with a carbon fibre pole.

If you are attracted to this type of holiday or you have friends or neighbours who are, just remember that there are overhead power lines at all voltages crossing canals and that some of these can be as low as 5.2 metres (17ft).

So, if you are stopping for the night and need your radio or TV watch where you raise your aerial. If you are spending the afternoon fishing take care where you cast your rod.

HEALTH AND SAFETY UPDATE

LAST month's safety scene looked at some of the higher profile aspects of the new "Pack of Six" Health and Safety legislation, which became law at the beginning of the year.

The pack of six also includes regulations dealing with "Work Equipment", "Workplaces", and "Personal Protective Equipment". These, in many cases, replace existing regulations which in themselves demanded high standards of health and safety in the workplace. Large sections of the Offices, Shops and Railway Premises Act 1963, for instance, has been replaced, under the new legislation, however in many respects, with similar requirements. The same is true for large sections of the Factories Act. Time scales of adjustment for existing situations are built in to the regulations where appropriate.

There are, however, specific areas with-

in all the regulations where we need to develop new strategies or improve existing arrangements. Regulation 7 of the Management of Health and Safety Regulations, for instance, refers to the arrangements needed to cover emergencies, and although many procedures already exist, Fire Precautions for instance under the Fire Precautions Act 1971, greater emphasis is placed on the need to inform and train where necessary appointed persons to assume certain roles in the event of an emergency. This would also include the need to inform and train our own staff who may be involved, and to make arrangements for visitors under our care, in order to reduce risk should any foreseeable emergency occur.

The Personal Protective Equipment at Work regulations covers an area which was already fairly well covered in this country and will make very little differ-

ence to the existing provisions. Emphasis is placed on the need to assess the situation and to try to eliminate and control hazards by means other than personal protective equipment, which therefore becomes a final resort. The main differences from existing arrangements are that all weather clothing is included and by implication footwear is regarded as personal protective equipment for those people whose feet may be subject to injury without it. Some progress has been made in these two areas although, it is fair to say, there are still areas where we need to make progress. By nature personal protective equipment is "Personal" and certainly some items such as shoes are subject to personal fitting. This can and has caused some problems due to slight differences in size between makes.

Suitability for particular use in many cases will be resolved over a period of

time by the experience of users, although every effort must be made to ensure suitability from the outset. These regulations are in addition to the existing "Noise at Work Regulations 1989", the "Control of Lead at Work Regulations 1980", the "Ionising Radiation Regulations 1985", the "Construction (Head Protection) Regulations 1989" and the "Control of Substances Hazardous to Health Regulations 1988", all of which have personal protective equipment requirements. They repeal, however, the "Protection of Eyes Regulations 1974". The new regulations do not reduce standards in any way, rather they call for an employer in carrying out assessments of risk in the workplace to make appropriate arrangements for the protection of his employees. One final point — PERSONAL PROTECTIVE EQUIPMENT WILL ONLY PROTECT IF IT IS USED.

LIGHTNING REACTION

MANWEB's Central Field Unit is trying out a lightning monitoring system to increase the unit's efficiency and speed up supply restoration time.

The unit has recently installed a system which accurately locates where and when lightning hits the ground.

It enables them to pinpoint where a 132 kV tower line may have been struck.

It works through a national network of five directional aerials which receive electrical noises produced by lightning, enabling them to pinpoint, monitor and time where the storm is occurring.

The information is landlined to EA Technology at Capenhurst where it is collated. CFU can then dial in with EA Technology to have the information transferred to its own system.

With typical accuracies of within four kilometres it can not only locate a strike but indicate the type of lightning. High voltage 132 kV lines are represented accurately on a colour display of the country. A storm's progress and the degree of lightning are plotted on this map. Each new strike appears on the screen within seconds. It's actually possible to see a flash in the sky and watch the data arrive on screen before hearing the clap of thunder.

Stored data can be replayed at accelerated speed over any chosen time period. Prints of the display map showing all strikes within a given period and area can be produced. Alternatively a list of strike information can be printed.

"The customer service implications are enormous," said Peter R Jones, CFU Technical Support Manager, who introduced the system.

"Coupled with the telecontrol system it enables us to find a 132 kV fault quickly in the event of a trip. Previously line patrols would need to have been organised and a painstaking search of lines undertaken. Now we can direct staff to look in the problem area first, thus saving time and effort.

"If there is a trip on the 132 kV network we can at least say if it is or isn't lightning," added Peter.

In May last year lightning frequency was high, presenting the network around the country with serious problems.

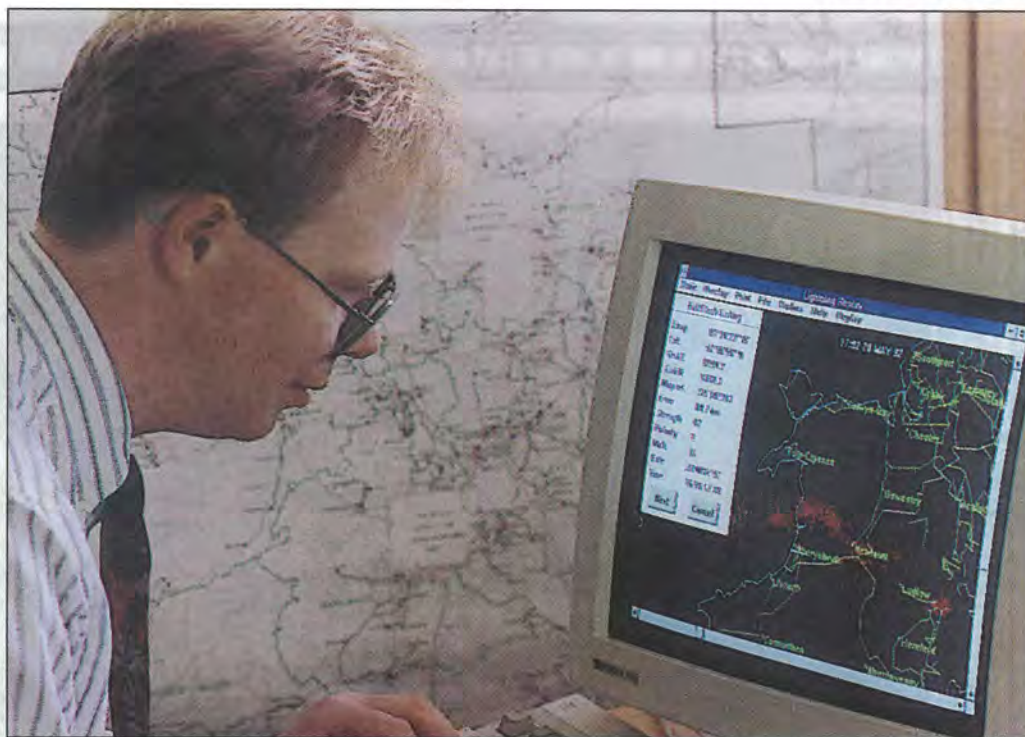
"With this system installed

Customer service implications enormous

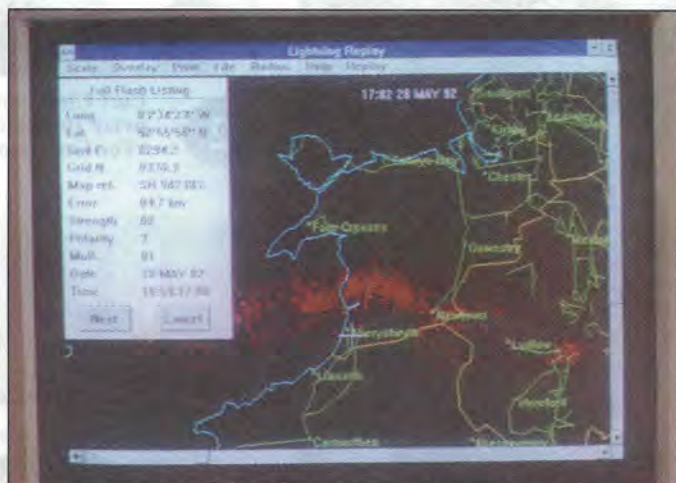
we can now confirm the scale of any problems and act accordingly," said Peter.

The system has an animation sequence which indicates impending storms moving into the Manweb area. Lightning, coupled with high winds can have potentially serious effects on the network, therefore it is important to know what to expect so that appropriate staff can be held on standby.

As well as being a potential problem for power supplies, the threat of lightning can also prevent some types of work on the network being carried out. The system can confirm and quantify the risk, and provide an additional level of safety to storm warnings issued by the Met Office.



Steve Wild, CFU Safety Coordinator, replays last year's devastating storms on screen. The system gives advanced warning of impending severe weather.



A close up of the screen shows the range of available information with the 132 kV network marked in green, the red spots show lightning strikes which have occurred within the last ten minutes. Lightning which happened between 10 and 20 minutes earlier is marked by blue spots, while yellow shows strikes of 20-30 minutes' age.

AGM - WHO CAN ATTEND?

MANWEB employees are only eligible to attend the Annual General Meeting if they hold shares in their own name.

Those members of staff who just have shares under the free and matching offers will NOT be eligible to take part in the meeting. This also applies to employees buying shares under Manweb's Sharesave Scheme.

People wishing to vote on a particular issue can, however, instruct the Trustees. Information on how to go about this is being sent to employee shareholders with the Annual Report and Accounts.

Time off work for staff who are eligible to attend the AGM will be at the discretion of individual managers.

Gearing up for big event

By Jackie Unsworth

PREPARATIONS are underway for Manweb's third public Annual General Meeting, to be held at Head Office on July 29.

The AGM will again be held in the restaurant, where there is seating for up to 800 people, with reception facilities and customer service points provided in a purpose-built semi-permanent structure, which is being erected on the paved area outside the restaurant.

Although holding the event at Manweb will cause some disruption to normal working that day, it will be kept to a minimum.

Similar to last year, the rear car park will be reserved for shareholders. The two side car parks will be available for employees but the majority of staff will be asked to park their vehicles in the cattle market area off Bumpers Lane, just five minutes from Head Office. A shuttle bus service will operate all day.

Staff will automatically be given a 30 minute flexitime credit to reflect the extra travelling time. Restaurant facilities, including the shop, will be

closed on July 29, but to make up for the inconvenience, every Head Office employee will be provided with a free lunch, delivered to each floor by caterers Compass, in the style of an 'in-flight' service.

Vending machines will be kept stocked up at all times for those in need of a snack.

As in previous years, Manweb has hired event management company Commercial Presentations Ltd to stage the AGM. Organising such an event is a major operation, and every contingency has to be catered for. Security is also a big concern and extra guards will be brought in during the run up to the AGM.

Manweb staff will play a

DID YOU KNOW...

...at last year's AGM the 400 plus shareholders and other visitors who attended consumed:

- 85 cups of tea
- 655 coffees
- 1,000 packets of biscuits
- 79 litres of orange juice

part in the smooth running of the event, and on the day around 70 employees plus the Board of Directors will be present. Staff will take on various roles, including manning the customer service desks.

Bilingual customer information will be available, as will Welsh speakers, and sign language will be provided for deaf people and those who are hard-of-hearing.

'DISRUPTION' WILL BE KEPT TO A MINIMUM



Signing the Service Level Agreement are (seated, l-r) Data Centre Manager Peter Goulding and District Support Manager Jim McLennan, with (standing, l-r) DOJM Project Manager Neil Goulden and Service Level Agreement Co-ordinator Hugh Thomas.

Agreement is a step forward

APRIL 1 marked the signing of a Service Level Agreement between Network Services and Information Services.

Despite the unfortunate choice of date, the signing was a major step forward as the agreement is a significant improvement over previous ones.

The key points of the Service Level Agreement (SLA) are:

- 22 hour availability of the core DOJM system (including a two hour maintenance slot in the early hours of each day).
- System available by 7am each day.
- 90 per cent of all transactions completed in under two seconds.
- System availability of 99.92 per cent (no more

than five system breaks per month).

- Printer faults to be rectified within an average four hours.

Perhaps the most useful item is the independent quarterly questionnaire carried out by the Data Centre. This provides valuable feedback and enables resources to be concentrated on the problem areas.

To date, some service related issues have been highlighted, for which improvements have been implemented. As a result of customer comments the service has been and will be subject to ongoing improvements.

If you are the recipient of these surveys, please carry on the good work by completing them as fully as possible.



1 Colour prints first prize was snapped up by Chris Hulme from Meter reading at Mid Cheshire District's Northwich Section, with his entry "Eagle Owl Having Lunch".



2 Carl Christian of Kirkby Shop took second prize in the colour prints category with "For God, King and Country".



2 The photo winning second place in the Black & White section was "Rosa Daniels of Head Office".

Rob Skinner reports

SNAP



1 Jennifer Smyth, daughter of Ken Smyth at Head Office, zoomed in on first prize in the children's section with "Beautiful Bloom".

SNAPPY Prizes will be zooming their way to the winners of Contact's Photographic Competition sponsored by Ascott's of Chester. All the winning entries appear in this special double-page spread.

As in previous years, our three qualified judges, Richard Ascott and Mark Vyse from Ascott's of Chester and Manweb's Head Photographer Mike Hall, had the difficult task of choosing the winners from all the entries which were to a high standard.

The winners were as follows:

Colour Prints (any subject): First prize went to Chris Hulme from Meter reading at Mid Cheshire District's Northwich Section, for his eye-catching "Eagle Owl Having Lunch". The judges were impressed with the bird's eyes as a focal point to the picture. He picks up a Fuji D camera. The second prize of 2 x Fuji Super HG 200 ASA 36 exp processing, goes to Carl Christian of Kirkby Shop, for his photo "For God, King and Country".



2 Second prize in the children's section was also taken by Jennifer Smyth with "Tufty and Friends".

Mystical atmosphere

Transparencies (any subject): First prize, a Fuji DL 90 35mm camera was snapped up by David Evans of Material Control at Gwynedd District for his entry titled "Set Sail at Sunset", which the judges liked for its very mystical atmosphere. Second prize went to Brent Jones of Rhosyllen for "Penguin Underwater", and he wins 3 x RD process paid 36 exp films.

Black & White (any subject): Barry Harrison of Network Services at Head Office focuses on first prize – a Gift Voucher worth £50 to spend at Ascott's of Chester – with his breathtaking shot called "Windswept". The judges were impressed with the strong but simple composition of this entry. Second prize of 4 x Ilford Delta 36 exp films including processing, goes to R Daniels of Network Services at Head Office for his entry "Rosa".

Budding photographer

Children's Section (under 16s any format): Both first prize of a Fuji F25 35mm camera and second prize of 2 x Fuji Super HG 200 ASA 36 exp films with processing go to Jennifer Smyth, daughter of Ken Smyth at Head Office, for her entries "Beautiful Bloom" and "Tufty and Friends" respectively. The judges thought both showed promise for a budding photographer!

Best Christmas Picture (any format): The prize, a Fuji DL25n 35mm camera, goes to David Evans of Material Control at Gwynedd District, for his entry "It's been a long day".



2 Second prize in the transparencies section was taken by Brent Jones of Rhosyllen with "Penguin Underwater".



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4 First prize in the Black & White section was awarded to Barry Harrison of Head Office, with his entry "Windswept".

HAPPY WINNERS

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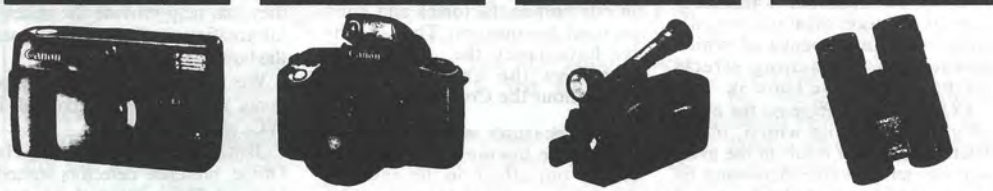
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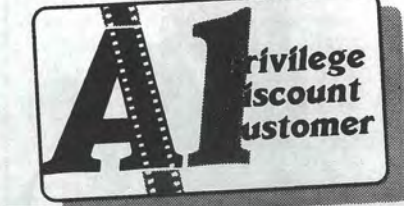
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Rob Skinner reports

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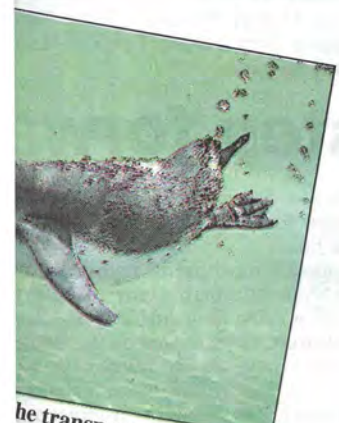
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CLOSE TO TARGET

THE Energy and Environmental Section which is responsible for Manweb's Corporate commitment to save energy has now been running for 12 months and this is the first annual report on the progress the Company has made towards meeting the targets published in the 1992 environmental report.

The base year against which we are targeting our reduction is 1991/92. As the heating element of energy use is a function of both the weather and the number of hours we use our buildings, we must normalise the actual energy use accordingly.

District Offices were open for more hours due to the introduction of DOJM, the requirement for better customer service and to allow the Regional Customer Accounts Sections to run effectively.

The weather in 1992/93 also meant that our heating systems were on for marginally longer than in the base year.

Normalising for these two factors produced a 4.3 per cent reduction against the target of a 5 per cent reduction set for the year.

This is an excellent result when one considers that the last series of energy awareness training sessions, which was for shop managers, was only completed in April 1993.

This reduction in energy produced a cost saving of over £61,000, and in terms of emissions we saved

- 1032.5 tonnes of CO2
- 13.7 tonnes of SO2
- 4.1 tonnes of NOX

from being released into the atmosphere.

The graphs show what the 10 District Offices and the three shop regions achieved against the target year.

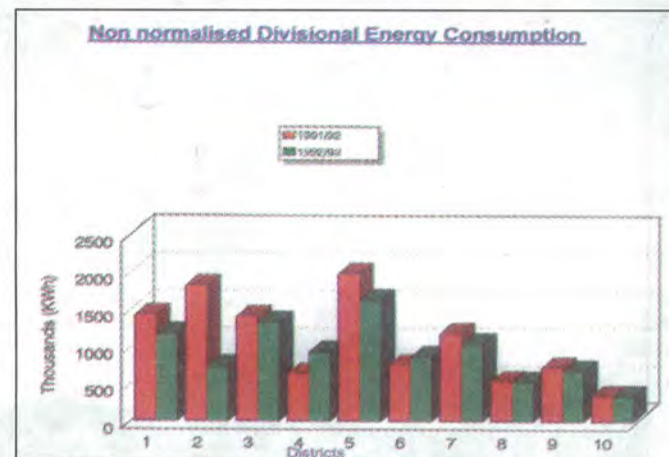
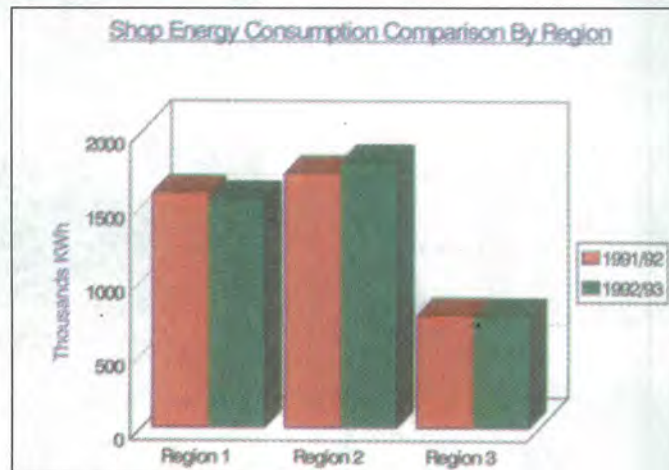
These savings were mostly the result of good housekeeping which can produce up to a 10 per cent reduction in energy using low cost measures.

- For instance:
- Reducing hot water thermostats to 60 degrees C
 - Ensuring that room thermostats are set to the correct temperatures and then not interfered with
 - Ensuring that unnecessary lighting and equipment is switched off
 - Ensuring that PCs, VDUs and printers are switched off when not required
 - Making sure that windows and doors are shut to conserve heat
 - Ensuring that timeswitch controlling equipment are set for both the right time and the minimum time to provide comfort conditions for staff
 - Ensuring that heating is switched off in our appliance stores.

Additionally we fitted Building Energy Management Systems (BEMS) in Head Office, Mid Cheshire, Clwyd, Liverpool and in the Edge Lane Superstore. Whilst these will not always guarantee energy savings over and above a well motivated Energy Manager, they can help provide the necessary information to allow them to control the building better.

We fitted loo controls to all our gents' urinals and fitted controls into WCs to conserve water.

Both at District and at Head Office, presence detectors started to be fitted. These ensure that lights are automatically switched off if no one is in the area.



GREEN ISSUES

BY
GEOFF RAVENSCROFT
ENERGY ENVIRONMENT
MANAGER

Why should we be concerned?

THE way energy is currently used in the UK is both inefficient and wasteful. Fossil fuel power stations in the UK provide 80 per cent of our energy requirements, the equivalent of some 350 million tonnes (1 tonne = 2000Kg) of coal is burnt per annum. With power station efficiencies less than 40 per cent, some 210 million tonnes is therefore wasted.

In the burning process generating stations produce the following gases which are released into the atmosphere each year:

- 160 million tonnes of CO2 (carbon dioxide)
- 3.8 million tonnes SO2 (sulphur dioxide)
- 2.8 million tonnes NOX (nitrogen oxides)

The effect of these emissions into the environment is threatening to change climatic conditions, the consequence of which could have devastating effects on the world as we know it.

CO2 emissions increase the effect of global warming which, if left unchecked, could result in the average UK temperature increasing by two to four degrees C by the end of the next century.

A warmer world could result

in the polar ice caps melting and this may result in sea levels increasing by 65cm.

Greater sea depths could flood low lying areas and lead to a loss of worldwide food production as warmer weather produces more deserts.

SO2 and NOX are prime causes of acid rain which is leading to our lakes and rivers being poisoned and killing trees and destroying our architectural heritage.

Local air pollution can threaten the lives of the elderly, pregnant women and babies.

We must all find ways to reduce our use of energy if the world as we know it is going to be there for our children and our children's children.

Quite simply the most effective way to combat the effects of global warming is to undertake energy efficiency improvements in our homes, factories and commercial businesses. That is why we have taken the decision to conserve the energy we use throughout the Company.

The measures we are taking in all of our business interests to reduce our effect on the environment has resulted in our public viewing us as an environmentally responsible company.



With designs on winning, front row, l-r, Katy Burns, 9, Hannah Rowlands, 9, Christopher Callaway, 10, and Mark Hanson, 11. Back row, l-r, Nigel Charlton, Manweb Education Officer, Jane Sheppard, Customer Services Manager, North Wirral, William Rogers, Head Teacher, Bidston Avenue Junior School, and Steve Holmes, North Wirral Health and Safety Co-ordinator.

DESIGNS ON ELECTRICITY

CHILDREN from Bidston Avenue Junior School, Birkenhead, have helped Manweb to raise awareness of its educational services by designing the front cover of a new education resources pack.

More than 40 pupils submitted paintings on the theme "Uses of Electricity" and four lucky winners were chosen. Their designs can be seen on the front cover of the folder, which will be used in response to

enquiries about Manweb from schools within the region.

All children who took part in the project to design the folder were presented with sets of coloured pencils whilst the four winners were each given a personal stereo player.

The school was also presented with audio equipment for its resources centre.

Jane Sheppard, Customer Service Manager, North Wirral, said: "We are pleased to show our support of education in this way. The children's pictures show the awareness they have of electricity in their homes and environment."

Steve Holmes, the Districts Health and Safety Co-ordinator has also been involved with the school as part of the Wirral Investment Network project and has planned a number of activities to link with the National Curriculum and energy topics.

School play time

A PLAY to teach children about electricity in an entertaining way has been sponsored locally by Manweb.

"Struck By Lightning" by the Molecule Theatre of Science, was performed at the Pavilion Theatre in Rhyll and Southport Arts Centre to audiences of local schoolchildren.

After the first performance in Rhyll, Manweb Chairman Bryan Weston hosted a reception to present a gift of audio equipment to children from nearby Tir Morfa School for use in their resources centre.

Manweb's Education Officer, Nigel Charlton said: "The Molecule Theatre production is both entertaining and informative, and follows Manweb's aim to support educational initiatives."

The Molecule Theatre of Science produces plays designed to educate children and young people on the basic principles of science, such as electricity. "Struck By Lightning" is in line with the National Curriculum for Science.



Bryan Weston, Chairman of Manweb is pictured after the performance in Rhyll, with Stephen Wright (11) from Tir Morfa School, at an exhibition of pictures by the children, on the subject of "Uses of Electricity".



The Education Resources Pack the children helped design.

PHASE 2 ON THE CARDS

LAST year Manweb launched an internal initiative to reduce problems associated with card meters. Project Manager STEVE O'BRIEN had the task of helping identify where the problems came from, and finding a training-based solution. Here he examines the project's progress to date, and looks towards its second phase, launched recently at Hoylake Skill Centre

THE story of the card meter training programme follows the rather tortuous path of attempting to improve a situation against the background of ever increasing change within the company.

Last June, after 18 years in Liverpool District, I was asked to be part of an initiative attempting to eradicate

problems associated with card meters.

Fact finding

I was initially despatched to work with Management Services, and our plan of attack consisted of a fact finding mission conducted at North Mersey District Office. Our intent was to find out what problems were apparent in the work cycle and effect a solution which could be spread company wide.

The main problem as we saw

it was one of internal education of all concerned so that people understood where their work with card meters fitted in with everyone else's.

We sought to remedy the situation by the creation of a card meter core training programme, bringing together employees from the three divisions in mixed groups, so that each could impart their knowledge and experience to each other about problems all were experiencing. We were aided by volunteer facilitators at several

districts, who delivered a training package that I and Corporate Training and Development drew up.

The response from districts was absolutely first class, which given the climate of change following reorganisation was and still is of enormous credit to them.

The courses were run in eight district offices, and started in September of last year.

At the time of writing these training courses are being wound down, with over 1,000

employees now having been on them. Early indications are that the training is having the desired effect, with fewer problems experienced by staff, and the number of card meter complaints to Offer also falling dramatically.

Message

The second stage in the process is to concentrate on the individual divisions, keeping up the momentum from the core programme and reinforcing the

message of care and attention to detail. This message is underlined by Chief Executive John Roberts in a special video which introduces the second stage of the training course.

Phase two is currently underway for meter fixing staff at Hoylake Skill Centre, and courses are anticipated to run for the remainder of this year, with Hoylake Skill Centre Instructor Noel Youds assisting with the more technical aspects of metering.



Pictured with Steve O'Brien (front) at Hoylake are Network Services metering staff (l-r): Damian Cartwright, John Carney, Dave Fazakerley, Dave Shallcross, Mark Alcock, Dai Lewis and Malcolm Williams.

RETIREMENTS



MANWEB'S new Customer Service Centre in Northwich has said goodbye to its first retiring employee since it opened — Kath Wilkinson — who left at the end of June.

During her one month at the new centre, Kath played a crucial role. She was the member of staff who presented a free gift to the first ever customer, after the ribbon was cut at the official opening, on May 21.

She has been with Manweb for 22 years, and all that time in Northwich shop, becoming a familiar face with both customers and staff. Kath said: "There has been a great deal of change over the years. Since I started, Northwich shop has been at three different premises."

Kath is pictured (centre) with colleagues (l-r) Joyce Lee, Malcolm Swords, Vivienne Azouz and Sheila Unsworth, Manager, who with all fellow staff wished Kath a wonderful retirement.



FORMER colleagues from Management Services and other departments gathered to wish Senior Consultant Ron Berry a long and happy retirement after his 36 years with Manweb.

Ron joined the Company in 1957, and progressed through various posts to become a 1st Engineer. He was the longest serving member of the Management

Services team, and was the 'last man out' when the department was disbanded.

Married with a family, Ron lives in Grappenhall and is a keen golfer. He is pictured (centre right) as Bill Mathews of the Inventory Management team and other colleagues present him with a retirement gift of a golf bag.



AFTER 30 years working at Manweb, Ron Burgess, Planning Manager at Liverpool District retired at the end of April.

Ron actually joined Manweb over 40 years ago in 1952, as an apprentice at New Crane Street Depot. After two years, he left to study for a degree in Electrical Engineering. With this under his belt, he returned to Manweb in 1962 and has been here ever since.

staff from the district presented Ron with gifts at his retirement party. These included a cheque for £130, which he intends to put towards equipment for his recently discovered sporting pastime — windsurfing.

Ron hopes to be able to spend more time on his favourite sports, which apart from windsurfing, also include tennis.

Ron is pictured at his retirement with Liverpool

APPOINTMENTS & PROMOTIONS



STEVE Wood has been promoted from his position as Gwynedd District Manager to become Network Services Health and Safety Manager at Head Office.

The Gwynedd DM post has been filled on a 12 month secondment by Ian Basford, Special Projects Manager at Head Office. During this time a DM designate will be selected to take over following the secondment.

Steve (43) came to Manweb as an Apprentice Electrical Fitter in 1966, working as a Service Electrician before joining the Company's industrial staff training programme where he gained engineering and management qualifications.

He progressed through the Company, working in Gwynedd, Liverpool and Head Office, returning to Gwynedd to hold senior posts before becoming District Manager in January 1992.

As Health and Safety Manager Steve will work for District Support Manager Dr Jim McLennan and Haydn Evans remains as Operational Safety Manager reporting to Steve.



DAVE Winter has been appointed as the new Manager for Network Services' Skill Centre at Hoylake, moving from North Mersey where he was Network Operations Manager. He takes over from Don McRae who becomes District Manager for Oswestry (see story on this page).

Dave (40) joined Manweb in 1969 as a Craft Apprentice at Hoylake, later transferring to Manweb's engineering training scheme. His first appointment was as a 3rd Engineer in Oswestry.

In 1979 Dave became a 2nd Engineer at North Mersey, and during his time there he was seconded to System Operations at Head Office, and also spent some time at North Wirral as Mains Manager.

Dave said: "Training and staff development are essential for the continuing success of the Company and I'm delighted to be taking over this operation. I'm looking forward to the challenges ahead and to expanding the services currently provided at Hoylake."

Married with two sons, Dave lives in Ainsdale. His interests include snooker and golf.



DON McRae has been promoted to District Manager for Oswestry, taking over from Mike Jones who has become District Manager in North Mersey (as reported in last month's Contact).

Formerly Hoylake Skill Centre Manager, Don (37) joined Manweb in 1974 as a student apprentice, and attended Salford University where he gained a 2:1 honours degree in electrical engineering.

His first appointment with the Company was as an Operational Engineer in Gwynedd District, and Don went on to hold posts in System Operations, Management Services and Corporate Strategy before becoming Mains Manager for North Mersey District in 1990, from where he moved to Hoylake in 1992.

Originally from Wallasey, Don is a former student of Oldershaw Grammar School. He is married with a daughter and lives in Chester.

Don said: "I'm delighted to be taking over at Oswestry District, especially in the light of the excellent work already done to improve customer service."

"I look forward to working with my colleagues in the District to ensure we build on these successes and keep on providing an unequalled level of service to our customers."

OBITS

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

Douglas Haig Robertson, who died on May 22 aged 76, was a Shift Switchboard Attendant at North Wirral until

retiring in 1981.

Sidney James Whitley, 86, died on June 7. He was a Foreman Painter in Area 2/3 before retiring in 1967.

Thomas Leslie Tyacke worked as a Transport Driver

in Liverpool before retiring in 1971. He died on June 8 aged 80.

Richard Frederick Dod, 63, who died on June 9, was a Meter Reader in Dee Valley before retiring in 1988.

ELECTRICITY'S PLUS POINTS PROVED IN SHOW FLAT

A ROSE among the thorns. That's Manweb's show flat in a 30-year-old Liverpool tower block.

A proposal from Merseyside Energy Sales Area to Sefton Borough Council has resulted in the refurbishment of one of the 123 flats in the 21 storey Strand House, Bootle.

It enabled Bill Hasper, Manweb's Account Manager, responsible for Sefton, to demonstrate the super efficiency of electricity, and led to a £795,000 order for Manweb Contracting Services.

Problems

Out went the antiquated underfloor heating system with its associated maintenance problems. In went a complete energy efficient package, including electric off-peak heaters, panel heaters and heat recovery ventilation.

"The project demonstrates and encapsulates the Company's commitment to energy efficiency, customer service and environmental care. It has also secured the supply of electricity instead of a rival fuel for the life of the building", said Cliff Haviland, Energy Sales Manager. "It has proved that we practice what we preach".

With cavity wall insulation, secondary double glazing and complete with new decor and furniture, the show flat allows tenants to see what modernisation and efficiency means by bringing their heating system into the 1990's.

Positively

So far, 80 tenants have viewed the show flat. Tenant Liaison Officer, Pauline McGrellis, who was on site to help answer queries and reassure tenants that work could be carried out with minimum disruption, reported that all but one tenant reacted positively and welcomed the refurbishment.

Cliff Haviland explained: "We've had to change people's perception regarding storage heaters, for example, and show that they can be an integral part of the design and not too obtrusive. Showing the

Positive reaction to refurbishment

heating system in modern decorated and furnished rooms lets people see for themselves how harmonious it can be".

Project Engineer Howard Keating, who designed the heating system and co-ordinated the insulation package with other suppliers, added, "We have shown a saving of £38,500 in running costs in Strand House - reducing the total energy bill by 40 per cent.

"We have halved carbon dioxide emissions, improved the energy performance of the block to well above that of a newly-built house and comparable to the Scandinavian level."

The show flat provides another spin-off for Manweb, for the refurbishment included

cooker, fridge-freezer, washing machine and dryer provided by Manweb's Bootle shop and tenants have already shown a great deal of interest in possibly purchasing these items.

Complete refurbishment of the entire block is scheduled for December.

Meanwhile, the show flat is open to view, and recently attracted the interest of a party of Danish energy experts.

It will be retained by Manweb and the Company may let it at reduced rent to a tenant willing to allow it to be used for occasional viewing to potential customers.

The whole project was a good example of the co-operation between different sections of the organisation.



Tenant Liaison Officer Pauline McGrellis (left), of Merseyside Energy Sales, with Strand House residents Lillian and Roy Rimmer.

POST BAG

Publish sooner

Dear Editor

As I now live away from the Manweb area, I look forward to my copy of Contact each month as this is the only means of getting news of old colleagues and the Company.

Although news of old colleagues is getting sparse, I welcome the good news of the progress of the Company as I bought shares when the Board was privatised.

What saddens me in the June issue is the long list of pension-

ers who have died, in some cases three and four months ago. Would it not be possible to publish names as soon as possible after the event so that one could send condolences to the families of ones we have worked with?

I would like to extend my sympathy to the family of Glynne Threadgold, who was a good friend when he was at Mid Mersey.

With best wishes to all.

Frank Halliwell,
46 Milton Court,
Sandon Road, Bearwood,
Warley, West Midlands
B66 4AD

LET DOWN BY A BOYCOTT

Dear Editor

Having recently attended the Company roadshow promoting the new staff agreement, I was much impressed by the logic, if not the substance, of the Company's approach to harmonisation of the different salary grades and structures under one, as opposed to three agreements.

I was also impressed by the adroit and calm manner in which the presenters responded to the questions raised by the audience, which were at times both direct and sensitive. One can only assume that all the presenters have benefited from a recent Extraordinary Customer Care course!

Following the Company seminar, representatives of three of the five unions who act on behalf of Manweb employees presented their summation of the new agreement. Again I found their favourable reaction both realistic and constructive.

The questions this time, however, from a small but vociferous section of the audience was, to say the least, combative. A degree in Extraordinary

Customer Care would be necessary to reason with these sceptics!

Whether their general hostility towards the EETPU, NALGO and EPEA delegates had a connection with the absence of the GMB/TGWU delegates for internal political reasons, only they can say. I personally felt let down by my own union (GMB) for boycotting the roadshow invitation.

Elected

Although I do not consider myself a trade union or Labour party activist, I am both a trade union and Labour party member and, as such, I fully expect both democratically elected bodies to respond to any democratic forum.

Perhaps one day all five independent trade unions within Manweb will find a common ground of understanding to form one single trade union, speaking with one voice, to the benefit of all employees within Manweb plc.

T. Donnellon,
(Grade 8 Meter Reader)
North Wirral District

SUPPORT FOR VIDEO

MANWEB is supporting a Liverpool University video aimed at preventing the potentially fatal Legionnaire's disease.

Mr David Lush, President of the Chartered Institution of Building Service Engineers, introduced the video at a Manweb-sponsored launch at Liverpool University.

Explaining why the company decided to support the video and accompanying booklet Business Marketing Manager Chris Liddicoat said: "The Legionella Pneumophila bacteria which causes the disease can



breed in water within heating and ventilation systems, and electricity plays an important role in many of the preventative techniques outlined in the video."

Copies of the package are available on loan from Area Energy Sales Managers, or from Chris Liddicoat, Business Marketing Manager, at Head office.

Pictured at the launch are (l-r) David Lush, video writer/producer Dr Geoff Brundrett (Liverpool University Visiting Professor) and Chris Liddicoat.

Not the first

Dear Editor

I am prompted to write by your reply to Stewart Griffiths in last month's Post Bag.

The conference organised by Paul Sharkey may have been the first Customer Service/Retail Conference to which all shop staff were invited organised by the present Trading Division but certainly not the first organised by Manweb.

Events

Stewart Griffiths was on the Head Office team and so he was more aware of events for the full period but I do know that there were very many conferences to which all shop staff were invited, in particular the Spring Sales Conferences which occurred every year from 1970 to at least 1980; in the dim and distant

past even to me! These covered very many topics, customer service was one and selling was another.

I have before me the issue of Contact for May, 1971 and a total of 12 pages (then each page was 246mm by 176mm) was devoted to that year's conference.

Commercial Technical staff left the conference hall for part of the morning for their own specialist talks but shop staff continued with their own topics.

The conferences were spread over 3 days so that every shop could continue to operate.

Norman Walsh (Retired)
29 Nessina Grove,
Wistaston,
Crewe
Cheshire CW2 8EL.

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 letters are dealt with in strict confidence and your name can, upon request, be withheld.

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

LONG HAUL BRINGS £5,000

MANWEB marathon man Brian Murrow, from Appliance Services at Queensferry, helped raise over £5,000 to help local appeals, by running the entire length of the British Isles.

Brian was one of four athletes from Crosby, who covered the 900 long miles from John O'Groats to Lands End in April. They completed the course by each running 27 miles per day, finishing on target just eight days later.

The money Brian hopes to raise personally, exceeds £1,000. It will be donated to the BAKATRAK appeal in Crosby - for which he is a committee member and will help to fund a new eight-lane running track and sports centre.

He was supported in his fund-raising efforts by colleagues at Queensferry Depot



Just 900 miles to go! The four athletes (l-r) Dennis Gill, Brian Murrow of Manweb, Les Holmes and Joe Hegarty on the starting line at John O'Groats.

plus North Mersey and North Wirral District Appliance Service Departments. He has also received support through the Manweb Charity Chest, where up to £150 of the money he has raised is matched pound for pound.

Brian said: "On route, we passed through our home town of Crosby, which was a real boost, seeing so many familiar faces wishing us well.

"I'd like to say a big thank you to all my friends and colleagues at Manweb who supported me all the way."

LIVERPOOL ON THE UP

MANWEB Golf Society's 1993 Geoffrey Barnes Trophy competition took place at Rhuddlan Golf Club on June 7. The event was graced by beautiful weather, an improvement on last year's torrential rain.

The morning competition was won by R. W. Harley and G. Roberts by a shot from M. Hughson and J. A. Nolan. The main event was won by R. Trowler (36 points) from A. Redhead and J. A. Nolan.

Liverpool District golfers have been well represented and successful, in events so far this season. This resurgence is reflected in the Order of Merit positions after three events.

Forthcoming events:

- July 26 - Inter-District competition at Denbigh
 - September 3 - Captains Day at Oswestry
 - September 27 - Llangollen
- For information contact:
 Mark Pearson Head Office 3194
 Office id 'pearsm'
 Ian Stockdale Head Office 3081
 Office id 'stockid'

MANWEB - Order of Merit 1993 for the PRESIDENT'S SHIELD

Player	LGC	WaGC	RGC	WxGC	PBGC	OGC	LGC	Total
J Nolan	10		8					18
A Redhead	2	7	9					18
P Falcon	8		6					14
G Roberts	1	9	3					13
R Bramhall		10						10
R Trowler			10					10
M Pearson	9							9
S Holman	6	1	2					9
M R Hughson		4	5					9
I D Stockdale			8					8

Your lucky numbers up

THE lucky number 2191 earned retired employee J. Birchall the top prize of £300 in the EEIBA's April draw. The other winners were as follows:

£200 - B. Livesley, retired (99); £150 - S. D. Swindells, Oswestry (658); £100 - E. A. Thomas, Oswestry (1050); £75 - I. W. Thomas, retired (1813) and O. Hall, retired (138); £50 - P. Griffiths, Head Office (917) and

H. W. King, retired (116); £30 - G. W. B. Pryce, retired (1053), A. Kelsall, Head Office (875), U. A. Byrne, Aberystwyth (2550) and M. Hollowood, Head Office (1323); £25 - G. F. Winstanley, GPT (736), T. I. Evans, retired (2792); D. J. Lock, retired (678), W. G. Lever, retired (2332), I. Baxter, Clwyd (977), P. B. Starkey, Clwyd (2690), A. Davies, Dee Valley, (1274) and P. J. Berry, Dee Valley (600).



On parade

PUTTING the final touches to Manweb's entry in this year's Lord Mayors Parade in Chester are (l-r) Cliff James, Section Manager, New Crane Street Depot, John MacDonald, Dee Valley District Manager, Mike Troughton, Vehicle Fitter, Geoff Jones, Foreman, Chris Harper, Foreman, John Burns, Resource Engineer.

With them is Dee Valley's latest overhead line construction and refurbishment vehicle, which was admired by all at the parade on May 15.

Hard work pays off for staff

SERVICE staff at North Mersey District are pictured during a recent trip to Dinorwig Power Station, arranged by Services Engineer Bernie Robinson as a 'thank you' for all their hard work over the past year.

The day ended with a meal and drinks at the Manweb Social Club at



FREE ADS

HOLIDAYS

Colwyn Bay - Swiss style chalet, sleeps up to five, electric heating, bathroom, flush toilet, fridge, colour tv, garden and parking. Situated in woodland dell near Eirias Park and beach. Weekly rates, weekend or mid-week breaks. Tel. 051-678 9854.

Tenby - Luxury four star 6/8 berth caravan, colour TV, gas and electric included. Families only. Phone 0554 775832 after 6pm. Booking to October 1993.

Caravan - New 31ft, 6/7 berth, all mains services, gas, electricity and colour TV inc. Sited on Haven's Ty Mawr Holiday Park near Abergele (Dragon Award). Free entertainment, heated indoor pool, family club, disco, children's Tiger Club etc. Near all major resorts. Tel. 0244 372860. Families only, sorry no pets. Discount for Manweb employees and families.

Caravan To Let - 6-8 berth, Greenacres, Blackrock Sands, Porthmadog, 3- bedrooms, one with double bed and two with 2 single beds. Living area makes into double bed, blankets and pillows provided. Shower, hand basin and toilet, full size cooker, fridge and TV, gas and electric provided. All amenities on site, licensed pool, kiddies pool, Sallywag Club. For details ring Jackie on 0352 750658.

Paid £180 for 3 tiers, sell 2 tiers for £90. Excellent value. Tel. Mrs S. A. Jones, 0248 722612.

Double Pushchair - Silver Cross, rain hood and cushions, £150 ono. Tel. Wrexham 362259.

Ray Ban Wayfarer Sunglasses - Black, cost £58 duty free, never worn, as new, £40. Tel. Gill Sprake on HQ int. ext. 2968.

VEHICLES

Ford Granada - 2.0i Ghia, D-reg, white, colour coded, rear spoiler, automatic, 12 months' MOT, £2,200 o.n.o. Excellent condition. Tel. 051-608 8502.

MR2 Sports Coupe - D-reg, red, 59,000 miles, electric windows and mirrors, T&T, serviced, very regular, immaculate condition, £4,995 o.n.o. Tel. 0248 722612.

Ford Escort Eclipse - J-reg, 1991, 1.3cc, diamond white, coded bumpers, spoiler, front spots, 12,000 miles, £5,695 o.n.o. Tel. 0925 727761.

Honda 90cc Cub - C-reg, electric start, £295. 12 months' MOT. Tel. 0352 733908.

MR2 Sports Coupe - 16V in red. Electric windows and mirrors. Very regularly serviced, regardless of cost. Ideal car for summer, T&T, 60,000 miles, outstanding condition, £4,500 ono. Tel. 0248 722612.

FOR SALE

Cooker - English electric, 4-rings, Rapid 66, perfect, £25. Tel. 051-648 2153.

Child's Combination Wardrobe - Hanging space, cupboard with mirror doors and three drawers, £30 o.n.o. Sewing machine table, £25. Both good condition. Tel. 0978 752099.

Wedding Cake - Beautiful 2 tier fruit, professionally made and decorated with grapes and wedding bells.

PERSONAL

Professional Wedding Photographer - Also studio portraits done at your convenience. Wedding package at convenient rates. Tel. 0978 263 448 for appointment.

Insurance Brokers - Hill House Hammond. Genuine discounts for all Manweb employees. Tel. Helen Hughes, 051-342 8703.

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

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THAILAND HOLIDAY SPECIAL



PLANNING a late holiday this year? If so, Kuoni Travel Ltd, one of the world's largest travel companies, is offering Contact readers a bargain package to Thailand.

TWO CENTRE THAILAND

Departure dates:
26 September - 17 October 1993
18 October - 14 December 1993

Depart Heathrow:
Monday, Wednesday and Sunday

Holiday duration: 12 nights
Hotels:
Boulevard Hotel, Bangkok, 4 nights
Orchid Lodge, Pattaya, 8 nights

Selling Price:
26 September - 17 October £765
18 October - 14 December £775
Single supplement on request

Price includes:
● Return flights from Manchester/Heathrow
● Scheduled flights with Thai International
● Airport/hotel transfers
● Return coach transfers Bangkok/Pattaya
● Accommodation in standard rooms with bath, shower, wc and air conditioning
● The services of Kuoni's resident representative

ITINERARY

Day 1, London Heathrow/Bangkok

Morning departure on your Thai International flight to Bangkok.

Day 2 - day 5, Bangkok

Early morning arrival Bangkok. After completion of immigration and customers formalities you will be met by the Kuoni representative and transferred to the Boulevard Hotel, where accommodation has been reserved for the next four nights on a room-only basis.

Day 6, Bangkok/Pattaya

Transfer by road (approximately 3 hours 30 minutes) to the lively beach resort of Pattaya on the Gulf of Siam. The next eight nights are reserved at the Orchid Lodge Hotel on room only basis.

Day 7 to day 14, Pattaya

Seven full days to relax, enjoy the sun, swim in warm, clear waters, to sample deliciously freshly caught seafood and enjoy some of the many excursions available.

Day 14, Pattaya/Bangkok/London Heathrow

Late afternoon departure by coach to Bangkok to connect with your evening Thai International scheduled flight to Heathrow.

Day 15, Heathrow

Early morning arrival in London.

How to book: Simply write to Kuoni Travel, Kuoni House, Dorking, Surrey RH5 4AZ, or telephone Kuoni on 0306 744230 (Mondays to Fridays between 9am and 5pm), making sure you quote the special reference number JW314.

World quality scoop for Manweb

MANWEB scored what it believes to be a world first when its Revenue Protection Unit received International Standard ISO 9002 quality approval.

The Bromborough-based unit is headed by Manager Martyn Jones and deals with all matters related to the theft of electricity.

As far as Manweb and the awarding body, Electricity Association Quality Assurance are aware, no other such unit anywhere in the world has received ISO 9002 or its British Standard 5750 Part Two equivalent.

Excellence

Established just 15 months ago one of the unit's goals was to become a centre of excellence and expertise in revenue protection. Achieving quality accreditation is part of this process.

In a relatively short 12 month time-frame the unit has established a quality system documented in formal working procedures, which are already giving benefits in operation, management and control.

The system also enabled Manweb to demonstrate to bodies such as the Office of Electricity Regulation its customer concerned approach to the theft of electricity, which is acknowledged as a difficult and sensitive field.

Tremendous

Martyn Jones said: "Gaining quality accreditation in just 12 months took a tremendous team effort from everyone in the unit as well as our other Manweb colleagues. Everyone deserves a vote of thanks, and I believe we are now on course to be the best revenue protection operation in the world."

Manweb Chief Executive John Roberts is pictured (centre right) receiving the company's registration certificate from Electricity

Chairs to charities

TWO charities, the Blacon Project in Chester and the Greenbank Centre in Liverpool are sitting pretty - thanks to Manweb.

Both charities have recently received donations of chairs from Manweb which were available due to refurbishments at Head Office.

The Blacon Project received 30 chairs from Manweb Sports & Social Club, most of which have been put to good use at their "Pavilion Project", an advice and information centre for 17-25 year olds.

Some chairs also went to the Blacon Youth Action Group, a Project to help steer young people away from crime.

Manweb Sports & Social Club Chairman, Eifion Jenkins said: "I am delighted that we have found a home for these chairs which can continue to be put to good use."

In addition, Greenbank, a centre for disabled people in Merseyside received some of the old canteen chairs for use at their centre in Liverpool.

By
Graeme
Cooper

Association Quality Assurance's Managing Director Trevor Wilmer, while Revenue Protection Manager Martyn Jones (centre) and colleagues including Manweb Quality Manager Dennis Fricker (third from right) look on.

Manweb is to host the UK's first national conference on revenue protection, sponsored by the Electricity Association, at St David's Park Hotel, Ewloe, Clwyd on 23/24 September.



PABLO'S PICNIC

THE CHALLENGERS TROPHY CORNWALL 19-22 MAY

A four day test of mental and physical endurance, advertised as a corporate outward bound bonanza, pushed a team of Manweb employees to the outer limits of courage and comradeship.

It was The Challengers Trophy, held in Cornwall in May, contested by Mark Caulfield: Jeff Hunt, Andy Miley and Brian Sheppard and supported by Graham Slater, representing Manweb.

The team pitted their skills, speed, guile, endurance and resourcefulness against 83 other teams in this punishing event.

A complicated scoring system and "a unique brand of organisational skills" from organiser Pablo Severin added to be considerable efforts demanded by the event and led to it becoming known euphemistically as 'Pablo's Picnic'.

But picnic it was not as the four gruelling days, divided into stages, saw the team competing to find various checkpoints from the scant information supplied. On their first venture they encountered an elongated cesspit and ankle deep slimy mud during the six mile stint designated "straight forward".

Over the next stages there followed surfing, walking, sprinting, mountain biking, brick throwing, cycling time trials and problem solving before the teams proceeded

on to further physical and mental endurance activities.

Sinking a welcome beer at the end of the ordeal Brian Sheppard declared: "It was a strange feeling - satisfaction that we had completed the course, but a bit of anti-climax knowing that, for now at least, it was all over and we could sit down without having to contemplate what was coming next. All we had to do now was summon up enough energy for the post-event party. Most teams seemed to manage this admirably, though Sunday morning was not a pretty sight."

Mistakes

The team finished 46th out of 84 teams: the ICL Series 39 team retained the title that they won last year and the National Grid Trojans team came 3rd overall and won the Faraday Trophy for the best placed team from the electricity industry. "We were hoping for a higher placing and might have made the top 40 (and beaten Norweb - they came 40th) if we had done better in the Estimation Stage. It was our first attempt, but we made too many mistakes and, basically, did not run fast enough!"

Was it worth it? "Definitely," said Brian.

"As well as being an enjoyable physical challenge (?), each of us learned something about ourselves as individuals and we developed as a team throughout - it is impossible to complete the event without co-operation, understanding and teamwork. There are also now a lot more people in the West Country who know who Manweb are!"



The last few yards! Mark and Andrew are just in front off-picture.

Brian Sheppard's Challengers Trophy Diary - Next Month