

# MANWEB OLYMPIAN

## —John books a place in Seoul

A MAN from MANWEB will compete in the Olympic Games this year, in Seoul, South Korea, in probably the toughest event in the Olympiad—the Marathon.

Liverpool District draughtsman John Woods will wear the vest of the Republic of Ireland. It was his victory in the Irish Marathon in April at Wexford that confirmed his place in the Irish team.

John is 32, and was born and bred in Liverpool. He qualifies for the Emerald Isle because his mother was Irish. He first represented the country in 1978 in an International cross-country meeting.

His first major competition was in 1980, when he competed in the World Cross-Country Championships. He represented Ireland again in the same event in New Zealand earlier this year, and finished 15th in the world.

Wexford was only his second competitive marathon, and he clocked an official time of 2 hours 11 minutes 30 seconds—although the timing showed two seconds less as he finished, it was “rounded up” after the race.

It was a schoolmaster at St. Dominic's School in Liverpool who first pushed John into running, at the age of 16, when he entered for the Area Schools' Senior 1500-Metre Race, which he won. He then joined Liver-

pool Harriers, and formed a friendship with John Butler, who has coached him for the last 16 years.

He has two training sessions a day; he runs four or five miles to work in the morning and ten to 15 miles home at night. He has to take some long routes, because he only lives a mile from Lister Drive office!

His partner on his training runs is long-time friend Frank Davies. When John decided that he wanted to step up to the

Marathon, his coach John called in Tom Riley, from Liverpool Polytechnic, and together they worked on his diet and—using a treadmill, with John wired up—worked out his potential and developed a training plan.

It is this plan that John hopes will bring him a medal in Seoul. He comments: “*The World Record is 2 hours 6 minutes 50 seconds—four minutes faster than my time—but the Olympics is about tactics, and the last time it was only a minute or so different. If I stay up front, I will be in with a chance.*”

The Marathon will be run on 2nd October—at the end of the Games, which start on 23rd September. John plans to go out early to get the feel of the place.

He will leave behind his wife, Pamela, herself no mean athlete—“*better than I was when we first met,*” says John. Her career ended when their daughters Michelle, seven, and Tracey, three, arrived.

John's achievement is all the



The Man from MANWEB way out in front in the Irish Marathon—Liverpool District's John Woods wins at Wexford, and earns a trip to Seoul (see other MANWEB Marathon runners on page 10)

more remarkable for the fact that he holds down a full-time job, and has done since leaving school and joining MANWEB when he was 17. Running for Ireland has not brought him the

national recognition that other athletes are given by the media. But this does not concern John in the least—he enjoys his running; he enjoys his family life; and he enjoys his work.

He is the true amateur sportsman, and we join with his family, friends and colleagues in wishing him well in Seoul. Let us hope that he brings back a medal—preferably gold.

## Martin is Industry's top public speaker



Martin Stanley, a graduate trainee with MANWEB, was the third national winner in four years of the men's ESI Public Speaking Competition. He is pictured with Linda Hinton, the MANWEB lady finalist

(story—page 4)

## Blueprint for better service

### — Operating and Development Plan 1988/89

A FULL colour version of the MANWEB Operating and Development Plan is on the centre pages of this issue of 'CONTACT'. The plan clearly shows the path MANWEB is taking towards privatisation.

“The customer must come first” is the basic message, if the new company—from whom we shall all be earning our crust—is to succeed.

The plan is the blueprint for all sections of the organisation for the next 12 months, and points the way to years ahead. The crucial aspect of customer

service is one of the key issues in which MANWEB is prepared to back the efficiency and reliability of its workforce in a “Customer Charter”.

The Charter, to be launched in June, will offer customers compensation if the MANWEB workforce fails to meet stated objectives.

We have a statutory obligation to develop and maintain electricity supplies to our customers, and this will continue into privatisation, with penalty clauses if we fail.

The plan states the aim to increase the market share of electricity in all areas of business. It intends that we shall meet our financial targets and develop

our contracting and appliance marketing to support the main business.

A good corporate image can only be achieved if it reflects a caring and efficient organisation. The basic structure is there, but we all need to talk to each other more, and communicate with our customers in a positive way. Much can and will be done from the centre, but the plan calls for everyone to promote the belief in MANWEB and its workforce, and their caring and efficient operation.



# New Computer Centre 'topping out' ceremony



David Elderton, right, hands a brick to the Chairman, Bryan Weston, for him to cement into place

WITH the highest point reached, the traditional topping-out ceremony of laying the last bricks (and beer for the builders!) was carried out at MANWEB Computer Centre.

Chairman Bryan Weston was invited to lay the final bricks by Fairclough Building Divisional Director David Elderton. There were a number of appreciative murmurs as Mr. Weston deftly flicked the mortar into place without it slipping down the cavity, and handling the brick-layer's trowel with apparent accustomed ease.

The new Centre is being built alongside the Head Office building to house a new computer. The existing computer block can no longer house all the hardware required for the growing computerisation of MANWEB activities.

The secure building is accessible to the Head Office via a bridge. It is two storeys high and has the facility of being easily extendible should further space be needed in future years.

The new computer is due to be installed shortly, and it is planned to occupy the building in October, when the Centre will become operational.

The staff who will be working in the new Centre were given a guided tour prior to the topping-out ceremony. Members of the Board and senior managers were present on the day of topping-out.



Above: The members of the Board and senior managers tour the new building. Below: It is the turn of the computer staff



## PRIVATISATION —your questions answered

QUESTIONS are being asked about privatisation, and we will answer these in 'CONTACT' when they are drawn to our attention. If you have a question you want answering, send it to the Editor at Head Office, and we will include it in this feature.

**Q.—Will our shops be closed after privatisation?**

**A.—**The shops provide an important part of our trading activities. There is no reason why we should not expand this business, provided that we can do so profitably. In the future, we may have more shops out-of-town; we may also have cash-and-carry shops.

**Q.—Will contractors be brought in after privatisation?**

**A.—**We have tremendous expertise and resource available at MANWEB. If we are good at the work we do, why should we change? We should be thinking of extending our contracting and consultancy activities.

**Q.—Will national negotiations cease?**

**A.—**The Secretary of State has himself said that there is no need to change the negotiating machinery. Clearly, after privatisation, some changes will be needed, as it will be inappropriate for local district machinery to cover MANWEB and CEGB together. It will be up to management and unions to discuss how the local machinery should continue. There is no reason why national wage bargaining should cease; there were national negotiations even before we were nationalised in 1948.

**Q.—Will privatisation affect my pension?**

**A.—**There is no reason to believe that it will, and new legislation will be brought out to ensure that pensions are maintained.

**Q.—Has the price of electricity been increased because of privatisation?**

**A.—**The price of electricity was increased this year to take into account several factors. Inflation had a part to play, and we have just agreed seven per cent increases in salaries, which have to be built in. The increase in financial targets set by the Government largely determines the increase in prices. Since 1978, this industry has had financial targets. The then Labour Government produced a White Paper which said that if the electricity industry was not to misuse resources, it should earn a five per cent return on invested capital. Successive Governments have worked towards this aim, and it is not unreasonable that whoever provides us with capital, whether it is the Government and the public (as at present) or investors in the form of shareholders (in the future), they should expect a healthy return on that capital.

**Q.—If shares are allocated to staff, would they have voting rights?**

**A.—**It has not yet been considered how shares would be made available to staff. We understand that there were some restrictions for British Gas staff in the early years, but it seems unlikely that voting rights will be excluded from shares held by anyone in the longer-term.

**Q.—Will the Districts be amalgamated after privatisation?**

**A.—**The ten-District structure is working well. As long as it is successful and economic, it will continue. If, in the future, it is not successful and economic, then it would have to be reconsidered irrespective of privatisation.

### WIN A PRIZE FOR YOUR FAVOURITE CHARITY



## CHARITY AWARD

# £1,500 Prize

IN September last year, we announced the Electricity Council's contest in which you could win £1,500 for the charity of your choice. All you had to do was to submit details of a charity event that you had organised—and the more unusual the better.

MANWEB staff have been involved in many fund-raising events and, whether it is a group, sports club or individual, you could still swell the coffers of your charity if you enter.

The contest is open to any member of the electricity supply industry, and should be for an event occurring between 1st August, 1987, and 31st July, 1988. The closing date for entries is 31st July, 1988. Entry forms are available from MANWEB Welfare Services section at Head Office, or Pat McNally, the Electricity Council's Head of Public Affairs, telephone 01-834 2333.

**This is your LAST CHANCE TO ENTER.**

**Have you any questions on the subject of Privatisation (or any other subject)? Write to the Editor, 'CONTACT', Room GE26, Head Office, Sealand Road, Chester**



## Pop into a power station

TOURISM Minister John Lee is backing the CEGB's "Pop Into A Power Station" drive this summer.

He praised the Board on its plans to hold Open Days at 16 power stations, giving the public an opportunity to take a behind-the-scenes glimpse at the heart of the electricity industry.

"The CEGB is to be congratulated on its Open Day venture. It is an ideal example of my personal campaign to encourage industrial tourism. The Board's past success in attracting visitors makes it clear just how popular such events can be," he said.

"As a country, we rightly value our industrial heritage, and we recognise its value for tourism, but we must not forget that present-day industry has much to attract the visitor.

"The CEGB is one of the world's leading utilities, and its power stations are exciting and fascinating places to visit, with their own story to tell of a high-technology industry with a long tradition of public service."

The stations hosting Open Days this year range from Europe's biggest coal-fired station, Drax in Yorkshire, which can produce enough electricity to meet the needs of four-million people, to Ffestiniog in North Wales, the CEGB's first pumped storage scheme, capable of producing some 360,000-kilowatts of electricity in less than one minute.

Others include Hartlepool nuclear power station, where the Board's first Energy Information Centre has been opened, and Ironbridge coal-fired plant, in Shropshire—one of the most scenic of all the CEGB stations.

Chairman of the CEGB Lord Marshall said: "Round-the-clock power at the flick of a switch is a vital part of modern life, yet often taken for granted.

"I hope that many thousands of people will pop into a power station this year, and see for themselves how we ensure that electricity is available just when it is needed. Around 320,000 people did just that during Industry Year in 1986."

There is no charge for admission at any of the Open Days, and parking is free. Advertisements in local papers will give site-by-site details, or would-be visitors can contact the CEGB for information.



Checking their plans with the man left behind are the MANWEB trio off to Bangalore. From left to right: India-bound Barry Judd, John Powell and John Brown, with Trevor Smith

# Bangalore Project

## MANWEB Engineering enter export business

by BARRY JUDD

THE Engineering Department of MANWEB have gone into the export business, selling their expertise to India. They have won a consultancy contract to plan the electricity network for the city of Bangalore.

MANWEB have one of the most secure electricity networks in the world, and it is the knowledge gained from experience which will be used to plan the Indian city's distribution system. The plan will ensure that it can cope with the demand for electricity up to the year 2005.

It is anticipated that the present demand will be more than quadrupled by the turn of the century. The current 450 MVA maximum demand is projected to reach 2,000 MVA.

Bangalore is the capital city of the Karnataka State in Southern India. Known as the "Garden City", it is one of the fastest-growing in the country, and already has the largest industrial estate in South East Asia.

The Project Director is John Powell, who is Resources Engineering Manager at Head Office. As well as his MANWEB engineers, John will have on his team a private firm of consulting engineers from Newcastle-upon-Tyne—Merz & McLellan. The MANWEB-Merz & McLellan contract was won under the banner of British Electrical International Ltd.—a wholly-owned subsidiary of the Electricity Council.

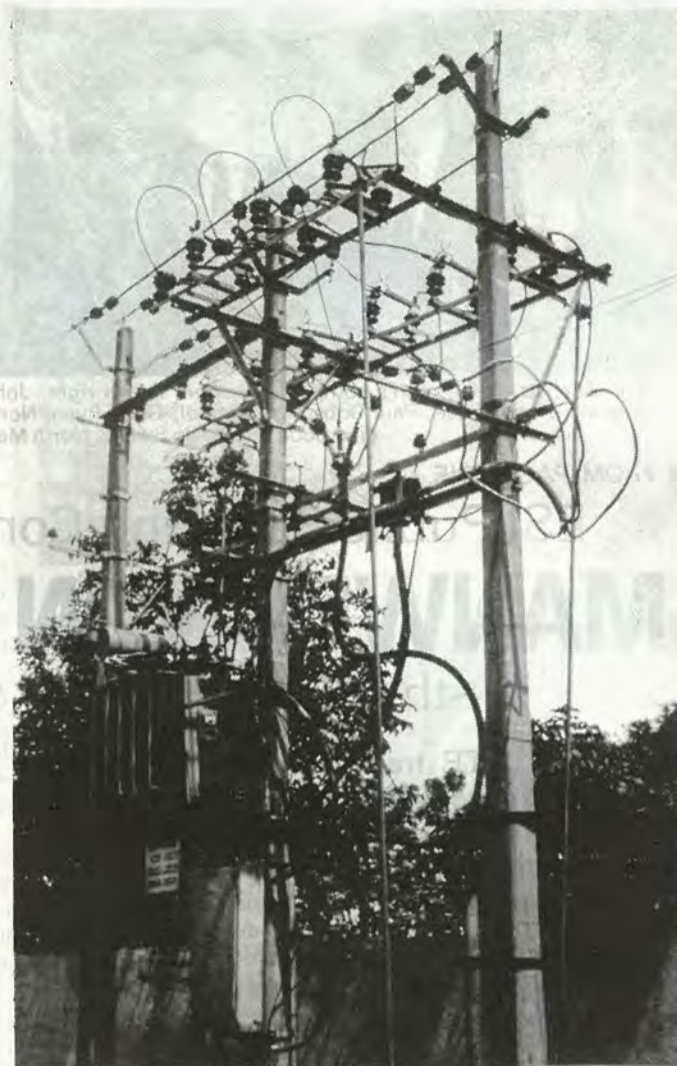
BEI bid beat off competition from France, Germany and Italy. In addition to the network plan, it included an evaluation of the need for

SCADA (Supervisory, Control and Data Acquisition). This system is the sphere of Merz & McLellan.

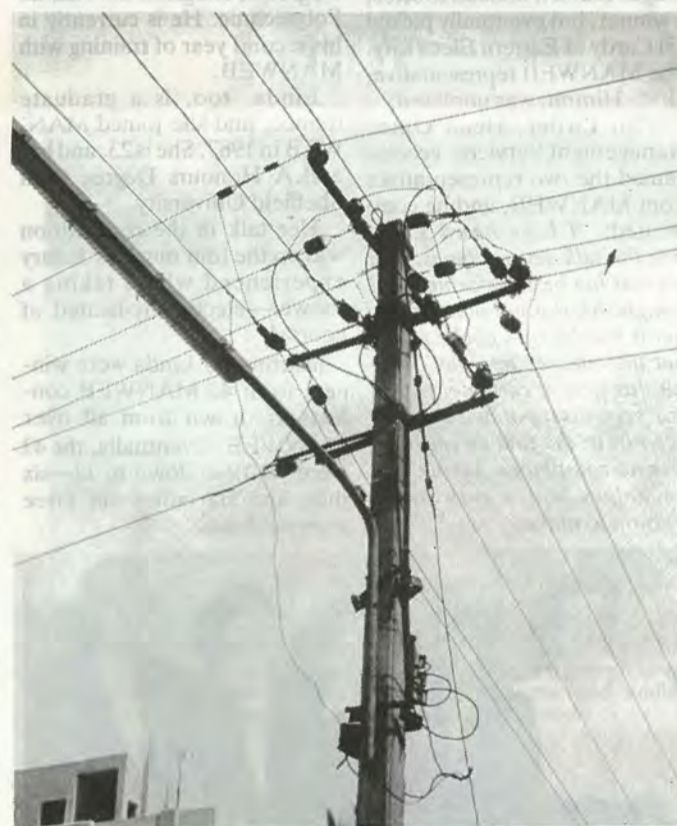
At the time of going to press, a project team from MANWEB has left for five weeks in Bangalore, to gather information. The trio in India are John Powell, Barry Judd—a project engineer from the Head Office Resource Centre—and John Brown, Aberystwyth District Supplies Manager.

When the facts have been assembled, much of the work will be done in this country, when other members of the team will become involved. They are Vaughan Roberts, Special Developments Manager, and Trevor Smith and Peter Thomas, of the Head Office Technical Development Section.

To complete the project, four engineers from the Karnataka Electricity Board will come to MANWEB and spend eight weeks learning about MANWEB engineering practice.



Some of the rather exotic network design which has developed in Bangalore—reinforcing the need for the Men from MANWEB to help to plan future developments



## It's holiday fun-time with Mitch!



"SHE WANTS TO GO ON HOLIDAY TO GET A SUNTAN, BUT SHE CAN'T GO UNTIL SHE GETS A SUNTAN BEFORE SHE GOES...."



"ALL RIGHT, WE'LL GO, IF YOU PROMISE NOT TO GO TOPLESS..."



"I'VE BEEN FORCED TO BOW TO PRESSURE FROM THE ANTI-VIOLENCE LOBBY..."

Don't forget your camera

While you are enjoying your holiday, be certain that you make the most of picture-taking for our autumn

'CONTACT' PHOTOGRAPHIC COMPETITION





The finalists in the men's competitions, from left to right: John Lawes, Head Office; Martin Stanley, Head Office; Paul Dobson, Liverpool; Geoff Ryan, North Mersey; John Worthington, Liverpool; and Kevin Swartz, North Mersey

● FROM PAGE ONE

## ESI Public Speaking Competition MANWEB WIN AGAIN —three wins in four years

A GRADUATE trainee with MANWEB has won the top prize in the electricity supply industry Public Speaking Competition—the third MANWEB man to win in four years.

Martin Stanley, aged 24, won the Faraday Shield at the end of May, in competition with men from all over the country. His talk, *The Appliance of Science*, was a humorous look at the safety of the electric plug.

In second place was George Pye, a former Liverpool District engineer, now with the Yorkshire Electricity Board.

In the ladies' competition, the judges found it difficult to select a winner, but eventually picked Jill Cardy of Eastern Electricity. The MANWEB representative, Linda Hinton, was unplaced.

Alan Littler, Head Office Management Services, accompanied the two representatives from MANWEB, and he commented: "I have heard Linda give the talk several times, and this was her best performance. I thought that she had won. I know that it is a bit of a cliché to say that the competition was close, but this time it certainly was. I was very disappointed that she was not in the first three, but I have no complaints. I think that the judges had a very tough decision to make."

"I was delighted with Martin's performance—I think that he did stand out as a winner."

Martin joined MANWEB in 1986 after gaining an Economics Degree at Kingston-on-Thames Polytechnic. He is currently in his second year of training with MANWEB.

Linda, too, is a graduate trainee, and she joined MANWEB in 1987. She is 23, and has a B.A Honours Degree from Sheffield University.

Her talk in the competition was on the four minutes' luxury experienced whilst taking a shower—electrically-heated of course!

Martin and Linda were winners from 43 MANWEB contestants drawn from all over MANWEB. Eventually, the 43 were whittled down to 12—six men and six ladies—in three regional heats.

The finalists met in the Conference Suite at Head Office in what was a tough contest. One judge—John Scudamore, formerly MANWEB Board Secretary—was greatly impressed with the high standard.

He said: "In the ladies' competition, I had only five points separating all the speakers—it really was of first-class standard."

To win the men's contest, Martin had to beat last year's winner—Paul Dobson of Liverpool District, who was second. Martin's prizes were £50 from the MANWEB final and £150 from the national final—plus the Faraday Shield, of course.

Linda also won £50 for the MANWEB ladies' final, with a second prize of £40 going to Alison Eakins from Head Office.

At the MANWEB end of things, the competition was organised by Alan Littler and Larry Pritchard, of Head Office Management Services. They helped to arrange training and practice sessions, with advice from experienced speakers.

Larry Pritchard told 'CONTACT': "I do not think that young people in Districts that failed to enter contestants realise what they are missing. They get expert training, which will help them no matter what their job is. The top prize is £150, with £50 for the winner of the MANWEB final. All MANWEB finalists get £10. For the two MANWEB winners there are three really great days out in London. It is an experience which they will not forget in a hurry. This year 43 entered, and I hope that we will have more than 50 next time. It is open to anyone under 35."

Congratulations to Martin and Linda—both of whom did MANWEB proud!



The MANWEB lady finalists, left to right: Jeanette Brennan, Liverpool; Alison Eakins, Head Office; Linda Hinton, Head Office; Jane Bowers, Liverpool; and Lesley Rogers, Head Office

The judges and the organisers: Norman Butterworth, Colin Leonard and Sheila Garston, judges; Jane Ross, Electricity Council; John Scudamore, judge; and Alan Littler, organiser



# Fibre-optic link-up —not the first, but the longest

INSTALLATION of a fibre-optic cable between Chester's main 132-kV sub-station, Queensferry Stores and Dee Valley District complex was recently completed. Though this is not the first section to be installed by MANWEB, it is by far the longest to date, covering some 40 kilometres.

With the assistance of Terry Goode, the Senior Technical Support Engineer from FOGAS Limited, a motorised tugging machine, a cable-wrapping instrument and several burly men from the Transmission section, the cable was wrapped on the earth-wire of our 132-kV steel transmission towers between the two sites, in sections no greater than four kilometres.

Our thanks to  
**JIM CONNOLLY**  
for this story

Physical barriers were met along the way, in the form of Hope Mountain, the River Dee and, on occasion, 70-mph winds in sub-zero temperatures, with

hailstones thrown in for good measure.

Jim Connolly, the Transmission Section Engineer responsible for the installation, joked: "This was the biggest task to be undertaken by the Section's Overhead Line Department since being filmed 'on location' with Anneka Rice for the MANWEB Ambassador Club video. Bearing in mind the new working methods adopted for the installation, and the technical difficulties involved, it is a credit to our linesmen that the job was completed after the 'first take'."

The fibre-optic communication channel will be used for data transmission between the sites.

The fibre-cable-wrapping machine starts out from a tower



## ELECTRICAL ENVIRONMENTAL BUILDING SERVICES DESIGN WORKSHOP

Architects and professionals from the building and construction industry attended two separate days of an electrical environmental building service design workshop at the Mollington Banastre Hotel, Chester. A step-by-step appraisal was made into the latest concepts of design techniques. The speakers are pictured above, from left to right: John Edwards, MANWEB; Jim Leary, Head of Environmental Services at the Electricity Council; and his colleague, John Packer, an environmental engineer; Ken Appleton, Utilisation Transfer Manager, MANWEB; and Ken's staff, Keith Nord and Doug Gregg



## Aberystwyth District Employees Open Meeting

# CHAIRMAN ON PRIVATISATION



District Manager David Price on his feet, with Chairman Bryan Weston on the left

ABOUT 100 staff from Aberystwyth District heard the Chairman speak about privatisation at their LJCC open meeting of employees. Bryan Weston spoke after dinner at the Belle Vue Royal Hotel, in Aberystwyth in May.

"MANWEB will have greater responsibility than ever before," he said. "As a company, we will be among the top 100 companies in the country, and we will be very important in this region."

He said that he was delighted that customers and staff would be able to have a stake in the success of MANWEB by buying

Dave Price, District Manager, recalled the year's events in Aberystwyth District, which were marred by the tragic death of Ian Price, while working in the South, repairing the storm damage. However, happier occasions were also mentioned, such as the Board's visit to the District, and the winning of the

shares. The details of how shares would be bought was not yet certain, but they would probably be available in the spring of 1990.

He commented enthusiastically: "Opportunities to diversify are tremendous. We could increase our consultancy work abroad, and we could expand our shops and our contracting work into new areas."

... year's events ...

He added, with a note of caution, "We will be compared with other Boards, and we must keep prices down, improve our standards and show everyone that we mean business. We have

got to prove that we are a profitable organisation, with an exciting future."

cup for the best trade stand at the Aberystwyth Show. He then thanked Head Office staff for their help, particularly whilst putting a cable across the River Dovey.

He also thanked all his staff for their efforts over the year, and hoped that everyone would work together to provide customers with the best possible service.

(The Chairman was asked questions on privatisation during the evening, and his responses are included in the feature on privatisation questions, on page 2).



Above: Staff from Aberystwyth after their meal, and below, Chairman Bryan Weston joins them for a chat



## REMEMBERING IAN PRICE

IN October last year, the hurricane that raged in Southern England claimed the life of a young man from MANWEB, Ian Price. He was one of 230 MANWEB staff who travelled south to help to rebuild the shattered electricity network in the wake of the storm. He died when he fell from a pole, near Horam in Sussex. Many of our staff in MANWEB and throughout the industry sent donations as an expression of sympathy to his family. Messages and money arrived at their Machynlleth home. Ian was 20 and was a single man. His mother and father have expressed their gratitude for the help and sympathy given to them and have sent the following letter to 'CONTACT':—

Dear all at MANWEB,

My wife and I are deeply touched by MANWEB's kind and generous donations to Ian's fund. The fund now stands at over £7,000.

We both would be very pleased if you would bring to the notice of all 'CONTACT' readers our grateful thanks and appreciation for their kindness.

We would also like to thank Ian's workmates and all MANWEB staff for the kindness they have shown us as a family since his tragic death.

Yours sincerely,

Elfyn and Myra Price

## Long Service

CONGRATULATIONS to the following members of MANWEB staff who have completed 20, 30 or 40 years' service in the electricity supply industry during the months of April and May.

40 YEARS: Dee Valley District—**Iorwerth Morris** (stores foreman). Gwynedd District—**Ted Williams** (switchroom attendant).

30 YEARS: Liverpool District—**Stan Wappett** (3rd engineer—Commercial). Mid-Mersey District—**Bill France** (Installation Manager), **Frank Kelly** (senior Energy Marketing representative) and **Trevor Robinson** (salesman). Dee Valley District—**Gerry Clarke** (craftsman—Joining). Mid-Cheshire District—**Pat O'Neill** (Office Manager). Clwyd District—**Gwylfa Jones** (clerical assistant). Oswestry District—**Clwyd Parry** (meter operative).

20 YEARS: North Mersey District—**Edward Smith** (meter operative). Liverpool District—**David Bennett** (meter operative). Dee Valley District—**Mary Jones** (clerical assistant—Work Control) and **Sheila Marsden** (shop manager). Mid-Cheshire District—**Colin Barrow** (storekeeper).

## Liquid jet micro-tunnel avoids need to open road to lay cables

by TOM GARMORY

FOR the first time, a new liquid drilling device was used by MANWEB to tunnel two cable ducts under the busy Chester-North Wales road.

This unique jet drilling and reaming system was used to cross under the busy A55 at the village of Northop. It was recently introduced into this country from America, and was shown on the BBC TV programme *Tomorrow's World*.

A jet of liquid is forced from the drilling-head, which is at the leading end of a hollow steel alloy tube. The jet displaces the soil, sand and clay, but does not harm pipes or cables in its path. A signalling device in the head ensures that the operator knows where the head is. It allows him to negotiate curves and steer around solid objects, which it also detects. The track of the head can be traced, and marked on the road surface.

... 15 minutes ...

The work at Northop was carried out at a dangerous bend in the road. It took 15 minutes for the device to cross under the road without interrupting the heavy traffic flow, or disturbing the road surface.

Once the drilling-head had

broken through on the other side, a reaming head was fitted to widen the hole, and the ducting was attached. The device was then pulled back through the tunnel it had made, towing the ducting behind it. Cables are towed through in a similar manner.

... highly successful ...

The system is similar to that used for the drilling of oil-wells. It saved time and disruption of traffic and was considered highly successful by organiser Tom Garmory, Head Office Cables and Lines Manager. He and Colin Blundell, 2nd engineer Clwyd District, planned and engineered this and several other trial high-voltage, low-voltage and cable installations in the Mold and Ruthin areas.



Above: Preparing to send the tunnelling-head underground. Below: The micro-tunnelling-jet goes under the road, whilst the heavy traffic thunders by uninterrupted





# C O R P O R A T E O B J E C T I V E S

The main Manweb corporate objective is to develop and maintain electricity supplies to meet customers' needs on a continuing basis as economically as possible.

Further objectives which support the main areas of business are:-

**Electricity marketing** — To increase electricity's market share by encouraging its cost effective use by all customers, by providing supporting information and advice, and by applying cost reflective and promotional tariffs.

**Finance** — To achieve the agreed financial targets.

**Customer service** — To improve the quality of service offered to the customer to a degree that will ensure that customer service standards are consistently achieved.

**Retail trading** — To operate contracting and appliance marketing activities to achieve a specified level of financial return in support of the main business.

**Corporate image** — To promote an effective internal and external communications programme to support Manweb strategies and project a caring and efficient image to customers, staff and other key audiences.

# E C O N O M I C O U T L O O K

Our region is recovering from the recession of the early 1980's, giving us plenty of opportunities for growth.

New major customers have moved into the area and several existing companies have undertaken large investment programmes. Business and industrial parks are rapidly expanding at Wavertree (Liverpool), Chester, Deeside, Wrexham and Warrington/Runcorn. Such investment has helped broaden and strengthen Manweb's industrial base, particularly in high technology areas.

The challenge, then, is to make the most of this recovery and achieve significant improvements in business performance, marketing, utilisation of resources and customer service.



# M A N P O W E R

The main developments for the year ahead include:-

- Recruiting additional staff into areas where workload is increasing, in particular our network refurbishment programme and trading activities. These increases will be partly offset by decreases in other areas where we improve efficiency and take advantage of new technology.
- Recruiting 70 craft apprentices.
- Continuing recruitment for the Engineering Training Scheme from amongst NJC and NJIC staff.
- Graduate recruitment.

1988/89

# O P E R A T I O N A L D E V E L O P M E N T



# K E Y I S S U E S

## F O R 1 9 8 8 / 8 9

Towards the end of 1987, the Board and the Joint Co-ordinating Council identified four key issues requiring special attention during 1988/89.

### *Developing Positive Attitudes to Customer Service and Improving Manweb's Image.*

Our business will be judged increasingly on the quality of service we provide to our customers. In 1988/89 we will mount a campaign to improve efficiency and demonstrate to customers the quality of our services.

- A new range of customer service standards will be published and performance will be monitored to ensure we are achieving our targets.
- Guarantees on the quality of certain services will be introduced where we promise to respond to customer requests within a stated period of time.
- A campaign will be started to make managers and staff more aware that the "customer must come first" in all our procedures.
- Internal and external communications will be improved.

### *Effective Implementation of Plans for Increased Investment*

Last year, we considered the effects of increased spending on the renewal and refurbishment of assets. In 1988/89 we need to justify and manage increased investment effectively, not only in asset renewal, but in all areas of our business.

The achievement of improved engineering design, work planning and control on capital projects will be a major challenge to managers, senior staff and engineers. A more stringent approach in reviewing expenditure on individual schemes will be required.

The setting up of Supplies and Mains Sections in the Districts is an important step towards the proper control and management of increased investment.

### *Planning and Budgeting for Improved Business Performance*

To ensure future success, we must achieve, through our business planning activities, the development of well thought out policies exploiting technological and market opportunities. In addition, our plans and budgets must contain challenging performance targets for managers and staff.

There are a number of areas where our planning and budgeting activities need to be made more effective.

1988/89 will see a number of changes being made as we strive to improve our business performance.

A new computer package will be developed to improve the preparation of budgets and management information. Training sessions will be provided for district and head office staff, to encourage widespread and effective use of the new computer systems as they become available.

### *Reducing Theft of Electricity*

For Manweb, theft of electricity remains a major problem. We have a continuing commitment to reduce our electricity losses and thereby make a major contribution to the improvement of our financial and pricing performance. The expansion of the meter modernisation programme and the need to continue effective deterrent and detection activities is a significant key issue in 1988/89.

- We estimate we will spend £1.8M on meter modernisation in 1988/89. The new all-over polycarbonate Mark 3 covers, suitable for protecting new and refurbished meters, will be available soon and 40,000 covers will be fitted during the year.
- A publicity campaign will be launched this summer, sending out leaflets with bills, to highlight the dangers of tampering with meters and supplies.
- A freephone number will give customers a direct link with our staff engaged on deterrent and detection activities.



# P L A N N E D D E V E L O P M E N T

In addition to key issues, a number of developments will feature prominently during 1988/89.

- Capital expenditure to replace and refurbish ageing assets will accelerate.
- In a growing energy market, our target will be to achieve direct energy sales of 364 GWh.
- We will continue to develop tariffs and introduce new metering for non-domestic customers.





# FINANCIAL TARGETS

**Return on Capital** — for 1988/89 our main financial target is to earn a 3% return on capital. The target for the Industry as a whole is 3.75%, but Manweb and 3 other area boards have reduced targets.

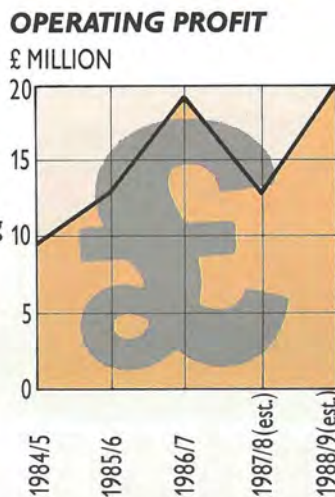
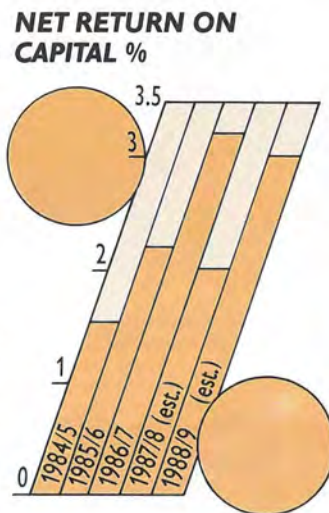
**Borrowing Requirement** — We will borrow £6 million during 1988/89 mainly because of

- Increased capital expenditure
- An increase in debtors
- Corporation Tax requirements.

**Operating Profit** — During 1988/89 we are aiming for an operating profit from our electricity sales of approximately £17.4 million (before monetary working capital adjustment).

**Unit Losses** — Unit losses for 1988/89 will reduce to 6.8% of units purchased, the lowest level for over a decade.

**Trading Activities** — Trading activities will yield a combined additional operating profit of £2.6 million. Contracting and Appliance Marketing activities are both expected to grow during the year.



# SPENDING FOR THE FUTURE



Capital expenditure in 1988/89 is expected to be £50 million. About £37 million will be spent on providing supplies for new business and replacing parts of the electricity distribution network. The rest (£13 million) will be spent on non-system items such as building the new computer centre at Chester (above), buying vehicles and upgrading telephone systems.

# CUSTOMER SERVICE STANDARDS

As part of our campaign to improve our level of service to customers, Manweb has agreed a range of 15 customer service standards with the Consultative Council. They tell customers about the quality of service they can expect from us in important areas of our business and will be published early in 1988/89.

Achieving these new service standards represents a considerable challenge which can only be overcome by joint staff/management effort backed up by an enthusiastic training programme.



Activity	Summarised Targets
DANGER TO PERSONS OR PROPERTY	Immediate response, attention within one hour.
SUPPLY FAILURE (MAIN FUSE) APPLIANCE REPAIR	Within 4 hours during normal working hours. AMDEA Agreement. Appointment offered within 3 working days, and at least 80% of repairs completed on first visit.
APPLIANCE DELIVERY	At least 95% of appliances to be delivered on the agreed date.
TELEPHONE ANSWERING	Telephone to ring for no more than 15 seconds in normal working hours.
PUBLIC LIGHTING (i) Dangerous Situations (ii) Supplies to Damaged or Faulty Columns (iii) Supplies to New Columns	Immediate response, attention within 1 hour. Within 20 working days, subject to specific conditions. Within 20 working days, subject to specific conditions.
DOMESTIC METER INSTALLATIONS (i) New Supplies (ii) Change of Tariff	Fit meter within 3 working days. Fit meter within 15 working days.
RESPONSE TO DISPUTED ENERGY ACCOUNTS	Response to written complaint within 5 working days (3 days during the months of June to November).
ACKNOWLEDGEMENT OF VOLTAGE COMPLAINT	Acknowledge/commence investigation within 5 working days.
CHARGEABLE INSTALLATION INSPECTION	At least 95% to be carried out on the agreed date.
SUPPLY FAILURE (FULL COIN BOX) RECONNECTION AFTER DISCONNECTION FOR NON-PAYMENT	Within 4 hours during normal working hours. Within 8 hours during normal working hours if no interference or theft.
INDUSTRIAL/COMMERCIAL METERING	Within 6 months of customer's commitment and at least 95% fitted by agreed date.
CHARGEABLE DOMESTIC SERVICE ALTERATION	Commence within 15 working days of customer's notification that work can proceed and payment received.
METER READING AND COLLECTION	To keep a promised appointment.

# OPERATING AND DEVELOPMENT PLAN

## INTRODUCTION

The Operating and Development Plan sets out our plans for the next 12 months. It is the basis for our progress over the next few years.

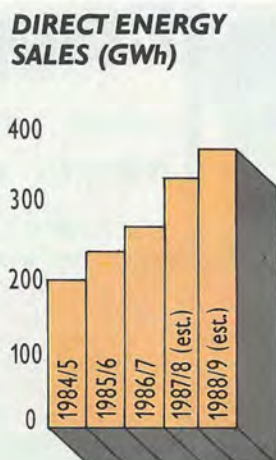
This year's plan covers matters that will be important as we move towards privatisation but it does not deal with specific issues arising from privatisation.

The main message is that we must build on our past success, increasing our business performance and improve standards of service for customers.

Copies of the full document, which was published in mid-April, are available from L.J.C.C. representatives and section heads.



- Meter reading frequency be reduced to 4 reads in 5 quarters and 30,000 card meters will be installed.
- We will begin to put computer terminals in our shops.
- Computer terminals will also be used in the stores for direct input of information from documents and to update stock levels.







Syndicate chairman Mike Potts, from Mid-Cheshire



One of the syndicates in full debate

# PLANNING FOR PRIVATISATION

## —senior staff conference explores the future

THREE one-day staff conferences were held at Head Office for separate groups of senior MANWEB staff. They heard from top management about the latest developments in privatisation; how it was anticipated that it would affect MANWEB; and how service to the customer was to be improved.

It was the Deputy Chairman, Richard Gales, who opened the meeting and explained the intense activity that was going on, and would be proceeding over the run-up to Vesting Day and beyond.

Working groups had been established, and were very much needed, to ensure that all aspects of MANWEB business was examined and to see how privatisation would affect them. Co-ordinating the administration to privatisation was the Computer Service Manager, John Peaker.

A regulatory body was being formed, and MANWEB had to take a lead in ensuring that the conditions under which we operated were right. It was also essential to get the contracts for buying electricity right, to prevent losses to the company and greater costs to the customer.

The MANWEB working groups were part of the wider national scene, with the supply industry's working groups seeking acceptance by the Government for their views. If these were well-argued, they could succeed with the industry's proposals. If the working groups fail, the Government would make the final decision.

The timetable for privatisation had started with the White Paper, published in March. It was expected that the legislation needed to privatise the industry will be announced in the Queen's Speech in the next Parliament. The Bill is expected to attain Royal Assent in July 1989, with Vesting Day early in 1990. Flotation of shares was expected in the same year.

The new distribution companies would then lead the industry, which has been dominated by the CEGB. It would be they who would have to meet the obligations to supply electricity, ensure customer satisfaction and provide shareholders with a reasonable return on their investment.

### ... good staff relations ...

The new MANWEB plc would have to reinforce its public relations and maintain good staff relations. The company would be looking to sell its expertise and services, and expand trade and business opportunities. But these additional opportunities could only be explored after the new company had secured its main business of supplying electricity.

Financial Manager Bob Evans outlined the financial aspects of privatisation, and examined the MANWEB prospectus. He compared MANWEB today with what would be expected of the new plc.

There was, at present, a three-year financial target set by the Government and what he

termed a "broad brush approach" to the capital spent. The new company would search for better dividends and growth, and there would be a continuous assessment of our performance.

The new plc would be self-financing, be strong enough to stop take-overs, and become used to answering shareholders, in addition to maintaining a good service to customers.

### ... taxation department ...

There were many questions to be answered and much work to be done in the next two years. A new taxation department had to be set up to deal with Corporation Tax. The company's finances will be open to minute inspection, and there was the problem of how Transco—the new transmission company which would be jointly owned by the 12 area distribution companies—would be operated.

MANWEB at the moment had the highest

debt amongst the distribution boards, and this and the cost of flotation were just two of the many financial matters to be resolved before MANWEB passed into private hands.

### ... need to sell ...

Commercial Director Peter Hopkins set the scene in the market-place. Electricity had only 17 per cent of the energy market, and our major competitor—gas—had 35 per cent, and was growing. The electricity market share had to increase, and there was a need to sell and support the sales teams if the new companies were to be successful.

Private generation accounted for only one per cent of the total, but this would grow, and MANWEB would be free to buy from a variety of sources or become involved in its own generation. After saying that contracts for the supply of electricity would be of extreme importance, Mr. Hopkins then introduced Terry Brookshaw, the Contracts and Tariffs Adviser.

MANWEB had to develop a portfolio of contracts which would be spread over a variety of sources of generators of electricity.

Mr. Brookshaw explained that the MANWEB load factor contours had to be examined, and how the new company would meet its statutory obligations. There were several options on how to meet the various sections of the daily demand. There would be an obligation on the new com-

pany to take some nuclear power in the base load from the larger of the two CEGB companies, private generators, the South of Scotland Board, from across the Channel from France, or from MANWEB's own power station.

One of the key areas for debate upon the approach of privatisation was the fixing of the cost of electricity. The regulator would have a formula based on the retail prices plus the company's costs and profit margins. This would apply to the regulated market. There is likely to be an area of the market which would be de-regulated. In effect, it would mean that certain of the larger electricity users could shop around for their electricity, so competition would be fierce in this sector.

MANWEB had to get the price right if the company was to succeed. One of the ways in which this success could be brought about was by improving our customer service. This was the subject of the address by MANWEB Secretary Colin Leonard. He outlined the plan to introduce a "Customer Charter", which is described in this issue of 'CONTACT'.

The afternoons of the conferences were given over to the discussion in syndicates of the problems and changes that privatisation would bring, and how to improve the service to the customer. The conclusions were then reported back to the main conference for comment.

COMING  
SHORTLY

**Bigger  
Brighter  
CONTACT**

Next month, a new 'CONTACT', with a new editor, will be launched. It will be bigger than usual, with colour and new features. More resources have been made available, and the paper will be better than ever. We want your ideas and contributions—send them to Jackie Unsworth, Editor, 'CONTACT', Room GE26, Head Office.



### Win for Ambassador Alan

Alan Cameron, left, District Reporting Centre operative from North Wirral District, receives a certificate for the 50,000 points he won in the Ambassador Club draw. Presenting the certificate is District Manager Des Lock, right, watched by Ambassador Club Liaison Officer Alan Reid. There is a monthly draw for 10,000 points for each District and a 50,000-point prize MANWEB-wide. To enter the draw, you must supply a lead—the more you supply, the more chances you have of winning.

**SKATE ELECTRIC**

**Welsh Open  
Competitions**

—FREE TICKETS FOR MANWEB  
PRESENT AND RETIRED STAFF

BRITAIN'S largest ice dance festival was recently sponsored by MANWEB, when over 40 couples descended on Deeside Leisure Centre to compete for trophies.

The next Skate Electric event—the Welsh Open Figure and Free Skating Competition—will take place at the Leisure Centre over the Late Summer Bank Holiday weekend, 26th/28th August. Free tickets are available from Bob Buckingham, Energy Marketing section, Head Office, telephone internal 2828.



# New Neston shop

THE first customer over the threshold of the new MANWEB shop at Neston was presented with an electric kettle.

Mrs. Beryl Dawson, of Cedar Grove, Neston, "first-footed" the premises, and there to welcome her was Manageress Joan Downey, with a surprise gift.

The new shop in High Street is three times bigger than the old MANWEB one in Bridge

Street. It will stock a wider range of appliances—over 90 per cent of them British.

To ensure that the people of the area know where to pay their bills, a leaflet has been widely distributed. It contains a free competition, to win a dishwasher, a microwave oven and a midi stereo system. There are also a number of free offers with purchases of various appliances.

First customer Mrs. Beryl Dawson receives a gift of a kettle from Neston shop manageress Joan Downey



## Three Medallions for Wrexham Maelor

Wrexham Maelor Council are rapidly becoming all-electric. They have recently added three more "Civic Shield" awards to their collection of housing schemes for their elderly. Our picture shows the Chairman of the Housing Committee Noel Wright, in the centre, with Dee Valley's assistant District Manager Kevin Dufty, left, and Energy Marketing engineer Trevor Edwards, who has been the District's main contact with the Council



## MANWEB and Sainsbury's

A joint demonstration of cooking—performed by North Wirral District's Margery Scregg and Sainsbury's Jill Joynson to a packed audience in Heswall Hall—raised over £950 for the St. John's Hospice. Pictured at the event on stage are Marge, left, and Jill at the electric cooker. All electrical equipment was provided by North Wirral District

# Time-check at Prestatyn



THE clock above the MANWEB shop on the corner of Prestatyn High Street has been restored to its former glory by MANWEB.

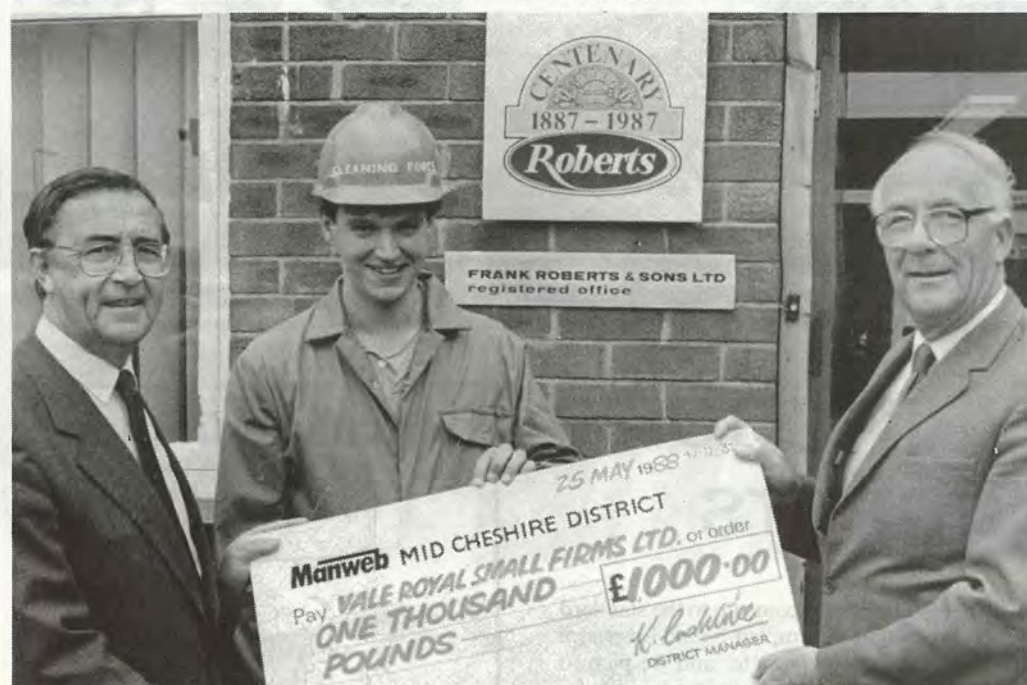
The Mayor of Prestatyn, Councillor Alan Cadwalader-Jones, was on hand with MANWEB's Clwyd District Manager, Doug Willacy, to set the timepiece in motion.

MANWEB "inherited" the clock when they moved into the premises some 20 years ago. Time took its toll; replacement of parts became impossible; the clock finally stopped a couple of years ago.

Town Clerk Jack Patterson approached MANWEB to restore the timepiece, and Doug Willacy was only too happy to help.

Now a completely new motor has been fitted, and the face restored. Mr. Willacy commented: "I am delighted with the result. Time and effort in the restoration of this landmark have proved well worthwhile."

Doug Willacy, left, and the Mayor, Alan Cadwalader-Jones check their watches by the renovated timepiece



Ken Crabtree, left, presents a £1,000 cheque to Barry Lee, watched by Chris Preece, of Cleaning Force

## CASH FOR 'START UP' SCHEMES

MANWEB have sponsored two organisations set up to help new enterprise get started—one in Mid-Cheshire and one in Mid-Mersey.

Ken Crabtree, Mid-Cheshire District Manager, handed a cheque for £1,000 to the general manager of Vale Royal Small Firms Ltd. outside the Roberts Bakery near Northwich. The bakery was one of the sponsors of the scheme.

Mid-Mersey District Manager Glyn Norbury gave a cheque for a similar amount to Warrington Business Promotions Manager Brian Rick. This is the third year that the District have supported the Bureau in such a way.

Mr. Crabtree considered the money as an investment in the Vale Royal community, to help fledgling companies to get off the ground.

Mr. Norbury was delighted

to be able to give a continuation of MANWEB support in the work of the Bureau in its helping small businesses.

Brian Rick, left, receives a cheque from Glyn Norbury







## FOOTBALLERS' AUSTRIAN TOUR

Liverpool Electric Supply Football Team and supporters, pictured in Austria after a skiing session. They spent nine days in the Salzkammergut—the Austrian Lake District—and played and beat the team from St. Wolfgang two goals to nil. The city is the birthplace of Mozart, and stands on the edge of St. Wolfgang Lake. A good time was had by all, and the team made many new friends. Harry Robertson, 2nd engineer Liverpool District, who is chairman and organiser, welcomes members of any District or office to drop into the friendly Thingwall Club—as long as they are not afraid of enjoying themselves!



Left: John Woods at his drawing-board and, right, Hugh Farrow, Telford Marathon men from Head Office



## Marathon runners

NOT many runners can come up to the standard of John Woods, our Olympiad-bound Liverpool runner. Some try to compete, and we picture those who have recently won medals in the Telford and London Marathons. Ray Longworth of North Wirral "did" the London for charity, and raised £300 for Thingwall Primary School for Mentally Handicapped Children. Ann Evans from Head Office raised approximately £400 for the Countess of Chester Hopsital Body Scanner Appeal from her London run.

Three London Marathon runners, with their well-earned medals. Left: Ray Longworth, North Wirral and right—from Head Office—Neil Dunn and Ann Evans

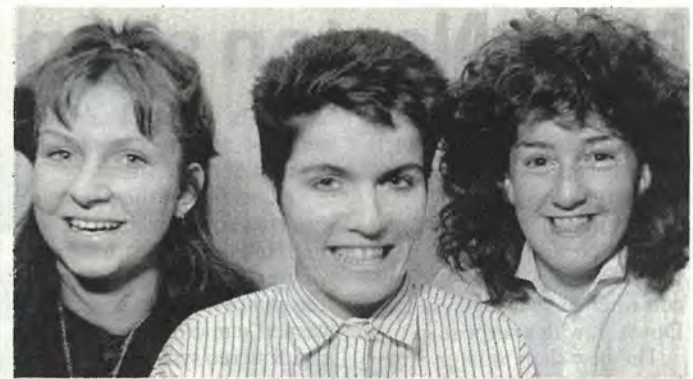


### Mitch's Marathon



"THE WIFE WANTS ME TO POP INTO THE SUPERMARKET ON THE WAY..."

## THE AEROBIC FUND-RAISERS OF MID-MERSEY



Aerobic fund-raisers, left to right: Mandy Wimpenny, Judith Hunt and Steph Scully

A GRAND gesture by some of Mid-Mersey staff did raise over a "grand" in a sponsored aerobic session for the Baby Faye Watling Appeal.

It was the District's Judith Hunt who organised the session for 80 ladies to participate at the Thorn Cross Youth Centre. Three other members of the staff joined in: Steph Scully, Mandy Wimpenny and Jackie Lawless. Jackie was not available when our photographer called.

The appeal has been formed to raise money in order to send a baby, Faye Watling, to the USA for a complicated operation on her face, to remove a large growth.

## CHESTER CRICKET

AFTER last year's 13-game unbeaten run that led to promotion, the Head Office cricket team began its return to the Second Division of the Chester Midweek League in fine style.

The first match of the year was washed out after heavy rain, but the team got into action on 12th May, with a thrilling victory against old rivals Stork. Tight bowling by Amlyn ab Iorwerth (2-5) restricted the visitors to 97-5 in their 20 overs. The MANWEB reply was built around a steady 29 from Shane Yates, with all-rounder ab Iorwerth adding a lusty 24, and Pete Walsh 20 not out.

The following week, Capenhurst were the visitors. They were restricted to 96-5, thanks to some accurate bowling by veteran Bev Johns and ab Iorwerth (again!). The MANWEB reply saw another sensible knock from Shane Yates, but skipper John Gorman (45 not out) was the star, as his team triumphed by seven wickets.

At that stage, MANWEB topped the league but, on 25th May, in gloomy conditions, the side were well beaten by Legal Eagles. Even allowing for the darkness, a score of 62-9 was never going to be enough, and a defeat by seven wickets, with almost seven overs to spare, was the result.



Des Lock and David Hunt, with captains of winning teams (the five on the left) in the Rugby 7s. The captains of losing finalist teams can be seen on the right of the picture

## Economy 7 size rugby

IT was a real fun-day out at the Hoylake Rugby Club, when the Economy Rugby Sevens Tournament, which was sponsored by MANWEB, was held.

Over 400 youngsters gathered to compete in the third seven-a-side event at Hoylake. There were in fact five competitions in age groups from under-nine to under-13.

The sun shone and the games were played in a true sporting tradition. With over 400 youngsters playing or watching, all behaved impeccably. The self-discipline was excellent.

A dozen rugby clubs sent representative sides, and local MP David Hunt was on hand to congratulate the winners and give them their plaques. He congratulated District Manager Des Lock, from North Wirral, and the MANWEB staff for their keen involvement with the local community.

Under-nines in full cry







### Liverpool Mains foreman retires

The Mains foreman, Liverpool District, said farewell to his colleagues after 37 years' service with MANWEB. Jimmy Giblin is pictured (on the right) with District Manager Gerry Haughan, who made a presentation of various gifts and, on behalf of the many friends who had turned up to see him off, wished Jimmy a long and happy retirement



### Lil's luxury ride to retirement

For 31 years, Mrs. Lil Billington was the cleaner in the Wrexham shop or the MANWEB office in the town, and her worst moments were whilst walking home after her day's work. Knowing how she loathed the walk, her colleagues decided to send her home in style—by Rolls Royce. Our picture shows Lil handing her bucket and mop over to Roy Jones, shop manager, before being chauffeured home

### Mid-Cheshire Retirement

A farewell handshake from the District Manager Ken Crabtree, right, to Fred Cliffe (craftsman — overhead lines), who has completed 37 years' service with MANWEB. Also in the picture are his wife, Joan, and his son, Peter—who is an administrative assistant in the District



### CONSTRUCTION ENGINEER LEAVES HEAD OFFICE

It is farewell to Ron Edwards, who has retired after completing 39 years' service. Ron was a member of the Construction section and a 2nd engineer. He is pictured, centre right, with his wife, Beryl (holding the bouquet, on his right)



### Mr. E. T. WILLIAMS

TAKING early retirement from MANWEB, after 31 years' service, is the last of the District Administrative Managers, Teg Williams.

In 1957, he joined the MANWEB Cost Office in the former Area 4, before becoming a

secretarial trainee. He held various positions in the Secretarial Department at the Head Office in Liverpool—and with the move to Chester.

He was appointed District Administrative Manager in the Oswestry District in 1977, and moved to a similar post in Dee Valley four years later.

He has recently acquired a caravan home on the Lley Peninsula, where he intends to spend most of the summer.

On behalf of his colleagues in the District and the industry, District Manager Bob Hodson presented Teg with a gift to help him to relax and enjoy life—a lawn-mower!

Teg Williams (centre of picture, with the striped tie), surrounded by friends and colleagues



### OBITUARY

IT is with deep regret that we report the deaths of the following former colleagues. We extend our deepest sympathy to their families and friends.

**Mr. Jim Blease**, aged 68, was employed at Area 4 and, later, at Head Office in the Network Reporting Centre, until his retirement.

**Mr. Joe Forrester**, aged 72, was an Installation Engineer in the Dee Valley District, until he retired in 1981.

**Mr. Cyril Gibson** was aged 73, and he retired in 1978 from Head Office Reporting Centre. Cyril was a former Sheriff of Chester.

**Mr. Bill Holman**, aged 83, was an electrician in the former North District, until his retirement.

**Mr. Reg Newcombe**, aged 70, was a senior member of the Head Office administrative staff, having worked in the former Area 4.



### Golden Wedding

WHEN a former member of Liverpool District and his wife reached their Golden Wedding, the Retired Association marked the moment and asked their President—Liverpool District Manager Gerry Haughan—to make a presentation to the happy couple, Stan and Margery Lowe. Gerry said it with flowers. Our picture portrays Gerry shaking hands with Stan and Margery (holding flowers).

### Goodbye at St. Helens

It was a fond farewell to Marjorie Halsall, a saleswoman from St. Helens shop, who has retired after 22 years' service. She is pictured between shop manager Bill Royden, left, and Mid-Mersey District Manager Glyn Norbury, at the ceremony at the shop, when she was presented with a gold watch



### Life begins at . . .

by MITCH





# British Aerospace 'Golden' Open Day

—enjoy a family day out

COME ALONG TO THE BRITISH AEROSPACE  
OPEN DAY

IT is the Golden Jubilee of British Aerospace at Broughton, near Chester, and their Sports and Social Club have organised a bumper Open Day.

MANWEB will have a stand there, and there will be lots of exciting events.

There will be a static display of aircraft in the morning, and a flying display in the afternoon, with a chance to tour the factory between 11.00 and 12.30—but no cameras inside the factory, please.

There will be helicopter pleasure-flights, Gandy's Circus, and a fairground with side-shows and charity stalls. There are to be races for the youngsters, a baby show, a treasure hunt, Punch and Judy, bands—and lots more.

It promises to be a great day for the family, and you are welcome to join in. Admission is 30 pence for adults, and free for children under 16.

The date is SATURDAY, 25th JUNE, 1988.

## EEIBA '200' CLUB WINNERS

### March Draw

1st prize	£200	665	M. G. Beard, Oswestry
2nd prize	£125	885	C. M. Bird, H.O. Cash Income
3rd prize	£100	342	C. A. Jones, H.O. Financial Accs
4th prize	£50	59	K. Griffiths, Dee Valley
5th prize	£50	636	G. E. Jones, Dee Valley
6th prize	£30	951	J. P. Reed, Aberystwyth
7th prize	£30	258	T. S. Coates, H.O. Stores Accs
8th prize	£25	1027	D. P. Jackson, Clwyd
9th prize	£25	394	G. Eyton, H.O. Telecoms
10th prize	£25	1008	P. Marshall, Clwyd

### April Draw

1st prize	£200	255	J. F. Perry, Retired
2nd prize	£125	889	D. B. Dreyfus, H.O. Financial
3rd prize	£100	765	D. P. Keddie, Dee Valley, Legacy
4th prize	£50	519	W. E. Young, Retired
5th prize	£50	477	D. E. Lewis, H.O. Financial
6th prize	£30	1257	J. W. Ralphs, Mid-Cheshire
7th prize	£30	655	D. Tomlinson, Mid-Mersey
8th prize	£25	58	H. C. Foreman, H.O. Civil
9th prize	£25	637	J. M. Townend, H.O. Estates
10th prize	£25	204	E. Kennerley, H.O. Financial

## FRED'S FIRST AID QUIZ

The lucky winners of a fiver are:

- Janet Ellis, Rhyl shop.
  - Robert Roberts, retired.
  - Neil Whamond, Lister Drive.
- Cheques are in the post.

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

(BLOCK CAPS PLEASE)

Name: .....

Work place (or retired) .....

Send to: 'CONTACT' FREE ADS, MANWEB,  
SEALAND ROAD, CHESTER CH1 4LR.

## CONTACT FREE ADS

### FOR SALE

**BABY SWING** — 0-3 years, early learning centre, immac. condition. £12. H.O. Internal 2972 (Caroline).

**BATH** — Champagne, complete with side-panel, taps and waste. New, in original unopened packing. £40 o.n.o. Mold 4103 or H.O. 2260.

**CARAVAN AWNING** — For Poulard Cruiser. 830 cms. rail-height. Excellent condition. £150 o.n.o. Wrexham 354225 or Dee Valley Internal 2255.

**FLUTE**—Boosey & Hawkes, with case, four yrs. old. £190. Tel Chester 375933.

**FOUNTAIN PUMP** — Stuart Turner No. 12, 240-volt A.C., 50 cycles, 200 watts. F.T. H.O. 5/35, single-phase, 600/200 GHP. Brand new, never been used. Port Dinorwic 670561.

**HOOVER TURBOPOWER** — With tools. V.g.c. Only two years old. £45. Tel Flint 3908.

**GAS HEATER** — Radiant butane, plus two bottles. Will sell for £30. Tel Deeside 819748 (D. Jones).

### CARS FOR SALE

**FORD CORTINA**—1.6L, 1980. V reg. Blue, six months' tax and MOT, two new tyres, clutch and exhaust. £900 o.n.o. (part-exch. considered). Tel Crewe Internal 132 or 0477 37126.

**FORD ORION**—1.6 injection Ghia. C reg. Black, taxed, economical, excellent condition, sunroof, central locking, electric windows, 25,400 miles. £5,700. (Contract car forces sale). Tel. Jeff Hunt, 051-648 5824 or North Wirral Internal 2347.

**OPEL** — Cavalier 1.6 GLS saloon. A reg, 1984. Looks and drives like new. Five gears, metallic silver/blue, recent service, new tyres, usual GLS extras, six months' tax/MOT. £2,850 o.n.o. Tel. Buckley 541611.

**TOYOTA STARLET** — GL, 1983. Taxed, MOT till Sept. 61,000 miles. Excellent condition. £1,800 o.n.o. Tel: 051-427 5772.

**YUGO 55L** — B reg, 1985. Three-door hatch, 22,000 miles, nine months' MOT and tax. Exc. condition. £1,995. Tel 051-525 1646.

## NALGOLF

CALLING all Nalgo members who can wield a golf club — the Greenhalgh Memorial Trophy match will be played at the Old Padeswood Golf Club, Buckley.

The date is 1st July, and both lady and gentleman golfers are needed.

The men doing the organising are Dave Fisher, on Head Office 3270, and Don Scott, on Head Office 2026.

### PERSONAL

**TED ELCOCK**—Now back in Liverpool. Contact him on 051-228 4008.

### CANAL CRUISES

On *Galborne*—the electric boat. Available for charter by MANWEB employees at a discount of 7½ per cent of hire charges and food prices. Folk music and barbecuetrips a speciality. Discount on scheduled public trips.

For full details, telephone Northwich 48354 or 44672.

### HOLIDAYS

**ABERYSTWYTH** — Six-berth caravans to let from £35 a week (less 10 per cent discount for electricity supply staff and their families). Mains electricity, cooker, 'fridge and private toilet. Site facilities include a clubhouse, swimming pool, sauna, shop/restaurant and children's play area. Within easy walking distance from beach and town centre. Tel 0970 3596 after 5.00 p.m. (Tomos Davies).

**BRITTANY/S.W. FRANCE** — Caravans and mobile homes. Self-drive pack. Tel: Crewe internal 178 or 0270 766675 (Ian Linford).

**CARAVAN**—Towyn, Nr. Rhyl. Six-berth, two bedrooms, shower, fridge, fully fitted. From £75 per week. Tel: 0978-362615/352653 (Mrs. Jones).

**CARDIGAN** — 12 miles. Lux. six-berth static caravan, near beaches. Families only. Tel: 0492 68253 (evenings).

**CARMEL**—Caernarfon. 19th Century stone cottage in own

grounds. Excellent views. Three bedrooms, bathroom, lounge and parlour. Large kitchen with cooker, fridge and freezer. Tel: 0286-886 749. Alwyn Pritchard, 16 Maes Hyfryd, Carmel, Caernarfon, Gwynedd.

**CRICCIETH** — North Wales. House overlooking village green. Sleeps six. CTV. Beach and shops two mins. Tel: 076671 2614 (Ann Tudor).

**COSTA DEL SOL** — Puerto Cabopino. Situated between Marbella and Fuengirola, a superior two-bed. apartment. Balcony, panoramic views overlooking yacht marina and sea. Swimming-pool, private beach. Ideal for family or golfers. Will sleep two, four or six people. Weekly maid service. Linen and electricity included. Shops, restaurants, supermarket on site. Avail. 15th to 29th October. Tel: 0704 38645 (H. J. Bird).

**FRANCE**—B & B, H/B, caravans and camping. Tarn et Garrone Region. Close to Junctions 8 and 9 on Autoroute between Bordeaux and Toulouse. Excellent catering, including French, Indian and vegetarian cooking. Much to see and do, or just relax in sunshine. Ex-SEB employee. Tel: David Boniface, 010-33 (63-95-95-20).

**FRENCH RIVIERA**—Six-berth caravan, all amenities on site, within easy reach Monaco, St. Tropez, etc. Golf, riding close by. SAE to M. Williams, The Lodge, Lingen, Bucknell, Shropshire, or phone 0544 267579.

**LLANDUDNO** — April Court. Small family-run private hotel (Welsh Tourist Board—two-crown). Close to local amenities, beaches, town centre, theatres, golf courses, etc. New Alpine Ski Complex in beautiful natural setting. Ideal base for exploring beauty-spots of Snowdonia. Good home cooking and comfortable, friendly atmosphere. Children welc. Tea-making facilities. Car park. Bed and breakfast, with or without evening meal. Enquiries to April Court, St. David's Place, Llandudno, Gwynedd LL30 2UG. Tel 0492 77898. Disc. for Electricity Board employees and families (both past and present).

**NEWQUAY**—Cornwall. Luxy. caravans with shower, and economy vans. Colour T.V., flush toilet, etc. Plnt. site, nr. town and beaches. Cleaned and maintained by owner. From £50 per week. Tel: 0637 876589 (Gill).

**NEWQUAY**—Cornwall. Fmly-run licensed guest house with good home cooking. Family rooms. Friendly atmosphere. Sea views. 200 yds. from town centre. Dinner, bed and breakfast from £70 per wk. Former Merseyside family will make you welcome. Discount for MANWEB employees. Apply Avondale, 28 Georges Road, Newquay, Crnwll. Tel: 0637-872234.

**NEWQUAY** — Crnwll. Guest house, sea views, two mins. from beaches, quiet area close to town, good food, comfort, parking, B.B./E.M. £65-£80 per week. Discount for E.S.I. staff. Tel: 063787 4291 (Mr. Pleasants).

**PONY-TREKKING**—And farm holidays. Accompanied one-hour to full-day treks for novices or experienced riders. Holiday cottages available. Self-ctrng. or bed and breakfast; full or half-board. Lic. restaurant open to non-residents. Lunch, afternoon tea, dinner. Private parties catered for. Further details: Hwylfa Ddafydd Country Farm Holidays. Tel Colwyn Bay 516965.

**PORT GRIMAUD**—Six miles St. Tropez, four/six-berth. caravans, with electricity, h. and c. water, shower. On three-star hotel site. Luxury coach travel from most areas. Tel: 0670 712399.

**PORTHMADOG** — Holiday bungalow, sleeps six. Black Rock Sands five minutes' drive; convenient Ffestiniog Rly, Snowdonia National Pk. For information: C. Jones, 2 Meadow Drive, Porthmadog. Tel: 0766 2519.

**TENERIFE**—Get away to the sun. From £30 per week. Aprtmts. in Los Christianos. Access to two large pools, tennis courts, two restaurants, maid service. Only 50 yards from a golden beach. Flights arranged. Tel: 061-483 8314.

**WESTON-SUPER-MARE** — Static caravan on farm. Six-berth, sep. double bedroom, shower, toilet, T.V., etc. All-season price £70 per week. Tel: 093472 292 (Mrs. Huett).

## THE SPORTING CHANCES

by Mitch

