

SHARING IN SUCCESS

Year has seen a series of customer benefits

MANWEB has announced pre-tax profits for 1994/95 of £85.8m, compared with £126.3m for 1993/94. This figure takes into account £54.1m of exceptional costs associated with reorganisation and restructuring, debt repurchase and the Company's exit from appliance retailing.

The underlying trend shows an increase in pre-tax profits of £139.9m, up by 10.8 per cent and an increase in operating profit, before exceptional costs, of 9.4 per cent to £127.9m.

"In a year that has seen great change within Manweb, it is encouraging that our end of year results clearly identify the underlying strengths of the Company," said Manweb Chairman Bill Goodall, who also announced a proposed final dividend of 20p, bringing the year's total dividend payment to 29.8p, an increase of 22 per cent.

The past year has seen a series of benefits for Manweb customers, with the electricity regulator Offer receiving fewer complaints about Manweb than any other regional electricity company, demonstrating a continuation of the Company's improvements in customer service standards.

A three per cent reduction in the domestic price of electricity during the course of 1994/95 also means that Manweb customers have benefited from real price reductions of 13.7 per cent since 1991.

And the high level of investment in the

business over the past four years of over £400m has led to further improvements in the electricity distribution network and to Manweb plc's best-ever performance in figures representing availability and security of supply to customers.

"Our achievements over the past year have been significant – the advances we

have made in the restructuring of our business, our effective management of the issues surrounding our exit from appliance retailing and the continuing reductions we are making in operating costs have ensured real benefits for our customers and shareholders," said Mr Goodall.



FOUR disabled young people from Merseyside and Cheshire will soon set sail on the trip of a lifetime – courtesy of Manweb. Manweb is sponsoring them during a 12-day voyage out of Wallasey Docks aboard the sail training vessel Sir Winston Churchill. Graham Webster, of the Sail Training Association (STA), said: "With Manweb's support, these young people will benefit from the experience of sailing a large vessel as a member of a team, often in adverse conditions." Manweb's Customer Service Manager, Mike Townson, joined the youngsters for a tour of the ship. He is pictured (front centre) with (back row, l-r) Jeffrey Ireland, Keith Wallace and Jamie Hinde, and (front row, l-r) STA Coach Victoria Shenton and Vicky Perez.

ROADSHOWS – a chance for open discussion

CHIEF Executive John Roberts has begun his annual 'Review of the Year' roadshow tour for all Manweb staff.

The briefing sessions are being held prior to this year's Annual General Meeting on 1 August giving staff an opportunity for open discussion in an atmosphere more informal than at the AGM itself.

This year, Mr Roberts has set aside various dates in the four weeks from 26 June to 27 July to visit staff at their work locations. These include sessions for Manweb Contracting Services staff in Wrexham and Birchwood.

The programme is as follows: 26 June – Oswestry; 29 June – Liverpool (am) and Queensferry (pm); 30 June – Liverpool (am) and PowerNet Conference (pm); 3 July – Aberystwyth; 4 July – Warrington; 5 July – Crewe; 7 July – Caernarfon; 11 July – Wrexham; 18 July – MCSL Wrexham; 19 July – MCSL Birchwood; 24 July – Chester; 25 July – Prenton; 27 July – Rhyl.

Managers will provide further details about which sessions staff should attend.

Meanwhile, as plans for the AGM get underway, Project Manager Don Kilgallon said: "I know that almost all of us are shareholders, but obviously it would not be operationally practicable for staff and visiting shareholders to all attend the AGM."

He explained that the pattern for staging the AGM would be similar to last year, which was a great success. "This was due in no small part to the cooperation of staff and the arrangements we put in place before and on the day of the meeting," said Don.

Once again, the AGM will be held in the restaurant at Head Office, although for this year the temporary structure located on the rear patio will not be used.

The rear car park will be reserved for shareholders with the two side car parks available for employees. However, staff will also be asked to park their vehicles in the cattle market off Bumpers Lane. A shuttle bus service will operate throughout the day between Head Office and the cattle market.

A full range of catering services will be maintained with as little interruption as possible.

On AGM day, the restaurant facilities and the shop will be closed but employees will be able to pre-order a free lunch which will be delivered to a nominated collection point. Vending machines will be kept stocked up.

Due to the special car parking arrangements on AGM day, an automatic flexi-time credit of 30 minutes will be made to all Head Office staff who work on that day.

Almost 50 of Manweb's own staff will again play an important part in ensuring the smooth running of the event by taking on many varied roles.

"I am sure that this year's arrangements will work equally as well as those of last year, and I should like to thank all staff for their help and cooperation," said Don.

Special Feature

VALUE THROUGH



PROJECT MANAGERS: Malcolm Woodhams (Hewlett Packard) and John Lucas.



APPLICATIONS PROJECT LEADERS: Darrin Johnson (DRUID) and Bill Matthews.

PHASE TWO of the MPE Logistics Project is now in progress and the Project Team assembled in Room 1W1, Head Office.

Logistics Group Manager, Don McRae, stresses that: "We know we have embarked on a project which could take two years to complete. I am confident that the goal of improving our service level to field staff at costs significantly lower than at present fully justify the effort involved."

The need for innovation will be paramount as alternative methods of logistics management are introduced to improve the service to staff in the field, reducing costs and increasing effectiveness.

"By introducing proven best practice from other industries, we are confident we can realise significant improvements within MPE. The development of tools and techniques providing visibility, control and management of materials and resources is essential to the future success of the business," says John Lucas, Project Manager.

MPE have chosen to implement the SAP R/3 software as their integrated business system with R/3 interfacing with DOJM and the financial systems as required.

SAP stands for, 'Systems Applications and Products', and the SAP R/3 software will cover Production Planning, Materials Management, Warehousing and some Financial Accounting within MPE.

The Project Team are currently determining the scope of the software implementation through a series of workshops with senior players within the business.

Over the coming months the Team will be detailing the business processes and the required functionality of SAP R/3 system to take MPE forward.

John Lucas goes on to say: "This is a people based project supported by the implementation of an integrated business management systems solution. Manweb's business processes need to change with the new organisation, we're here to help that change."

OBJECTIVES

THE overall objectives of the Logistics Business Management System can be defined as follows:

- To obtain a significant reduction in stockholding whilst delivering improved service levels for provision of materials;
- To enable a significant reduction in lead-times for engineering projects;
- To enable effective use to be made of human resources;
- To provide the basis for making sound business decisions through the use of both current

and historical information.

- To improve customer service levels in terms of delivery, performance and quality standards;
- To provide management information in a timely and effective format;
- To integrate the business functions of planning, resource management, engineering, purchasing and finance by the storage, distribution and use of common data;
- To enable effective planning and control of all projects.

Logistics Processes Sub-Project

Shaun McGuinness; Frank Evans; Bill Peters

"OUR main objective is to help develop and implement new working processes and procedures within Manweb Power Engineering. This will involve working closely with material management personnel providing advice,

guidance and assistance," says Shaun McGuinness.

The main areas of responsibility include the development and implementation of:-

Write Down Stores: Materials that have no

planned demand and will be held in a central location.

Emergency Bonded Stores: An agreed list of parts within an agreed location with agreed stock levels.

Satellite Stores: Identify and agree a list of parts for logistics/operational personnel. These storage areas will be unmanned and accessible to operational staff.

Van Stocks: An agreed list of parts for vans per skill type per location is currently being reviewed.

For further information please contact:

Shaun McGuinness 700-3556, MCGUIS;

Frank Evans 700-3569, EVANF;

Bill Peters 700-3564, PETERW.

Change Management Sub-Project



CHANGE MANAGEMENT: Glyn Jones.

Glyn Jones

IN continuing the 'Value Through Excellence' theme within Manweb Power Engineering, Change management will encompass the complete education process for the introduction of the new Logistics programme. All Staff will undergo a programme of education which will help develop the right skills to enable them to play their part in the new

process.

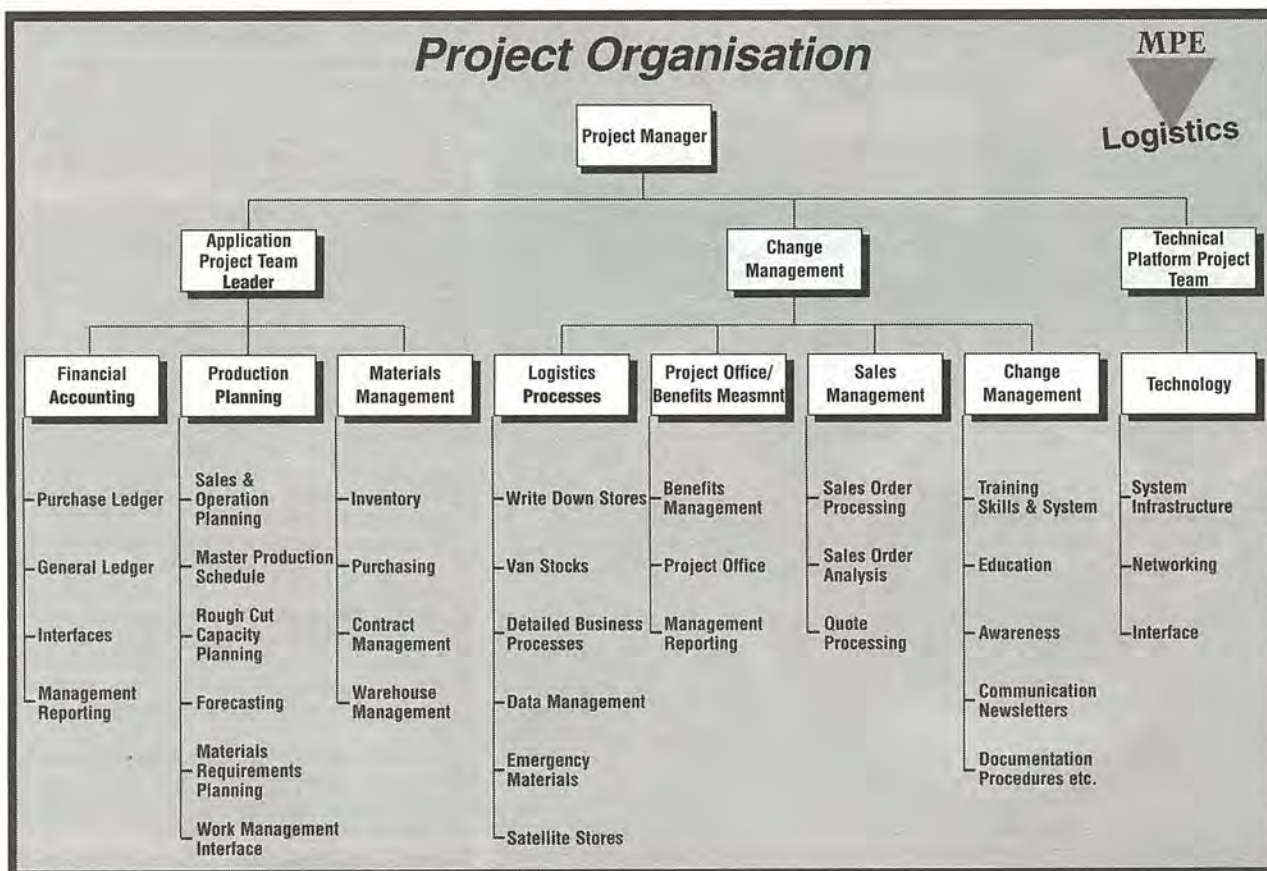
"It involves increasing people's awareness in the overall Logistics process and their responsibilities, highlighting the important role that they play in the successful implementation and use of a world class Logistics system," says Glyn Jones.

For further information please contact:

Glyn Jones on 700-3559 or Office ID: JONESRG.



PROCESSES: Frank Evans, Bill Peters and Shaun McGuinness.



Sales Management Sub-Project

Maria Healey; Pam Dorcey

IN order to respond swiftly to the specific needs of our Customers in the current and future climate, it is necessary for us to address the processes involved in dealing with business enquiries in their entirety.

The Sales Order processing sub-project has evolved with the objective of implementing a co-ordinated sales management environment within Manweb Power Engineering.

Our business will increasingly be operating in a competitive arena. The project team will be evaluating and enhancing the systems involved to provide a flexible and efficient solution to the needs of both our Customers and the business.

For further information please contact:

Maria Healey 750-2056, HEALYM;

Pam Dorcey 750-2057, DORCP.



Sales Management: Maria Healey and Pam Dorcey.

EXCELLENCE

Technical Infrastructure and Interfaces Sub-Project

Mike Clough; Dave Hill; Steve Parker; Dave Abberley

Providing the Platform

THE technical infrastructure team will design, implement and set up the support procedures for the computer hardware and technical software.

The team is managed by Mike Clough from Hewlett Packard and David Hill Manweb's IS Project Leader. It consists of a number of technical architects from Hewlett Packard and analysts from Manweb.

Connecting Systems - Connecting People

The role of the interface team is to interconnect the new SAP R/3 Logistics system to Manweb Power Engineering's existing Information Systems. The team will be led by Dave Abberley of Hewlett Packard. "The aim is to ensure that the new system can effectively talk to existing systems such as DOJM and OLAS. An integrated system, delivering the

right information to the right people at the right time, will help Manweb staff to make intelligent decisions and be more competitive in both existing and new markets," says Dave Abberley.

For further information please contact: Dave Hill 700-3551, HILLDR; Dave Abberley 700-3558, ABBER; Steve Parker 700-3560, PARKSJ; Mike Clough 700-3574 CLOUM.



STEERING GROUP: Bick Balderson (Application Development Manager), Don McRae (Logistics Manager), Mike Jones (General Manager - MPE), John Lucas (Logistics Project Manager), Howard Kirkham (Distribution Business Director), Steve Wood (Design and Projects Manager), Doug Bridson (Procurement Manager), Geoff Abel (Business Support Services, General Manager). Inset: Neil Tolson (Distribution Business Accountant).

Project Office

Gary Morris; Lisa Darlington

Project Office

THE purpose of this Office is to provide the Project Manager with the necessary information to ensure completion within the timescale and projected cost, and to provide management and administrative support.

Performance Measurement

Benefits management is not just measuring the effect the project has on the business but is also concerned with ensuring the benefits are realised by the business.

The goals of the Logistics project are to maximise return on capital employed and minimise operating costs in the materials planning, procurement, stocking and distribution value chain. These goals will be achieved through implementation of high quality processes and procedures. For further information please contact:



PROJECT OFFICE: Lisa Darlington and Gary Morris.

Gary Morris 700-3557, MORRIG; Lisa Darlington 700-3565, DARLIL.



TECHNOLOGY: Mike Clough (Hewlett Packard), Tony Lovatt (Hewlett Packard), Dave Abberley (Hewlett Packard), Dave Hill, Richard Livesey (Hewlett Packard), Steve Parker, Ralph Ramsey (Hewlett Packard).

Production Planning Sub-Project

Russell Humphreys; Rachel Shorney; Geoff Ryan; Carl Tynan; Steve Lee (not in picture)

THE Production Planning team will provide a co-ordinated approach to planning work from hi-level management decisions translated down to individual projects.

Sales and Operations Planning (S&OP)

Sales and Operation Planning will be used by the MPE management team to establish a medium to long term business plan for the company.

The process being developed within R/3 will allow the senior management team to monitor performance against planned business requirements, providing an essential aid to managing our business.

Master Production Scheduling (MPS)

Master Production

Scheduling refers to both a process and a person. MPS is a key task within the whole process.

It is where demand is matched to supply, both in terms of manpower and materials.

The MPS is a statement of production plans in terms of what, how much, when and where. In Manweb terms this will mean ensuring people with the right skills and the right materials are available for each project.

Rough Cut Capacity Planning

Rough Cut Capacity Planning calculates the workload which is generated from designs received from DOJM, including any forecast orders, and compares the available capacity.

This allows management to see any imbalances before they happen in order to ensure that we meet our customers' requirements.

Materials Requirements Planning (MRP)

The main task of material requirements planning is to determine what materials are required, in what quantities and when. In order to satisfy customer orders, the R/3 system will then check material availability in house and create any order proposals automatically. R/3 will provide a powerful tool to allow us to schedule works orders whether they be for major new work or process work.

Where there are materials shortages R/3 will create purchase requisitions. Powerful reporting facilities will allow us to monitor our success against key measures of performance.

For further information please contact:

Russell Humphreys 700-3554, HUMPHEJ; Rachael Shorney 700-3562, SHORNR; Geoff Ryan 700-3570, RYANG; Carl Tynan 700-3572, TYNANCD; Darrin Johnson 700-3578, JOHND; Steve Lee 700-3577, LEES.



PRODUCTION PLANNING: Geoff Ryan, Rachael Shorney, Russell Humphreys and Carl Tynan.

Materials Management Sub-Project

Kerry Elson; Graham Ball; Darren Bone; Sue Hurst

THE role of Materials Management staff is to ensure that the correct materials are in the right place at the right time and in the right quantities. To ensure that MPE operational staff are able to perform their jobs without material delay hindrance.

The Materials Management system will facilitate this function through its real-time accuracy of data and the integration of the data with other parts of the system.

The Purchasing functions of the system will enable the purchasing team to plan their procurement with greater accuracy in terms of which materials, how much and



MATERIALS MANAGEMENT: Darren Bone (DRUID), Darrin Johnson, Sue Hurst, Graham Ball and Kerry Elson.

by when.

The Inventory Management functions of the system will allow the Logistics group to report on stock levels and track movements of stock throughout MPE.

For more information please contact:-

Kerry Elson 700-3555, ELSOK; Graham Ball 700-3563, BALLG; Darren Bone 700-3575, BONED; Sue Hurst 700-3568, HURSTS.

Financial Accounting Sub-Project

Keith Jones; Sarah Keane; Richard Banton; Janet Duthie

THE primary goals of the SAP R/3 Financial implementation are to provide a seamless interface to the existing accounting system for financial information obtained from the Logistics functions, while at the same time providing detailed management cost information.

For further information contact:- Keith H. Jones 700-3553, JONESKE; Sarah Keane 700-3576; Richard Banton 700-3561, BANTOR; Janet Duthie 700-3567, DUTHIJR



FINANCIAL: Richard Banton, Sarah Keane (DRUID), Keith Jones and Janet Duthie.

MORE IN-DEPTH INFORMATION WILL BE PUBLISHED IN THE NEXT LOGISTICS NEWS-SHEET



Technical Training Services, Hoylake, is officially opened as John Roberts hands over the keys to the new building to Manager Dave Winter, watched by Property Services Manager Peter Webb, Director, Distribution, Howard Kirkham and Tony Williams, Tarmac Construction Director.

MAJOR refurbishment of Manweb's Training Centre has been completed on time and within budget.

Speaking at the official opening, Chief Executive John Roberts said the new look centre will help to equip staff with the skills and competence needed to meet challenging times ahead.

Mr Roberts thanked everyone involved in the project from design through to completion. Staff and contractors have pulled together and it was an achievement to have kept the training going throughout the refurbishment without cancelling any courses.

Privatisation

"Success of the Company is dependent on the quality of its people and although staffing levels have reduced significantly following privatisation individual training needs have increased," he said.

"The emphasis in the future is to ensure we deliver high quality value for money service to our customers. This can only be achieved if staff receive top quality training."

Technical Training Services Manager Dave Winter and his team of 16 offer training on more than 90 different courses and can now cope with up to 120 trainees on site at any one time.

"The old site has served the Company well but was in need of extensive renovation. Last July, we started on the creation of a virtually new centre offering best practice training facilities in a spacious and pleasant working environment," says Dave.

"This involved the demolition of some old units, the complete refurbishment of others and the design and construction of new buildings.

"Every member of staff contributed to the success of the project and we were especially grateful for the efforts of Project Manager Ben Foster and his team from Property Services and

At the Centre of top class training

also Instructor Colin Roberts who acted as liaison with the contractors.

"We now have a spacious open plan office/reception area, five new purpose-designed lecture rooms and two conferences rooms which are in demand within the Company," says Dave.

"There are new, better-equipped workshops throughout and drying/shower rooms for those engaged on external training. We have excellent catering facilities and ample car parking."

Network

"Up-to-date functional training facilities cover cable jointing, electrical installation, meter commissioning, electrical fitting, streetworks, basic mechanical skills, overhead lines and network operations.

"The Operational Training Centre, first opened in 1983, provides a simulated distribution system which allows operational staff to train in new techniques, in a safe, controlled environment. We also train customers who operate their own high voltage systems.

"Hoylelake is an approved centre for the award of City and Guilds certificates in streetworks and we provide training for local authorities and contractors."

The Chief Executive, himself an apprentice in 1963, recalled that

Hoylelake had been the Manweb training centre for more than 40 years.

The site, a former electricity generating station, was transferred to Manweb from Hoylelake Urban District Council when the industry was nationalised in 1948.

Apprentices

Training began in the early 1950s with overhead line activities and cable jointing. Apprentices were first recruited in 1956 with an initial intake of 10 rising to a maximum of 122 in the early 1960s.

Fewer apprentices were taken on as the needs of the business changed.

The traditional electrician has become a distribution apprentice with training in cable jointing, electrical fitting and overhead lines leading to NVQ level 3 qualifications.

There is a strong sense of continuity and pride at Hoylelake. Dave Winter started as a craft apprentice at the centre in 1969.

His tutor was Peter Smith, now Training Manager at Hoylelake and going strong after more than 36 years with the Company.

Peter, who has seen many changes is delighted with the new training centre.

"I am sure it will make a significant contribution to the progress of Manweb," he says.

PASSWORD TO A RANGE OF SERVICES

A NEW secure computer link is being used to give business customers remote access to e-mail and accounting services on Manweb's mainframe and local area network computers.

The Secure-IT system was designed by specialist company Informer Systems Ltd. Using a modem link, customers dial in with their own unique password. When the call is received by the system it automatically dials the remote terminal back on a pre-designated phone number to ensure the call is coming from an authorised user.

The system can also provide information on which users have called in, and the length of the session.

Service Support Analyst Bob Houston is responsible for improving computer services for Manweb's business customers. He said: "To make this service possible we

needed to guarantee confidentiality. With Secure-IT we can give each of our business customers their own identifying password, which allows us to control exactly which data and applications they can access.

"We chose Secure-IT because it not only provides a very high level of access security, but also the ability to closely manage and control the wide range of remote services we provide to our business customers."

Manweb plans to add to the range of services available on-line through Secure-IT. By allowing dial-in users to become remote 'nodes' on the company's local area network, Manweb will be able to share applications and data as if customers were working in the same office.

There are currently more than 40 businesses who regularly dial in for information, and in coming months this number is expected to grow to around 60.

Lucky break for Doreen

A WEEKEND break in Belgium has been won by a Contact reader in a competition she forgot she'd entered.

Retired employee Doreen Jones, formerly of Rhyl District Office and Chester Shop, was surprised to learn she was the winner in our Ring the Changes competition (May issue).

Doreen correctly spotted the 12 differences in our holiday cartoon.

Now she is looking forward to her trip. "I really

like the idea of going to Belgium," she said and added: "I'm pleased to have won - but I'd forgotten all about entering." Doreen's husband, Dennis, was formerly manager of Rhyl Shop.

The prize, a weekend for a family of four, through Belgian Travel Service who are pleased to offer Manweb employees a five per cent reduction on a similar weekend.

To book, phone 01992 456156, quoting reference MWEB.

TICKETS AT THE DOUBLE

TWO for the price of one! That's the special ticket offer to Manweb staff wishing to attend Chester Summer Music Festival's spectacular open-air concert and firework display, sponsored by Manweb, on Friday, 14 July at 8pm in Chester's Grosvenor Park.

A limited number of double tickets are available at £12 (normal price £12 for a single ticket in advance or £14 on the gate), with proceeds going to the Manweb Community Challenge project.

Tickets from Sue Linton, tel: 700 2538, Office ID: LINTSJ.



MANWEB'S commitment to customer service remains as strong as ever in the wake of the decision to pull out of electrical retailing. The Company is facing new challenges and opportunities are opening up as we press ahead with plans to develop our high street customer service centres. In this four-page customer service special, Jackie Unsworth reports on Manweb's progress and takes a look back at our retailing past. Pictures by Mike Hall.

FORWARD FOR TOP SERVICE

SCOTTISHPOWER'S offer to buy our superstores provided Manweb with a good opportunity to exit the harsh environment of electrical retailing and focus on customer service.

Fierce competition on the high street had resulted in falling sales and, with rising rent, rates and staff costs, the position was not improving despite an enormous effort by retail staff.

Things have moved on at a fair pace since the decision to exit retailing was taken. According to Head of Customer Service Bob McMahon: "We've gone through the trauma of pulling out of retail and we're now coming to terms with what it will mean in the longer term.

"We're now in a position to take things forward and give customers the service they deserve. We must ensure this service is provided in an economically viable way."

The temporary conversion of all our 58 shops into high street customer service centres is now complete and, for the longer term, we are now actively looking for new locations.

These will replace some of the old shop sites that are difficult to convert, mainly because of their size and layout, as less floor-space is needed in the customer service centres.

"Ideally we need between 600 and 800 sq ft of floor-space, but some of the premises are huge," said Bob. "For example, Warrington has 4,000 sq ft and St John's is on three floors - a nightmare to convert - whereas Flint shop,

which is only small, was easily turned into a customer service centre."

Customer service in St Helens has also posed a problem. Manweb closed its shop there last year and moved just a short distance away from the high street into a new superstore. The superstore has now been sold to ScottishPower and Manweb is now trying to find suitable premises back on the high street for a new customer service centre.

"It all demonstrates our commitment to taking customer service forward in as many locations as possible," said Bob.

Director Power Marketing, Colin Leonard, has set up a review team to look at customer service and his intention is to provide service wherever it is economically viable. When the review is complete, there will be a full consultation

process and by September it is hoped plans will be in place. It is likely to take a further year for everything to be implemented.

Bob said: "The biggest issue relates to staff who formerly worked in retail. Counselling is continuing to ensure we get the best fit for people's individual requirements and the Company's long-term future. There is also a huge training exercise going on and, as part of this, staff will transfer between the regional offices and the high street customer service centres.

"There are a lot of good, enthusiastic people out there and we need to give them the tools to do the job."

The high street customer service centres provide facilities for paying bills, purchasing meter cards and for dealing with any customer



Frodsham Customer Service Centre . . . Dawn Goulden, customer service rep, with Julie Miller and Lisa Dimelow, aged 7.

queries, including advice about the full range of activities carried out by the Distribution Business. Typically, there are seating areas, including an 'in-confidence' section, cash points, counter sundries, and leaflet stands for energy efficiency advice and information about Manweb Contracting Services.

Bob said: "We're looking at developing a strategy to best commercially exploit the service centres, to see if there are any other ways of generating income or spreading costs.

"We've also got to start looking more closely at things like the opening hours of the service centres to try and best match the needs of customers. It's all about making the best use of the resources available to us."



Helen Paddock (Chester Customer Service Centre) with Graham Whallui, Region 3 trainer.

Improved standards - staff praised

MANWEB'S guaranteed and overall standards of service have continued to improve since receiving the seal of approval from the Government in the form of the Charter Mark.

Compared to two years ago when we submitted our successful bid for the Charter Mark award, performance has improved in 13 of the standards, declined in three and remained the same in two.

Guaranteed payments have fallen - from 253 in 1993/94 to 181 in 1994/95 - and this, says Regulation Business Manager Tim Elliott, is "a great credit, particularly to Distribution staff who were undergoing considerable changes as they transformed into the newly structured Distribution Businesses."

However, we failed to achieve one of the overall standards, OS6, which requires the changing of a meter within 10 working days of a customer's request, to allow a change in the method of charging (mainly to and from card meters).

"The target of 95 per cent was missed largely because we couldn't keep pace with demand in an exceptionally busy first quarter following the introduction of VAT on electricity for domestic customers on 1 April 1994," said Tim.

"A change in monitoring to provide a clearer focus on day to day achievement resulted in almost 100 per cent performance in the next three quarters but this was not quite enough to make up the ground lost in the first quarter and the year-end performance was 94.26 per cent."

Despite our performance improvements, other Regional Electricity Companies continue to improve also, leaving no room for complacency. However, in other important customer service areas we are well up with the leaders in the industry.

* We were amongst the first to attack the problem of disconnection for debt of domestic customers. Disconnections last year were down by 92 per cent

on the level two years earlier and disconnection for debt is now very much an isolated rather than a common occurrence.

* Complaints to the Office of Electricity Regulation (Offer) are amongst the lowest in the industry (and the number received in the calendar year 1994 was the lowest) and this seems to reflect a combination of improved service and better recovery when problems arise.

* The performance of the distribution system is also encouraging. During 1994/95 both security (customer interruptions per 100 customers) and availability (customer minutes lost) were at their lowest since privatisation and the availability of the HV network was the best for 10 years.

Tim said: "All these improvements in service appear to be noticeable to our customers as their overall satisfaction, as measured by Market Research, continues to rise."



The party-goers gather together for a farewell photo-call.

TAKEN IN THEIR STRIDE

THEY suffered fire, flood and pestilence – but shop staff took it all in their stride, according to Retail Administration Manager Jim Brown. Jim, who was the Manager of St John's Shop in Liverpool for many years, recalls the time when a bulldozer fell through the roof. The shop burned down no less than three times and was flooded twice! Then there was the plague of fleas.

Other Manweb shops had their ups and downs too, with customers giving birth and even dropping dead. And, revealed Jim, there have been many romances between shop staff, some resulting in marriage.

"The retail business was part of nationalisation and we started off with some very large premises which we inherited from the local power concerns run by the local authorities," said Jim. The early shops were called service centres, from which we would hire out cookers and water heaters to encourage people to use more electricity. They later became showrooms and then shops.

"I can confidently say that the staff have always provided excellent customer service. They were trained to meet customers' needs, to care for customers rather than the pound in their pockets – unlike other retailers. It's a record we can be proud of."



Party-time for Queensferry-based Delivery staff and Service Electricians.



There were prizes galore to be won during the evening, ranging from lawnmowers, radios, portable televisions and other electrical goods. Retail Administration Manager Jim Brown is pictured with the tickets for the raffle and draw, which raised £500 for local children's charities.

FAREWELL

TO

450 ATTEND
FINAL GET-
TOGETHER

RETAIL



IT was the end of an era – and they came from as far afield as Aberystwyth and Southport to 'celebrate the good times' at a huge Farewell to Retail party at Head Office.

More than 450 staff turned out for their final get-together as members of the Trading Division. The party was a 'thank you' for all their hard work over the years and their commitment to Manweb's retail business.

Those able to attend represented all areas of Trading – shop staff, delivery and appliance servicing, and Head Office support. Despite being based miles apart, many had struck up firm friendships over the years through attending retail confer-

ences, roadshows and other meetings.

The party was organised by Retail Administration Manager Jim Brown and his colleague Kath Tickle. Jim, the former manager of St John's Shop in Liverpool, said: "It was probably the last chance for the staff to get together, as most of them have now either left the Company or have been redeployed elsewhere in Manweb. Over the years many cross-border friendships have developed and the party was an opportunity for them to make their fond farewells.

"Unfortunately, due to the restrictions on numbers attending, it wasn't possible to extend the invitation to retail staff who had previously left the Company or retired."



St John's Shop staff dance the night away.



Celebrating 36 years with the Company, Prestatyn Manager Ann Jones (right), Manweb's longest-serving shop employee, was presented with a bouquet by Kath Tickle, Supervisor in the ROM Support Unit.



Shelagh Madden, of Northwich Shop, will soon be jetting off to the sun after winning the first prize in the draw – a £1,000 holiday voucher. She is pictured (centre) with some of her colleagues.

Dear Editor,

Reference the recent decision to exit retail. I feel that it is necessary to place on record my appreciation and thanks to all Trading staff for the magnificent manner in which they have managed the closedown of the Trading business. Not only have they done this with care and consideration, but also with great dignity. It is sad to see so many familiar and caring faces leaving the Company, but I am sure that the new Customer Service Centres will be successful as they are the inheritors of 50 years of excellent service on the high street by Manweb shop staff.

It would be remiss not to mention all the excellent back-up service provided by the delivery/service department, Head Office support units and the warehouse staff who have been behind the scenes of all our successes over the years. Many thanks for such excellence!

Many electricity companies have decided to exit the retail business over the last 12 months and there is no doubt in my mind that no company has taken care of the staff the way that this company has. For some other companies, the staff have been the least important issue, but not in the case of Manweb, which has excelled in this field. However, this does not change the sadness of the occasion.

May I thank all my colleagues throughout the Company for the support they have given the Trading division staff over the years.

Hope to see as many of you before I exit when I retire in September.

JIM BROWN, Retail Administration Manager

Customer FOCUS

IT'S been almost three years since Manweb launched its Customer Focus Programme, to support the Company's vision of being a high quality, low

cost utility, delivering extraordinary, value for money, service to our customers.

The initiative was supported by an extensive customer service training pro-

gramme, in which 4,568 staff took part.

Here we look at what has been achieved so far, and what we are aiming for in the future.

WE NEED TO BUILD ON FOCUS SUCCESS



Members of the Customer Focus Steering Group, standing, l-r, Allan Littler, Mike Jones, John Turner. Seated, l-r, Jim McLennan, Geoff Abel, Ian Wainwright, Howard Kirkham (Steering Group Chairman), Mike Metcalfe, Bob McMahon and John Peaker.

THE Customer Focus Programme was set up in September 1992 to bring together and build on the various customer service initiatives taking place in Manweb.

Now broadly complete, the Programme - made up of a large number of projects including STN (Single Telephone Number), GIS (Geographical Information System), NMS (Network Management System), High Street Systems and DOJM (Distribution Operational Job Management) - is enabling us to successfully restructure our business units and improve our service to customers.

Improvements to date include:

- A single telephone number for customer enquiries which has

made customer contact significantly easier.

- The lowest number of OFFER complaints in 1994.
- New meter reading practices have significantly reduced estimated bills from 60 per cent to 25 per cent.
- Extended opening hours at Customer Information Centres.
- Successful Service Squad and Customer Representative trials in Liverpool/Gwynedd.
- Guaranteed Standard payments have fallen by 87 per cent since 1992.
- Quality of supply improvement - customer minutes lost in 1994/95 the best for six years.

- Three hour restoration performance for 1994/95 the best for 10 years.

- Introduction of Live Line 'Hands On' Working which has reduced planned outages.

In addition, the potential savings that were originally identified are now starting to come through. So far, savings of £555,500 have been made by 're-engineering' various processes (the way we deliver services), and it is envisaged this will rise to £2.2 million in 1996/97, with an overall total saving of £3.1 million from April 1997.

During the life of the Customer Focus Programme, customers' perceptions of Manweb have improved. A customer contact audit completed in

November 1994 showed that:

- 95 per cent of customers consider they are dealt with quite promptly when contacting Manweb by telephone.
- 90 per cent of customers felt staff dealt with their calls efficiently.
- 97 per cent of customers felt they were dealt with efficiently on a visit to a customer service centre.
- Billing queries have fallen from nine per cent to three per cent over the last 12 months.

When comparing Manweb with other utilities, customers increasingly believe we are becoming more customer orientated and provide the best service in terms of dealing with enquiries and the accuracy of bills. They also rate us more highly than any of the other utilities for having helpful and knowledgeable staff.

Director, Distribution, Howard Kirkham, who is Chairman of the Customer Focus Steering Group, said: "The Customer Focus Programme has been very successful in helping to establish a customer focused culture throughout Manweb. We need to build on this for the future as competition becomes more intense in various areas of Manweb's activities."

"The Customer Focus '95 Programme will concentrate on a more targeted range of customer services where improvements are required in the future. These all need clear co-ordination across Divisions/Business Units to ensure maximum benefits are achieved for Manweb as a whole."

Over the coming months the Customer Focus 1995 Programme will concentrate on four specific areas of customer service where further improvements are required in the future. The programme's aim will be to maximise profits and reduce costs, whilst providing value for money services to customers. Each of the four customer service areas will be the responsibility of a designated business manager:

- **Reliability and Quality of Supply.** This area will be co-ordinated by John Turner,

General Manager, PowerNet, who said: "Focus will be placed on improving supply availability through reducing the number of customer minutes lost, and improving communication with customers, for example to provide information about the cause and duration of planned and unplanned outages."

- **Ease of Contact and Communication with the Customer.** Bob McMahon, Head of Customer Service, will co-ordinate this area. He said: "The levels of service achieved by our regional staff on telephone answering and turn round of correspondence have been truly remarkable. We now need to build on that base to continue to improve standards in that area and try to ensure all correspondence with customers from Manweb is 'customer friendly'. We also have a major challenge in establishing our face-to-face contact organisation and structure so we have the whole area of customer contact covered. Our aim is to give a value for money service that really does 'dazzle' if the customer rings, writes or calls."

- **Accuracy/Frequency of Bills Linked to Payment Methods.** This will be co-ordinated by Geoff Abel, General Manager, Business Support Services, who said: "The proportion of bills based on actual meter reading has improved considerably and the new processes are providing a better service to domestic and business customers."

"Customer Focus will concentrate on the links between the various Manweb businesses to ensure we provide value for money services. This is particularly important as each business responds to competition and new opportunities to provide customer service."

- **New Supplies.** Mike Jones, General Manager, Manweb Power Engineering, will co-ordinate this area. He said: "With the new business structure, an opportunity exists to significantly improve the quality of the service to business customers, at a much reduced cost. This primary objective will secure jobs and enable the business to prosper and grow in the future."

PEOPLE POWER

REGION 1 has gained Investors in People status, becoming the second Manweb location to win the prestigious award.

The achievement is formal acknowledgment of the efforts undertaken by staff over the last 17 months, and confirms the Region's commitment to the training and development of all its employees.

Regional Customer Service Manager Edna Lambert said: "The award is public recognition of the steps taken by the Region to support Manweb's mission to deliver extraordinary customer service."

Demonstrated

To achieve the award, staff demonstrated their ability to meet the exacting standards set by Investors in People UK Limited and were subsequently assessed by an external examiner, appointed by Normidtec, on 24 different standards.

Region 1 followed hot on the heels of Region 2 to achieve the award, and other Manweb locations are also working towards Investors in People status.



Edna Lambert (front centre) and her staff from Region 1 proudly show off their award.

Meanwhile, Manweb has set its sights on gaining an international quality award for the whole of its customer service operation. The race is on between the Cash Office at Chester and Region 2 to gain ISO (International Standard Organisation) 9002 by the end of this calendar year, followed closely by Regions 1 and 3, and other areas of activity, including the Business Customer Service Standard 5750 part 2.

Assistant Quality Manager David Needham is working closely with Region 2. He said: "ISO 9002 is a quality system aimed at achieving customer satisfaction by ensuring

all our activities are carried out in a consistent and fair manner and that we have processes in place to listen to any concerns our customers have."

"We have to demonstrate that our standards of service are written down and the same for everyone, and that our staff have had adequate training. As Region 2 has already demonstrated this for the Investors in People award, this shouldn't be a problem."

To gain ISO 9002, Region 2 will have to be audited and approved by an external accreditation agency. There are 19 separate requirements within the award.

THEY SAID IT

FOLLOWING a customer's letter in Contact which, although praising Manweb employee Diane Powell of Caernarfon Depot for her help in arranging for heaters to be installed at a customer's home, also contained a sentence knocking Manweb Contracting Services.

Mrs B. Johnson of Pwllheli, said: "I had phoned MCSL but could not make them understand the seriousness of the situation."

The letter was spotted by MCSL Senior Contracts Manager John Milne who wrote to put the record straight and defend his department:

"Janet Matthews our Customer Service Manager has now spoken to Mrs Johnson and unfortunately we cannot ascertain who Mrs Johnson initially spoke to or even if it came to the right section.

"However, once we were made aware of the situation by Mrs Diane Powell, we arranged the programme and installed the heaters next day.

"Mrs Johnson was very pleased with this service, the way the work was carried out and with the heating system itself. This service being arranged by our Administration Manager, Nicky Brady."

TO: Manweb Contracting Services Ltd.

FROM: A. Evans, Caernarfon.

"Thank you for arranging the installing of my Red Ring Shower.

"Your shop window men, Terry and Ivor, arrived promptly and carried out their work efficiently and left a clean job. A couple of good lads."

The work was done by Bangor electricians Terry Griffiths and Ivor Jones and was arranged by Rachel Hern.

TO: Region 3.

FROM: Mrs D. Hitchings, Queensferry.

"I am writing about my demand for £30.90p. I had a letter to say I can pay it on 30 April.

"I can pay it on May 2 definitely. I have saved towards it, in between hospital visits and payments.

"I am so pleased to have the letter, so grateful to you, you are saints, if people play fair with you. I thank you again."

TO: Region 3.

FROM: Mr D. Billows, Chester.

"Further to my letter of 18 March and your telephone call of 23 March, when you confirmed your acceptance of my payment proposal.

"Please find enclosed a cheque for £30.00p in respect of the second instalment.

"Many thanks for being so helpful and understanding."

TO: Region 3.

FROM: Ken Jones, Chester.

"Thank you for your very understanding letter regarding my bill.

"I will certainly pay £15.00p per week as from 5 May. I have also spoken with my landlord regarding having a card meter installed near my flat.

"Once again, many thanks."

The three letters above were received by Debt Control, addressed to Sheena Tudor who is praised for her attention to customer service.

TO: Wrexham Depot.

FROM: Mr and Mrs Thomas, Gresford.

"We have had a new power supply cable fitted to our house.

"We are very pleased with the finished job. The work was carried out without fuss and in a very professional way.

"The cable is fixed neat and tidy. Thank you."

Staff concerned were: Andy Wilcox, Linseman, Wrexham Depot; Paul Williams, Linesman, Wrexham Depot and Joe Smyth (Contractor).

TO: Wrexham Depot.

FROM: John R. Butcher, Handbridge.

"A brief note to congratulate your service and repair staff. We lost all power sometime on Wednesday, 17 May.

"The fault was outside the house but your 'man' had us back by 2.30/3.00am Thursday.

"Excellent service by your staff who just kept on working. Very impressed and please pass on our thanks."

The employee concerned was Roy Lyon, Jointer, Chester Depot.

TO: Caernarfon Depot.

FROM: Colin J. Parker, Festiniog.

"This letter is to express our gratitude to yourself for your efforts and commitment to maintaining our supply on Wednesday, 31 May.

"We do appreciate your actions as any supply interruption obviously has a dramatic effect on our running a business.

"Please don't think me cynical but I hope the same effort will be applied in any future shutdowns."

TO: Crewe Depot.

FROM: Miss K. Flett, Northwich.

"I am writing with reference to the service refurbishment of the overhead supply cables carried out at my address.

"Paul from Sharrington and Paul from Cardiff came from Balfour Beatty.

"They did an excellent job of work and were extremely quiet and tidy. Would you kindly thank them on our behalf.

"Thank you for your help it was much appreciated."

The job was supervised by John Harrison.

TO: Manweb Contracting Services Limited.

FROM: Fiona Dalton, Llangollen.

"This letter should have been written some six weeks ago at the successful conclusion of an enormous and onerous task of rewiring this entire house which has attained a degree of decay during the past 30 years or so.

"My purpose in writing is to

Extracts from letters TO Manweb about Manweb people and the services they provide FROM satisfied customers around the region.

draw attention to, and heap praise upon, your very splendid electrician, Alan Jones, and his co-worker, Mark Jones, who faced this daunting task with good humour and much patience. Their work, what little now lies above the surface, the rest being embowelled deep within the struts, ceilings and floorboards, was beautifully accomplished. We were treated with tact and diplomacy and due regard to any expenses we might have incurred with odd personal preferences for the siting of sockets and switches was given very kindly. All together a highly laudable performance from all concerned, orchestrated by Alan Jones with consummate skill. Our thanks to your staff."

Alan Jones and Mark Jones are the two electricians from Home Improvement. Malcolm Harding is the Production Supervisor.

TO: Liverpool Depot.

FROM: Ann McFadden, The Girls Brigade, Liverpool.

"Thank you for allowing us to use your vehicle for the City Parade last Saturday. We did thank Keith on the day for being willing to drive for us.

"I trust next Saturday at Woolton will be as good.

"I attended the Town Hall on Saturday evening and again we were privileged to win a trophy. By the way, the photograph in Monday evening's Echo was your vehicle with 'Girls Brigade' on.

"Many thanks for your help."

TO: Manweb Contracting Services Ltd.

FROM: Christine Rose, Great Sutton.

"I was travelling along the A41 in a hurry to keep a hospital appointment for my son, when at the lights at the top of Backford Hill, one of the two men from the car behind made me aware that I had a completely flat tyre.

"Most people, I am sure, would have left it there, but they followed me into the nearby garage and speedily changed the wheel, enabling me to keep my appointment and feeling very pleased, that if it had to happen, two such kind people were there. I know they work for Manweb (working on a job in Hooton that day) so please pass on my grateful thanks, their help was much appreciated."

The men were; Keith Jones, Contracts Manager and Arthur Salisbury, Project Supervisor based at Llandudno Junction with the Utilities Section of MCSL.

TO: Manweb Retail Services.

FROM: J. E. Yoxall, Head Teacher, Holy Angels' Primary RC School, Kirkby.

"Holy Angels Primary School Kirkby and in particular the Nursery Department would like to thank you very much for your very kind provision of a Dishwasher. This has already been of great value to the Nursery Staff.

"On behalf of the staff and myself may I say once again many thanks for your co-operation."

Building bridges on the Wirral

GREEN ISSUES

WHEN Manweb donated obsolete wooden poles to build bridges at a Wirral country park, Prenton Depot Manager Simon Lavin's children came along to inspect the job.

Pictured (l-r) are Sophie, Kate and Jack (aged six, eight and three) trying out one of three bridges built with the poles at Low Fields Country Park, Eastham Rake.

Low Fields is managed by Wirral Ranger Service, who have carried out a major programme of environmental improvements on the site with support from the Mersey Basin Campaign and local volunteers. The construction work was carried out by the Territorial Army's Birkenhead-based 107 Field Squadron, Royal Engineers.



Fact finding at centre



MANWEB's £3 million development of three customer information centres in Prenton, Warrington and Rhostyllen caught the eye of Ellesmere Port and Neston MP Andrew Miller.

He embarked on a fact-finding mission to Prenton where he learned more about the work carried out there from Regional Manager Ian Baird (pictured left), and Customer Service Representative Sue Williams.

They told him the Prenton centre handles, on average, 2,500 telephone calls each day, rising to 3,500 on a Monday and averaging 750,000 each year.

Manweb's single telephone number means the calls can be on any subject and Mr Miller also heard that staff are specially trained to answer customer enquiries quickly and efficiently.

Language policy praised

MANWEB's bilingual policy for Welsh speaking customers was praised by the Welsh Language Board when it was launched last month.

Although not covered by the Welsh Language Act, Manweb seized the opportunity of complying with the spirit of the legislation by setting down the Company's bilingual activities into a formal written policy.

Speaking at Manweb's Welsh Regional Customer Information Centre at Rhostyllen, Colin Leonard, Director, Power Marketing said: "We have about 250,000 Welsh speaking customers, many of whom use Welsh as a first language, and we have always tried to adopt a pro-active approach to our communications in Welsh.

"We are proud of what we have accomplished. Bilingual bills, customer service literature and customer service advertisements are already available and our customers are given the choice of communicating in their preferred language. We are now formally committed to developing these activities."

Chairman of the Welsh Language Board Lord Dafydd Elis-Thomas congratulated Manweb saying the policy "reflects the Company's commitment to delivering the best possible services to customers and demonstrates the success that can be achieved by adopting a voluntary approach to the use of Welsh by the privatised utilities."



Metering first for Crewe

MANWEB is trialing a new form of metering in selected areas of Crewe as an alternative to card operated meters.

The trial is the second phase of Manweb's Easimeter Project, which uses mains electricity cables to exchange information with 'intelligent' Easimeters in customers' homes. This phase of the project will enable customers to make direct payments to their Easimeter from designated payment points, cutting out the need to buy meter cards. Easimeter prepayment customers also have instant access to information on their electricity consumption and associated costs.

The first phase of the project was launched in July 1994. Since then over 800 customers in Crewe who are billed quarterly for their electricity have been having their meters read without Manweb needing to call.

Two independent retailers - Wilson's Stores in Laura Street and Victoria Wines in Edleston Road - will be acting as payment points for the project, along with the Manweb Customer Service Centre in The Victoria Centre, and its office in Macon Way.

Project Manager Matthew Clay said: "Manweb is continually looking for ways to improve its customer service. Recent ad-



Wilson's Stores proprietor Mrs Ann Wilson is pictured (left) launching the trial with Manweb Agency Services Manager Carol Wright and Metering Services Manager Mike Whiteman.

vances in metering technology have given us the chance to try something completely new that benefits both customer and company alike. To our knowledge this is the most advanced trial of its

kind ever undertaken by any electricity company in the UK and I would like to take this opportunity to thank our customers for helping us with the Easimeter project."

APRIL 1998 will be a major milestone for the electricity industry, when full supply competition is introduced. Manweb has set up a 1998 Project Group to assess and manage the impact of this important date. Most of the major decisions will be made this year.

Lesley Edge, Energy Trading Analyst and a member of the Project Group, sets the scene, and in future articles will describe Manweb's progress towards 1998.

APPROACHING THAT MAJOR MILESTONE

THE electricity supply market in England and Wales has seen a great deal of change since privatisation in 1990.

Previously, customers had no choice but to buy their electricity from the local Area Board, on the terms it offered. This meant that large companies with many factories or branches spread across the country had to have different supply contracts with different Area Boards.

Gradual change

A gradual change has taken place since then, and increasing numbers of customers have been given the chance to shop around for the best deal, regardless of their geographic location.

From 1 April 1998 all customers, including the smallest domestic user, will be able to do the same.

The first customers to be introduced to competition in electricity supply were the very largest - those with a maximum demand of more than 100kW.

These customers have been able to shop around since 1990 and the amount of electricity they use is recorded by half hourly metering,

with the data collected remotely via communications links.

The second group of customers to be introduced to competition, on 1 April 1994, were those with a maximum demand greater than 100kW.

Links installed

Only those customers buying from a second tier supplier - that is, a supplier other than the local regional electricity company (REC) - had to have full half hourly metering and a communications link.

This change didn't go as smoothly as had been hoped, and many customers did not have their meters and communications

links installed on time, which meant they could not be billed accurately from the start of the new competitive supply arrangements.

The number of customers affected by the expansion of the market in 1998 is very large - in the region of 24 million - and it is felt that full half hourly metering would be impractical. The costs of metering would be too high for smaller customers to bear and there would be a vast amount of data to process each day.

A simple solution has to be found so that all customers wishing to can change their electricity supplier from 1 April 1998.

A great deal of effort is being put into finding a workable solution for 1998. Pool member companies, including the RECs and generators, have been in discus-

sion for some time and Offer has set up a 1998 Co-ordination Group, chaired by the Director General of Electricity Supply, Professor Stephen Littlechild.

The Group has a high level monitoring role and Manweb is represented by Chief Executive John Roberts.

Important issue

The year 1998 is probably the most important issue facing Manweb, as it will impact on all areas of the business, including supply, distribution, metering and meter reading, settlements and billing. A Manweb 1998 Group has also been set up, chaired by John Roberts, and other members include Colin Leonard, Director, Power Marketing, and senior managers from Income, Distribution and Regulator Relations.

The Group is supported by former Head of Tariffs and Customer Contracts Mike Boxall, who is now heading a Market Development Advisory Group, plus Pat McLafferty, previously Product Development Manager in Business Marketing, and Lesley Edge, Energy Trading Analyst in Power Procurement and Trading. Mike has joined some of the national working groups looking at future trading arrangements, and aims to provide a bridge between the central debate and Manweb's own business interests.

The Electricity Pool

The Electricity Pool was established on 31 March 1990 for the trading of electricity between the generators and the suppliers. As electricity cannot be traced from a particular generating station to a particular customer and cannot be stored in large quantities, in effect it is 'pooled' to meet demand. This means there has to be a constant matching of generation and demand, and this is

done on a half hourly basis.

A Pool price is calculated for all electricity traded in each half hour so that, in a non-leap year, there are 17,520 prices calculated. Pool prices can vary quite significantly at different times of the day and year, and the pattern of electricity usage throughout the year will therefore have a major influence on electricity cost.

TERRY TAKES CBI 'PROFILE' POST

A SENIOR Manweb manager has been appointed Assistant Regional Director, CBI North West, with special responsibilities for Merseyside.

Terry Keenan, 47, will be seconded to the CBI for two years from 24 July, 1995. In announcing the appointment, Chris Clifford, Regional Director CBI North West said: "Terry's main role will be to enhance the profile and standing of the CBI on Merseyside by working closely with existing and potential members and continuing to develop its relationship with other agencies."

Currently Manweb Retail Manager, Terry will bring a wealth of experience to his new job as he is a former director of



Merseyside TEC and former Chairman of Sefton Chamber of Commerce and Industry. He has worked for Manweb for 30 years and also used to be Manweb's North Mersey District Manager based in Bootle.

"I know Merseyside extremely well and I am looking forward to joining in the marvellous work that's already being done to promote the region. My appointment further demonstrates Manweb's commitment to helping ensure the economic regeneration of the area as we already have three managers on secondment to the City Challenge schemes," said Terry, who is married with three children and lives in Spital, Wirral.

Merseyside TEC has welcomed Terry's appointment and has agreed to provide office accommodation for him at its premises in Tithebarn Street, Liverpool. Chief Executive Linda Bloomfield said: "We're delighted Terry will be back with us in his new role and we're pleased to be able to offer this support to the CBI's campaign."

"His appointment yet again shows organisations working together for the benefit of the local economy, particularly in meeting the needs of businesses and representing their views to government. It is further evidence of our joint commitment, highlighted by the Mersey Partnership's image campaign, to make Merseyside great and to demonstrate our 'pool of talent'."



Manweb spreads the news

MANWEB is helping to spread the news about services for disabled people by sponsoring the summer edition of Wirral Association for Disability's quarterly magazine.

The magazine, which was launched in the spring, is distributed to members of the Birkenhead-based Association, doctors' surgeries, hospitals and shop mobility schemes on the Wirral. It contains a range of useful information, from legal advice to general facts about disability.

Mike Elkerton, Wirral Association for Disability's Advertising Officer, said: "Manweb's sponsorship will greatly help our cause to keep disabled people updated on all relevant information."

Manweb's Customer Service Manager Mike Townson is pictured (3rd from left) presenting a cheque for £700 to Association Member Mike Benson. Other members of the Association are also pictured, from l-r: Magazine Editor Jonathan Hyde, General Secretary Margaret Williams, Administrator Julie Tarr, Data Manager Steve Bates, Wheelchair Co-ordinator Mike Phillips, and Advertising Officer Mike Elkerton, with a 'Shopmobility' scooter previously donated by Manweb.

TERRY IS TAKEN ON TRUST



TERRY JONES (left) has been appointed as Team Leader for the next Prince's Trust Volunteers programme in Holyhead.

Terry (26), who lives in Rhuddlan, Clwyd, started with the Company 10 years ago and has recently completed Manweb's Engineering Training Scheme. In his spare time, Terry enjoys all kinds of outdoor pursuits including mountaineering.

On being appointed as Team Leader Terry said: "The Prince's Trust Volunteers (PTV) programme is a unique personal development opportunity for both the volunteers and myself. I am really looking forward to the challenge of leading a team of individuals from such different backgrounds. I am positive that the experience of being involved with the PTV will be of great benefit to me in any future team leader positions."

Terry will operate with a team of about 12 volunteers consisting mainly of unemployed young people from Holyhead. The programme runs to August.

STUDENTS SERVE UP A TREAT

AN invitation from the 'Orme View Restaurant', at Llandrillo College, Rhos on Sea, gave 50 members of Manweb (Chester and Head Office) Retired Staff Association, a four-course banquet meal at lunchtime on 17 May, reports Secretary Bert Austin.

The banquet meal was prepared, cooked and served by students of the School of Food and Hospitality Management at Llandrillo College. Our members



FOR SALE

16ft. Trio Caravan Awning c/w curtains in good condition. 1x1 ton scissor jack (new), 1x caravan spare wheel with new tyre, 165 R13. Contact Mrs J. Purse, Prenton, on 85-513-1051 678 2036.

Mothercare Supercot - converts to small bed etc; £25. Cindico Voyager Buggy - usable from age 0 upwards; £20. Travel cot - basic, but it works; £5. Also lots of golf balls. Some have probably only been hit once! Average 30p - cheaper in bulk. Ring me for details, Chris Tigwell, Int 720 2173.

Sony personal CD player. Latest model, unwanted competition prize. Unused and only three weeks old. RRP £100, sell for £80. Also Casio handheld TV, 2.2 inch screen. Excellent condition. RRP £100, sell for £60. Phone 01352 781351.

For Sale - Huyton, Liverpool 36. First floor purpose-built flat, full gas central heating, one bedroom, hall (including storage cupboards) lounge, fitted kitchen, coloured bathroom suite and fittings (avocado) and Triton T80 shower, telephone points, excellent decoration throughout, separate garage and brick shed, close to all amenities. Reduced from £29,995 to £27,995. Call 0151 489 9468.

HOLIDAYS

Cumbria/Scottish Borders. Peaceful and warm farm cottage combining 'trad charm' with 'all mod cons'. Ideal for couples. All inclusive. Open all year. Sleeps 4. No pets. Brochure, phone 01228 75650.

Costa del Sol, Benalmadena. Lovely studio apartment with beautiful pool and gardens. 10 minutes from beach. Suitable 2/3 people. July-September £100pw, £195 per fortnight. Convenient for airport. Help with flights if needed. Phone 01244 341097.

FREE ADS

B&B accommodation, 2 minutes from A55 at Halkyn. Superb breakfast. Lovely views. Ideal for walking and horseriding. Contact S. Jackson, Queensferry Internal 702-4388.

Luxury 6-berth caravan to rent. Lyons site near Rhyl. All mod cons. Club shop and baths on site. Families only. Tel: 01270 252047 after 6pm.

Attention all gardeners! Free horse manure, well rotted. Buyer collects. Phone HO 2518 or 01821 770109.

Cabouchon Jewellery, looking for people to hold jewellery parties. 10% commission on all sales. For further details please contact Ann Gittins on 01244 311219.

Quality Wedding and Portrait Photography at highly competitive prices. Why pay more for the photos you want? For full details or estimates contact: Ken Smyth (Work - 0151 609 2032) or (Home - 01244 544771).

PERSONAL

Ornamental Metalwork. Take a step in the right direction for a range of handmade metalwork including curtain poles, static caravan steps, gates and garden furniture (flower basket stands, foot scrapers, penny farthings, washing wells). Oak flower tubs also available. For further details please contact Colin wait, Stepright, on 01244 682710.

ACCOMMODATION

Detached Bungalow, 2 bedrooms, shared accommodation including central heating. Only 15 mins walk from Rhyl town centre. £60 per week all inclusive. Call Gary on (01745) 336192.

On the Draw

THE top prize of £300 in the EEIBA's April draw was won by C. A. Mackay, of Head Office. The £200 second prize went to retired employee J. R. Evans. The other prizewinners were as follows:

£150 - J. E. Garrett, Clwyd; £100 - J. Fitzpatrick, retired; £75 - P. J. Berry, Dee Valley, and S. D. Swindells, Oswestry; £50 - P. W.

Dewar, Head Office, S. Jackson, Head Office, T. Stott, Mid Mersey, and J. H. Parry, retired; £30 - C. E. Walker, North Wirral, K. Shone, Head Office, S. A. James, Mid Cheshire, B. C. Pays, retired, P. J. Hall, retired, E. A. Allen, Queensferry, and A. Birtwistle, retired; £25 - R. C. Davies, Oswestry, G. Roberts, retired, and A. N. Powell, retired.

OBITUARIES

IT is with sadness that we report the deaths of the following retired Manweb employees. They will all be sadly missed by their friends and colleagues.

Joseph Gray, 69, who died on 11 May, was a Chargehand Cable Layer in North Mersey before retiring in 1986.

John Gibson was a Transport Driver in Wrexham before retiring in 1971. He died on 14 May, aged 89.

Jarvis Etchells, 91, who died on 21 May, was a Section Engineer in Area 4 before retiring in 1968.

Arthur Done, a Joiner's Mate in Mid Mersey until retirement in 1978, died on 22 May, aged 81.

James Moses, 87, who died on 22 May, retired in 1967 from Area 1, where he was an Assistant Section Engineer.

Gordon Leonard Bevan, 66, died on May 22. He retired in 1988 from Mid Mersey, where he was a Craftsman Electrician.

Dorothy Edwards, who died on May 25, aged 86, was a Clerical Assistant in Area 4 before retirement

in 1968. John Henry Harding retired in 1973, after over 40 years' service, from North Mersey, where he was a Foreman Grade 1. He died on 26 May, aged 82.

Graham Zeiher, 71, was Engineering Manager in Mid Cheshire until he retired in 1984. He died on 31 May.

David Leslie Hayes, who retired in 1975 from Clwyd, where he was 2nd Assistant Engineer, died on 31 May, aged 84.

Ronald Anthony retired in 1980 from North Mersey, where he was a Paviour's Mate. He died on 1 June, aged 73.

Frederick George Nicholas, who died on 4 June, aged 79, was a Machine Operator at Head Office until his retirement in 1976.

Alexander Petrie Whyte, 82, who retired in 1978 from Head Office, where he was Chief Accountant, died on 8 June.

James Bell, who died on June 14, aged 78, was a Clerical Assistant in Queensferry until he retired in 1981.

HIGH DEGREE OF SUCCESS AT LIVERPOOL UNIVERSITY

WHAT began as an enquiry for four 500kVA transformers developed into a £270,000 design and build project for Manweb Contracting Services Limited.

The University of Liverpool is in the process of redeveloping the former Royal Liverpool Infirmary site, which has been vacant for around eight years. The site will be used to extend the University's premises, and the first stage of the £40 million project is to ensure the building is secure and watertight, with a services infrastructure in place.

Enquiry

The initial enquiry led to MCSL being asked to develop a design build service for the establishment of a main electrical power distribution system to the site. The brief was to provide a HV/LV system comprising five substations connected on a high security ring main system with low voltage interconnection.

Highlighting importance of customer retention

It involved:

- Designing and equipping the five substations with high and low voltage switchgear, transformers and associated protection systems.
 - Installing approximately 2,000 metres of HV cabling and 1,000 metres of LV cabling interconnecting the new development with the existing University electrical distribution system.
- The project was to be undertaken within a tight timescale and within the allocated budget laid down by the

University's in-house design group.

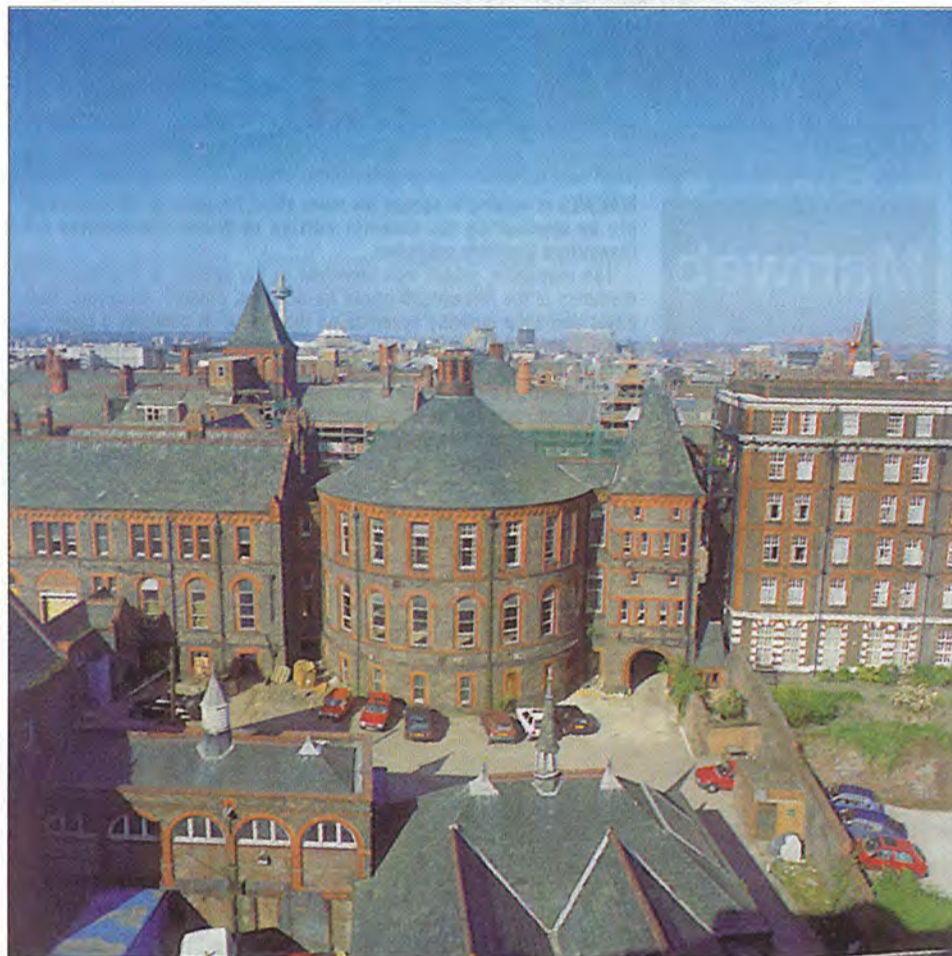
Once provided with the brief, MCSL surveyed the site, established cable routes, designed the complete system and produced a full specification, which enabled firm costings and a realistic programme of work to be presented to the University.

Mobilised

When the order was secured, a project team was quickly nominated and mobilised, comprising a senior authorised project engineer, a site co-ordinator and an installation team of electrical fitters, cable jointers and electricians.

The size of the team was continuously monitored to achieve the project programme objectives, and full support was provided by office-based design engineers, Computer Aided Design (CAD) Operators and a safety officer.

Extensive cable support systems were installed throughout the University's vast basement and service duct systems at the same time as cable trench excavations through public areas, car



A new lease of life for the former Royal Liverpool Infirmary site.

parks and highways.

Upon completion of the preparatory work, the cable was installed with minimal disruption to University staff, students and the general public. This was a credit to both MCSL and the University's engineering design team, as the cable installation was a hugely complex task involving the highest quality of project management skills and engineering expertise.

The phased handover of the works is being achieved ahead of programme, ensuring that the site redevelopment is on course for completion.

Drawings

On completion of the overall project, there will be a hand-over of detailed operation and maintenance manuals, including as-constructed drawings on disc, utilising the latest CAD technology.

The University's Design Group Leader, Henry Gun-Why, said he was delighted with the quality of

service provided by MCSL.

"In particular they clearly demonstrated their ability to draw upon their vast core business experience, skill and knowledge, to overcome problems as they arose, to ensure the successful completion of the project, in terms of time, cost and quality."

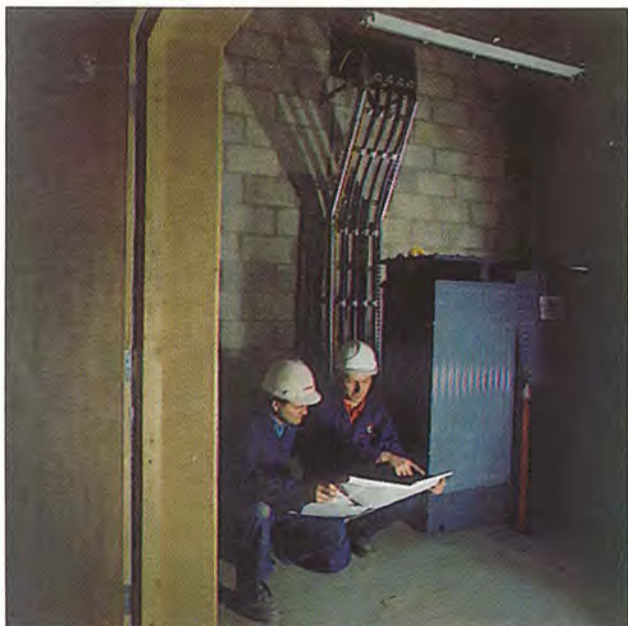
Highlights

And MCSL's Divisional Manager (Major Contracts) Guy Wilcox said: "We have successfully carried out a number of contracts for Liverpool University and this one in particular highlights the

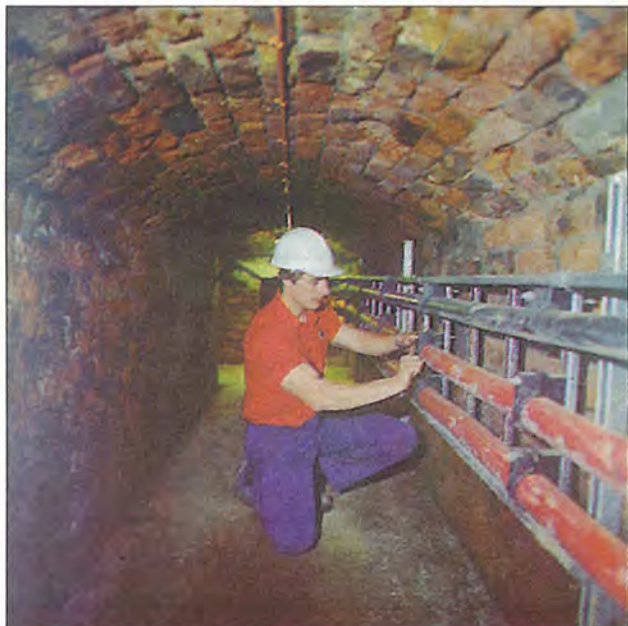
importance of customer retention.

"The success of this contract is a credit to Phil Jones and the rest of his High Voltage team."

● The Project Team included: Senior High Voltage Engineer Phil Jones, Project Engineer Dave Parry, Marketing Manager Rod Goodall, Estimator Steve Liversage, Site Supervisor Phil Mape, Fitters/Electricians Simon Lynd, Dave Gibbons, Simon Davidson, Ian Fields, Andy Jones and Dave Williams, and Jointers Dave Hughes and Rodger Chrishop.



The initial planning of the cable routes by (l-r) Electrician Simon Lynd and Site Supervisor Phil Mape.



Site Supervisor Phil Mape installs cables within the service ducts.



Project Engineer Dave Parry testing and commissioning the HV switchgear.

Story by
Rod Goodall

Pictures by
Mike Hall

FA



**TAKEN IN
THEIR STRIDE**

The party-goers gather together for a farewell photo-call.