

## OFFER COMPLAINTS INFORMATION 1993

COMPANY	3 months to March 1992	3 months to March 1993	% change	change
Northern Electricity	119	114	-4.20	0.80
Manweb	238	133	-44.12	1.00
Scottish Power	252	180	-28.57	1.03
Midlands Electricity	428	219	-48.83	1.06
Yorkshire	196	220	12.24	1.10
South Wales	191	108	-43.46	1.16
East Midlands	219	295	34.70	1.34
London Electricity	399	264	-33.83	1.37
Eastern Electricity	625	425	-32.00	1.43
SEEBOARD	258	312	20.93	1.60
Southern Electricity	360	412	14.44	1.63
Scottish Hydro	117	110	-5.98	1.82
NORWEB	545	448	-17.80	2.10
South Western	252	308	22.22	2.43
TOTAL	4199	3548	-15.50	1.42

In terms of complaints per 10,000 customers Manweb was 7th in the 3 months ending March 1992 and 2nd in the 3 months ending March 1993. In terms of complaints per 10,000 customers Manweb received 29.58% less complaints than the industry average in the 3 months ending March 1993 (7.74% more in same period in 1992). Complaints were over 44% down compared to the 3 months ending March 1992.

# COMPLAINTS TAKE A TUMBLE

**COMPLAINTS** about Manweb to the industry's watchdog OFFER fell by a staggering 44 per cent in the quarter ended March 31 1993, compared with the same period last year.

By Jackie Unsworth

It was the second highest decrease of all the Regional Electricity Companies, placing Manweb in the top two RECs (including the Scottish companies) for the first time ever in terms of complaints to the Office of Electricity Regulation.

### First Class

"This shows that all our efforts to provide a first class service to customers are paying off," said Manweb's Chief Executive John Roberts.

"But while every member of staff has good cause to feel proud of this achievement, we must not sit back on our laurels as we've still a long way to go."

The number of complaints about Manweb dealt with by OFFER in the three months to March 1993 was 133, compared with 238 in the same quarter in 1992.

But according to Manweb's Regulation Business Manager Tim Elliott, the improvements actually started last September — coinciding with the opening of the Regional Customer Information Centres and the launch of the Achieving Extraordinary Customer Relations training programme for all staff.

"There's no doubt we are dealing with complaints far better now, which means fewer people feel the need to take their grievances to OFFER," said Tim.

"All complaints dealt with by OFFER come to Manweb first, so we have at least one opportunity to resolve the

problem. Clearly we are doing this more effectively than we did in the past."

Since September the number of guaranteed standards of service payments to customers have also decreased significantly.

In addition, the number of disconnections has fallen dramatically. In the December quarter there were no disconnections, and in the March quarter just six.

Tim said: "This is all excellent news for Manweb, and is an encouraging sign that our attention to customer service is paying dividends."

### Behind

"But we must not be complacent. We still have a lot of ground to cover before we can consider ourselves the best regional electricity company."

"For example, if we look at the number of complaints dealt with by OFFER in the full year to March 1993, we are behind seven other RECs, although we have moved up two places compared with the previous 12 months."



A thank you kiss from bride Janey for her best 'Man' from Manweb, Martin Barker, of Clwyd District's Projects Section. Also pictured are bridegroom Rowan and Clwyd Shutdown Engineer Russell Murray, complete with 'borrowed' blue generator! Full story page 2.

Generating wedding joy — page 2

New structure for Trading — page 4

Training joint venture — page 9

Collect the cups & cans — page 10

Win a Pontin's family holiday — page 12

## Package benefits tariff customers

MANWEB has announced a package of measures designed to benefit customers supplied on electricity tariffs. As well as reducing electricity prices by an average 1 per cent overall from July 1 1993, Manweb is introducing a number of new features:

- A new tariff for low users of electricity. This

tariff will have no fixed charge and should enable domestic customers who use only a small amount of electricity to reduce their bills.

- A discount for its 200,000 domestic customers who pay for electricity through card operated meters. Another 250,000 domestic customers who

have opted to pay by direct debit already make similar savings through discounts introduced in April 1992.

Chief Executive John Roberts said: "I am delighted to be able to announce these further improvements in our service to customers."



# HOW MANWEB GENERATED WEDDING JOY

By Graeme Cooper

**MANWEB supplied something which was both borrowed and blue for a wedding near Ruthin... a 500kVA power generator! (Picture, Page 1).**

Bride-to-be Janet Winstanley of Llanfwrog and Rowan Mauoder from New Zealand were to be married at St Mwrog's Church in Llanfwrog when they discovered that both the church and Janet's parents' house where the reception was to be held, were scheduled for an essential power shutdown on the big day.

Quick-thinking by Clwyd District staff

found that power could be kept on in the house by switching. However, the church uses a large power supply, there was no way to avoid shutting off its mains power, and the important Manweb work could not be rescheduled.

### Problems

Clwyd District got in touch with Manweb Contracting Services in Abergele, where Senior Contract Manager Dave Miller arranged a generator for the church.

But actually getting the unit to St Mwrog's was not easy. The church is located on a narrow, heavily used road, so parking the generator at the kerbside was out of the question. And locating the unit, which is half the size of a car, in the church grounds presented its own problems, in the shape of a nine foot high wall and very narrow gate.

The solution? A crane to lift the generator over the wall!

### Connected

The generator was duly lifted, set down and connected, and the wedding went ahead with no problems.

Speaking about the chance that there would be no power in the church Janet said: "We had lots of jokes about buying bulk amounts of candles, but it wouldn't have been very pleasant! We'd have had no organ, and none of us are very good singers so it could have been a bit embarrassing. I was very pleasantly surprised that Manweb went to so much trouble."

### Imported

Clwyd District Administrator Ian Davies said: "Getting married is an important event in anyone's life and we did all we could to avoid any problems in fairly unusual circumstances. I think this was one occasion where we could really say we were able to provide extraordinary customer service!"



Discussing the improvements to the service are (l-r) Lesley Corner, Principal Assistant in Policy and Planning, Income, Neil Goulden, DOJM Project Manager (seated), CICS Project Leader John Gray and Hugh Thomas, Service Level Agreement Co-ordinator.

## Mainframe goes into extra time

**OVER the last few months there have been a number of changes to increase the availability of the mainframe on-line systems to meet the changing business requirements.**

Systems have to be stopped overnight and at weekends for various reasons, the main ones being overnight batch processing, backing up of data and the general maintenance of equipment and software. Work is still continuing in further reducing the time that systems are unavailable to cater for new business requirements.

The following outlines the availability of the major systems.

### Monday- Friday

The customer billing systems, including "CUDOS", and the Network services system "DOJM" are now available for a minimum of 12 hours a day from 8.00am to 8.00pm Monday to Friday. Some mornings the on-line service may be available earlier than 8.00am

### By Dave Griffin Service and Strategy Manager

depending on when the overnight processing has been completed.

The DOJM application, excluding access to the main customer information data, is available outside the above hours, with the exception of a two hour period some time between 3.00am - 7.00am, during which time a backup of the system has to be performed.

The availability of the internal OFFICE system has recently been reviewed in an effort to match the business requirements for an increase in availability especially before 8.00am. Following a major rethink in the method of backup we have now increased the availability by approximately four hours per night. The system is now only unavailable for approximately two hours in the early hours of the morning when the data is backed up.

### Weekend

All the on-line systems are available between the hours of 8.00am - 18.00pm Saturday with limited support provided by Information Services to ensure that systems remain usable throughout the day.

The systems are normally available on Sunday between these hours also, but not as actively supported. If it is the intention, due to planned maintenance, not to provide a system on a Sunday during these times, then all Managers will be notified by the Computer Operations Manager. If planned maintenance is scheduled and due to adverse conditions an emergency is declared which dictate the need for systems then the maintenance would be cancelled.

We intend to document the availability of systems, and updates to the above will be on the Office System Bulletin Board. The HELP desk on 182 is always aware of the system availability over weekends.

Any further information can be obtained from Mike Gibbs, Computer Operations Manager.

## PRIZE TIME!



**DUE to an extended closing date to boost the number of entries, the winners of the Contact Photographic Competition will now be revealed in next month's edition of Contact.**

Competition sponsors, Ascott's of Chester, have donated the following prizes:

Colour Prints (any subject): 1st Prize - Fuji DL90 35mm camera. Runner-up - 2 x Fuji Super HG 200 ASA 36 exp films, including processing.

Transparencies (any subject): 1st Prize - Fuji DL90 35mm camera. Runner-up - 3 x RD process paid 36 exp films.

Black & White (any subject): 1st Prize - Gift Voucher worth £50 to spend at Ascott's Chester Ltd, Runner-up - 2 x Ilford Delta 400 ASA 36 exp films and 2 x Ilford Delta 100 ASA 36 exp films, including processing.

Children's Section (under 16s, any format eg colour prints, transparencies, black and white): 1st Prize - Fuji F25 35mm camera, Runner-up - 2 x Fuji Super HG 200 ASA 36 exp films, including processing.

Best Christmas Picture (any format): Fuji DL25n 35mm camera.

## SALES BONUS FOR STAFF

IMPROVED staff sales terms have been introduced at Manweb. Employees can now take advantage of all special promotions in addition to the existing staff discount.

Manweb is also looking at ways of streamlining the sale process for staff by introducing a

Company-wide identity card. In the meantime, simplified arrangements are being made so that if employees are prepared to sign a form agreeing to payments to be deducted from their salary if they fall into arrears, they will not have to undergo credit vetting.

# On the road to new agreement

**A TIMETABLE of Manweb Roadshows was launched in May to explain to staff the details of the Company's new agreement on terms and conditions of employment.**

The aim was to harmonise the Company's approach to all its employees.

The Roadshows, run by the Head Office Employee Relations team with support from the Manweb Districts, gave staff a two-way opportunity to listen to and discuss the new agreement before being asked to vote on it.

At present there are three national agreements covering the terms and conditions of employment for Manweb staff. These are the National Joint Board, National Joint Council and National Joint Industrial Council.

The variations in these agreements create differences between the terms on which Manweb staff are employed.

By Rob Skinner

The new agreement is based on a fully harmonised approach to put all staff on an equal footing. In addition to the package staff are being offered a pay award for 1993 of 2.85 per cent.

Employees will also receive a basic tax-free Facilitation Payment of £300. Staff who are regularly required to work extra hours or work Saturdays on a roster basis could receive additional payments.

The Roadshows outlined the changes in Salary Scales and gave a breakdown of the new terms and conditions affecting all staff. The audiences were then invited to raise any queries about the agreement.

Trades union representatives were available for discussion and questions regarding their views on the agreement.

### SINGLE SALARY SCALE

A single salary scale, with ten grades is planned to replace the current scales which have a total of 38 grades. These will help to harmonise pay arrangements across the Company.

All jobs within Manweb have been allocated one of the ten grades through a process of job evaluation. To do this, job benchmarks were chosen from all employment levels in order to produce a rank order. These were then grouped into grades which formed the basis for the new pay structure.

Manweb Personnel Manager John Illidge said: "The roadshows are part of our process of consultation with staff to explain the new agreement."



# CHANGE FOR CREW

## New waterproofs for challenging sea crossing

ABERYSTWYTH District made sure everything was 'ship-shape' for the town's lifeboat crew before they took part in the Celtic Challenge boat race across the Irish Sea.

Customer Services Manager Keith Jones is pictured (right) presenting the crew, which includes two Manweb employees, Carpenter Dai Davies and Storeman Dai Slack, with waterproof clothing to help keep them dry during the sea crossing.

The Manweb-sponsored crew — known as the Wrinklies as half of them are aged over 50 — travelled by ferry to Eire on Friday, April 30, and

the race from Arklow to Aberystwyth began the following afternoon.

They finished the race in third place, arriving in Aberystwyth at 11.55am on Sunday, when they were met by District Manager John Brown.

### Encouraging

It is the second time Manweb has sponsored a boat in the Celtic Challenge. The sponsorship money is being used to purchase a new boat and trailer for Aberystwyth Rowing Club, with the aim of encouraging more participation by local young people in activities centred around the harbour.



# Throwing a light on Sefton streets

STREET lighting is set for a bright future in the Borough of Sefton thanks to a hi-tech joint initiative between North Mersey District and the local authority.

A computerised link-up is enabling Sefton Metropolitan Borough Council to send maintenance and repair requests to North Mersey's Street Lighting Department at the press of a button, drastically speeding up the process.

Similarly, the District can electronically inform Sefton MBC that the street lighting work has been completed.

### Benefits

"The system has environmental benefits because it has reduced the amount of paperwork between Manweb and Sefton MBC," said North Mersey Services Engineer Bernie Robinson.

"It also secures and consolidates communication channels between both parties, with the added bonus of improving an already high quality customer service provided by Manweb."

Using the very latest lighting management programme — Hilight/C — a 386 PC modem links North Mersey to Sefton MBC's Street Lighting Department in Bootle.

### Venture

Sefton MBC's Senior Street Lighting Engineer Larry Pope said: "The Hilight/C management programme installed at North Mersey is very much a pioneering venture, since there is only one other lighting authority in the country using the same system — it's that new!"

According to John Scott and Claire Dickson, both members



Lighting up Sefton... From l-r, Sefton MBC Senior Street Lighting Engineer Larry Pope, with John Scott and Claire Dickson, of North Mersey's Public Lighting Team.

of the District's Public Lighting Team, this new system will enhance the service they are able to provide Sefton MBC.

An even brighter future may

lie ahead if a direct link between the DOJM system and hilight/C can be established.

This is an area North Mersey

District is keen to explore, not only with Sefton, but with all lighting authorities operating within Manweb's boundary.



## Clocking off after 42 years

OSWESTRY Metering Engineer Harold Evans has retired from Manweb after clocking up more than 42 years' service with the Company.

Harold, who joined Manweb as an Apprentice Electrician, spent the whole of his career at Oswestry District, apart from two years' National Service with the RAF from 1956 to 1958.

### Appointed

After a long spell as Assistant Consumers Engineer, he was appointed 2nd Assistant Energy Sales Engineer in 1970 before being promoted to 2nd Engineer four years later.

Actively involved with his local church, father-of-two Harold, who worked in the Planning Department, plans a tour of Canada with his family during the summer.

Harold is pictured (left) being wished good luck for the future by District Manager Mike Jones, who has since moved on to become District Manager at North Mersey.

# ADVENTURE ON THE RIGHT SIDE OF THE LAW

MANWEB has made a £500 donation to the Bootle-based Police and Youth Encouragement Scheme which aims to prevent young people getting into trouble with the law.

Twenty young people between 12 and 14 who keep a clean record with the police stand to go on a week-long adventure course at the Lake District's Brathay outdoor pursuits centre.

### Trips

Around 80 youths of both sexes are taking part in the PAYES scheme, with two Brathay trips planned for this year with four day trips to the Ackers outdoor activity centre in Birmingham.

As part of the scheme the youngsters will be working with Manweb on tree planting projects in Bootle.

The PAYES initiative is the brainchild of WPC Julie Wilson and Youth Liaison Officer PC Eric McQueen who work at Marsh Lane Police Station, Bootle. PAYES takes in four schools in the Bootle and Litherland areas covered by Marsh Lane.

Manweb's North Mersey District Customer Services Manager Len Cornah said: "As part of the local community we at Manweb see the devastating effect crime can have on people and businesses in our area. We are delighted to be supporting this scheme which shows young people that staying on the straight and narrow really does pay."



Pictured at the presentation are (L-R): Julie Wilson, Eric McQueen and Len Cornah.

## CROSSWORD SOLUTION

Before you read the solution — try the crossword on page 11

### ACROSS

6. Chuckle 7. Japan 9. Frump 10. Artiste. 12. Michael Foot 14. Diane Keaton 18. Isobars 19. Capes 21. Folly 22. Pimento

### DOWN

1. Third 2. Scampi 3. Elm 4. Tariff 5. Cartoon 8. Freeman 11. Chokers 13. Mission 15. Nebula 16. O'Casey 17. Perth 20. Pip



# WRITE TIME

## SATISFIED customers have been writing again praising Manweb staff for their excellent service and care.

A letter of thanks for explaining the reasons and background to a breakdown was received by Cliff James, Section Manager, New Crane Street Depot.

"Thank you for your letter of 23 March in reply to my letter of complaint dated 12 March regarding supply interruption. It was good of you to give such a full and reasonable explanation for the breakdown. In future I will appreciate the problems you have from other quarters. I suppose my main complaint was the "Emergency" line being an "answerphone" service but from your letter I see that big improvements are to be made in this area. Once again, thank you for your excellent reply which has fully answered my complaints."

Customers do appreciate good customer care. That was apparent from the letters sent to Customer Information Centre staff at Warrington.

"I thank you for your kind and understanding letter and I congratulate you on the handling of this matter. Regarding the call of a Customer Liaison Officer, I would consider this as unnecessary, as I am registered disabled and most of the time I am coupled up to various medical machines due to a severe accident. I am therefore a 'loner' and shun company. I do hope you will understand. I am completely satisfied with the outcome and hope that you did not reprimand anyone too severely. With the impending VAT increase no doubt that the £32 monthly payment will be inadequate so we will wait and see just how much we will have to pay over and above this. It has been a pleasure in contacting you and once again - many thanks."

"Following our conversation earlier today I attach a cheque as promised. May I say that after all the problems we have had dealing with your organisation it was a pleasure to deal with you and to obtain a reasoned explanation of the situation. I cannot understand why such an explanation was not forthcoming much earlier. Thank you once again for your assistance."

A faulty economy timer caused a problem for a customer in Mid Mersey District but when the problem was solved to the customer's satisfaction, it produced a letter of thanks to the office.

"Thank you for your letter of 13 April 1993 in response to my letter of complaint. Your electrician duly called at my home today and fitted a new timer switch, which is working perfectly. I would like to take this opportunity to thank you for replying so quickly to my letter, and express my gratitude at your decision to waive the costs of the repair due to the inconvenience experienced previously. You and your staff have acted upon the problem highlighted quickly, efficiently and effectively. I do appreciate that within an organisation the size of Manweb, especially when implementing new procedures and systems with new staff, problems and mistakes will arise. I work with the general public myself and I am fully appreciative of their daily workload. I am not in the habit of writing letters of complaint, however in this instance I felt I had no choice. However, the problem has now been brought to your attention and resolved. Thank you again for your assistance."

By their very nature of their function (to collect outstanding debts), Credit Finance Section rarely receive letters of praise from their 'customers'. But they were grateful for one letter, although brief, thanking Sales Administrator, Paul Cormack for his help and advice. It came from Mr G. A. Hughes of Warrington.

"Please find enclosed postal order for £16.14 which is the final payment of my account. I understand I have paid off my account completely. Would you thank Mr P. Cormack for his help and advice he has given me and my family in the past."

Steve Reece, System Co-ordinator, Credit Finance Section, was pleased with the content and added: "I feel this letter exemplifies, and proves that even in debt collection we can provide an excellent customer service and achieve a 'PMCE'."

The Institute of Electrical Engineers was delighted with the facilities provided by Head Office and administration staff for a function held at Sealand Road. Institute Chairman John Bindon wrote:

"On behalf of the IEE and myself, I wish to formally record my appreciation to your Company for allowing us to use the conference facilities at Sealand Road yesterday, for what proved to be a most successful event."

"Almost 100 delegates attended the Colloquium and all went away truly satisfied, not only by the Colloquium but with the splendid way all were hosted. The event from start to finish ran without a single hitch of any kind."

"The arrangements were made between the IEE Secretariat and Mrs Barbara Harris, your Administration Manager."

"For my part, I would be grateful if you would extend to Barbara Harris and all her staff, including those who arranged the refreshments, my sincere thanks for the way we were all made so welcome and comfortable."

This relates to a function carried out by Head Office and serviced by administration staff who would not normally be regarded as having any external customer contact.

"It reinforces and illustrates the fact that we all have customers and that Head Office too can impact on the outside world's perception of Manweb and its Customer Service," said Don Kilgallon, Assistant Company Secretary.

Another thank you letter came from a Region 1 customer praising the help given by Manweb staff.

J. D. Chappell of Northwich wrote: "Further to my letter earlier today I wish to inform you that I have now spoken to a Ms Liz Bentley on the matter I referred to. She has dealt with me in a most courteous and sympathetic fashion and I applaud the effort she has made to explain the reason for the ongoing saga concerning my account. She agrees that my reaction has been justified. She has also been kind enough to give me her telephone number to compensate for the faceless bureaucratic machinery which has been responsible for the speed with which I have been threatened with legal action. Her helpful approach is to be commended and it would be appreciated if you would tell her so."

## It's a musical treat for schools

MANWEB has hit the right note with handicapped youngsters who never get the chance to go to concerts.

The Company brought live music to special schools in Liverpool by sponsoring a series of performances by Chinese harpist Zi Lan Liao.

Organised by the charity 'Live Music Now! North West', the mini tour took in 10 schools in Liverpool, whose pupils are aged from two to 19.

'Live Music Now! North West, which was set up in 1988, works closely with professional musicians to provide concerts and workshops for members of the community who would not normally have the opportunity to take part in performances of live music.



A musical treat for youngsters at the Royal School for the Blind, courtesy of Chinese harpist Zi Lan Liao (back row, 2nd from left). Next to her is Geoff Ryan, Planning Manager at Liverpool District, and headteacher Joe Byrne.

Zi Lan Liao, who plays both the western concert harp and the Ku-Cheng — a 21-stringed Chinese harp — has made many appearances on TV and radio and has performed at such venues as the Royal Albert Hall, Royal Festival Hall, St David's Hall in Cardiff, Royal Philharmonic Hall in Liverpool and the Royal Exchange in Manchester.

## Terry takes up new post

NORTH Mersey District Manager Terry Keenan has taken over the new post of Retail Manager after Shop Operations Manager Paul Sharkey left at the end of May.

Terry, who was project manager of the Customer Service in Shops Implementation Group, has been seconded into Trading to take over management responsibility for retail business. The secondment is for one year, after which time the management structure will be reviewed and permanent appointments made.

Terry said: "I'm aiming to implement the sound management techniques I applied as District Manager in Aberystwyth and North Mersey. These centre on doing the simple things but making sure they are done very well."

"The challenge we have in our shops is to provide an unfailingly high level of service — not just on appliance sales but in all our services," he continued. "For example, we'll speed things up for people who come in just to pay their bills, and customers will be able to use the shops for information and advice on everything Manweb offers. As we transform our shops into service centres they will become a major point of customer contact, where we will build on Manweb's name."

Commenting on Terry's appointment Director, Trading, Peter Hopkins said: "I'm delighted that Terry is joining us to manage this vital area of business and I'm sure everyone in the division will echo my sentiments in welcoming him."

Oswestry District Manager Mike Jones took over as District Manager at North Mersey on June 1.

Mike (pictured), who had been at the helm in Oswestry for 18 months, said: "It's an



excellent move for me, although I'm sorry to be leaving Oswestry so early. The staff there are marvellous and there's lots going on in the District."

"Moving to North Mersey presents me with a great many new challenges, which I hope I can satisfy, and I am looking forward to joining the team there."

A Chartered Engineer, Mike is also a Chester City Councillor, having been elected a Conservative member at the May 1992 elections. He sits on the Council's Economic Development, Personnel and Information Technology Committees.

● Culture change at Northwich — Page 8

## GOOD LUCK DEREK



WAYLEAVE Officer Derek Jenkins has taken early retirement from Aberystwyth District after 19 years' service with Manweb. Derek, who covered the northern part of the District, was presented with a stereo radio/cassette as a farewell gift from his colleagues. He is pictured (left) being wished good luck for the future by (l-r) Carol Sankey, from Wayleaves, Head Office, Frank Jones, retired Oswestry Wayleave Officer, and District Manager John Brown.

# New structure for Trading

A NEW management structure is in place for Trading, which will help the division provide customers with extraordinary customer service.

Speaking at the Trading Division conference (see story, page 8) Director Peter Hopkins said: "In order to improve the effectiveness of my senior Head Office team I have restructured man-

agement responsibility. I believe the new structure will make us both market and customer orientated, improve our efficiency and create a firm foundation on which to drive the business forward and achieve success."

The new management line-up is pictured. Terry Keenan, Retail Manager, has overall responsibility for the

PETER HOPKINS  
Director, Trading



business with the following operational management team: Alan Beanland, Customer Services Manager; John Bell, Regional Operations Manager; Ian Johnston, Regional Operations Manager; Simon Melville, Divisional Accountant. Reporting to Simon are: Richard Bromley, Credit Finance Manager

Geoff Hartley, Retail Accountant; Richard Banton, Retail Inventory Auditor; Stan Hawtin, Marketing Manager. Stan's team is: Andy Critchley, Marketing Development Manager; Helen Danson, Advertising Manager; Mark Astbury, Advertising Manager; Tony Gaynor, Product

Manager; Alison Dentith, Product Manager; Avis Allen, Product Manager; Bill Gaywood, Retail Services Manager. Reporting to Bill are: Harry Jones, Appliance Servicing Manager; Jim Brown, Shop Services Manager; John Bostock, Retail Systems Manager





POST BAG

# WASTE COURSE

Dear Editor

I work as part of a group of individuals who, in my estimation, are caring and considerate. I can't speak too highly of them — what a team!

I have a foreman who runs the section in a very efficient way. He is always ready to listen and help both his fellow workers and the customer.

So it was with open mind and readiness to learn that I set off on my Extraordinary Customer Care two day course. The venue was the Forte Posthouse, Runcorn.

Looking back after several weeks and reflecting on what

I remember of the course:

The first thing that springs to mind was the traffic jams.

Second, the facilitators were really nice people.

Third, the hotel was very pleasant.

Fourth, the meal was excellent and so were the staff.

Verdict: What a total waste of time and money.

The best way to serve a customer is to treat him or her as you would like to be treated yourself. Most people wouldn't need two days in a hotel to find that out.

**B Emberton  
Building Section  
Prenton**

Gary Williams, the Customer Service Training Co-ordinator, replies: "I agree that customers should always be treated as you would like to be treated yourself and this is one of the themes of our programme. Nothing pleases the Customer Service Facilitators more than when we hear from employees like yourself who are already modelling the skills that are covered in the Achieving Extraordinary Customer Relations Programme.

From the course evaluation forms and other feedback, it is clear that many of our staff are finding the programme extremely valuable. This programme is laying the foundation for the excellent service that all our customers, both internal and external, can expect now and in the future."

## So what's on offer?

Dear Editor

As an ex-employee and current pensioner of Manweb I appreciate receiving a copy of Contact each month, although in recent months it seems to have become largely a vehicle for promotional publicity for the Company.

However, I write to enquire whether you can do anything to enable me (and no doubt other pensioners also) to receive their copies a little earlier, as I find frequently that some of the

offers/advertisements have already been taken-up, or are time-expired. As an example, I refer to the Hotel Special Offer on page 11 of the April issue for April 16, the date on which I received the copy!

Thanking you in anticipation,  
**J H Richards  
1 Kenilworth Avenue  
Runcorn Heath  
Runcorn  
Cheshire WA7 4XQ**

Editor's note: The Hotel break you refer to was offered to us very much at the last minute, and as Contact is normally mailed out in the first week of the month, we had hoped readers would have enough time to make a booking. Unfortunately, due to unforeseen circumstances, Contact was rather late in being sent out, resulting in disappointment for readers like yourself who would have taken up the offer. Hopefully there will be many more reader offers to suit you in the future. (Pontin's offer - page 12).

## AIR YOUR VIEWS

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

Write to: The Editor, Contact, Room 5E1, Manweb plc, Sealand Road, Chester CH1 4LR. Please make sure you include your name and address or work location, as letters sent anonymously will not be used. All letters are dealt with in strict confidence and your name can, upon request, be withheld.

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



Forty years' service by Oswestry District HGV driver Elvet Woosnam was rewarded at a special ceremony at Sweeney Hall Hotel in April.

Elvet joined colleagues celebrating 20 years' service who were all presented with certificates by Oswestry District Manager Mike Jones. Pictured at the ceremony are, left to right, Mike Jones; Tony Conde, Craftsmen Distribution Overhead Lines; Trevor Astley, Craftsman, Jointing; Elvet Woosnam; Peter Corfield, Administrative

Assistant; Terry Bawden, Records General Duties Assistant and Bryan Hopkins, Contractor.

## Super service

**NO one could deny that the old substation in the centre of Liverpool had seen better days.**

Built by Liverpool Corporation in 1933 when London Road was a thriving commercial area and

**By Jackie Unsworth**

electricity was needed to run the trams, the substation originally housed nine single phase air cooled transformers with a total output of 2250 KVA.

But over the years the capacity was reduced first to two 500 KVA transformers, and then just one, reflecting the economic run-down of the area.

**Demolished**

Long regarded by many as a blot on the landscape, the London Road substation finally bit the dust in April when it was demolished to make way for a City Challenge scheme which, ironically, is aimed at revitalising the area.

Manweb's Liverpool District has exchanged the site, which is to be pedestrianised and on which will stand an open market, for another just a few streets away, where a state-of-the-art substation has been built.

The old plant is now redundant and all that remains of the London Road substation is a dirt encrusted log book, which has now been filed away at Lister Drive.

Planning Engineer Alan Sandells said: "The log book provides a history of the substation,

and from it we can tell the London Road area really was thriving in the 1930s.

"It's amazing that a substation should be sited slap bang in the middle of an area like that, because it really was an eyesore. The local authority just wouldn't allow it these days!"

Within a day of the transformer and switchgear being removed by a team from Lister Drive, the bulldozers moved in and reduced the brick substation to a mound of rubble.

Alan said: "The area has been run down for many years, and some of the buildings stood

derelict before being demolished. But refurbishment work is now going ahead to make the remaining buildings more attractive to private developers.

"Hopefully, the City Challenge scheme will turn things around and make London Road a busy area once again."



Members of Liverpool District's fitting team remove the transformer from the London Road substation. At the Hiab controls is driver Bill Harrison with Mike Byrne (centre) and Les Dolan.



Up, up and away. The redundant switchgear is loaded onto a Manweb truck.

# 'Eyesore' makes way for city challenge

## IT'S ALL ACTION OF COURSE

**By Kerry Scotney**

MANWEB teamed up with the Prince's Trust Volunteers to provide a course of personal and skills training for 11 youngsters in the Holyhead area.

The aim of the programme is to increase the confidence of the volunteers and develop skills such as communication, team work and decision-making through the planning, implementation and reviewing of challenging group projects.

In addition, the programme aims to improve the local environment and increase the level of community work.

The volunteers are aged 16 to 24 years and were recruited from the local unemployed and from employers in the area.

The 12-week course began on March 1 with ice-breaking and team building exercises, including a residential week at an outward bound centre in Snowdonia. The team then went on to plan and carry out energy audits at a number of community sites in Holyhead, producing bilingual reports on their findings.

The volunteers then moved on to the nearby Penrhos coastal park, carrying out vital conservation work before going into individual placements designed to test the skills acquired in the preceding weeks. The course ended with a major presentation to invited guests by the team on their work and achievements.

Manweb, with assistance from Targed, the local Training Enterprise Council, funded the programme and seconded two members of staff to the team.

The course was led by Kerry Scotney, a graduate trainee based in the Power Marketing



Constructing a pulley to lift a trolley — one of the course's problem-solving exercises. Kerry Scotney (left), of Power Marketing, and, standing, Gerallt Thomas, of Manweb Contracting, with some of the volunteers.

Division. He was responsible for recruiting team members, devising the programme and the day-to-day leadership of the team.

The other Manweb volunteer was Gerallt Thomas, of Manweb Contracting Services Ltd.



Volunteer Hugh Williams learns the ropes.



Gerallt Thomas, of Manweb Contracting, during a rock climb.





Alex Eden, left, and John Howson attend to a snake bite victim as part of their Pairs' Open Test.



Graham K



# SCENE SET FOR — first-aiders cope with cuts and bruises to

**IT** was a fine but cold spring day at the docks as Manweb men Rob Hilton and Graham Kelly wended their way to the venue for a first aid competition.

Suddenly as they approached a demolition site a man ran out shouting for help. A wall had collapsed trapping his colleague who was lying unconscious under a pile of rubble. The nearest hospital and ambulance station were 10 miles away.

Luckily, Rob and Graham, being en route to a first aid competition were carrying their first aid kits.

### Evidence

They sprang into action. It seems that the trapped man had a wound to the side of his head with evidence of an underlying fracture, a fracture to the base of the skull with cerebral compression and an open fracture to the right leg. His colleague who had run for help had a 2-inch laceration to the palm of his hand with nerve and tendon damage and as well as bleeding severely, was

suffering from shock.

The Manweb pair's prompt response, before the injured men could be taken to hospital, was crucial to their survival.

That scenario could have been real. Instead, it was a simulated case based on fact.

It was all part of the 44th National First Aid Competition held at the Canolfan Aberconwy Centre, Llandudno.

But real or not it put the full range of the team's first aid skills to the test as Rob and Graham represented Manweb in the men's pairs test.

Meanwhile other teams were taking part in similar simulated exercises — dealing with anything from cuts and bruises to cardiac arrests. There were casualties involving burns, scalds, eye damage, fractures to all parts of the body, hypothermia, and a whole series of accidents, many resulting in shock.

"All the tests were very hard, many based on real incidents," said Manweb Occupational Nursing Sister Irene Jones, whose expertise had been called on, not only to help set the tests, but to act as one of the judges and local liaison officer.

Over 40 teams from all over the country, representing 10 regional electricity companies

competed in the three categories — for men, women and children.

Each team comprised a pair of first-aiders who faced a simulated test and individual tests. A reserve member of the team also faced a separate reserve test.

Representing Manweb were Rob and Graham in the Pairs Test; Alex Eden and John Howson in the Open Pairs Test; Rob Hilton in the Men's Individual and Open Individual and John Howson in the No 2 Individual. Steve Jones was highest male reserve.

### Winner

"We didn't win overall this competition with the de la creme participants but we believe everyone is a winner," said Sister Jones. "The competitors are under a great deal of stress and never know what they are faced with. I'm more than satisfied with the results. They did Manweb proud and it is reassuring to know that we have first-aiders of this calibre," she said.

● The competition was held to ensure that it met the high standards sought by John Ambulance.



Top, A casualty bleeding freely from the forehead seeks first aid help. Above, he's now more comfortable thanks to the attention of John Howson.





Sign language interpreting during the AGM.

# ROUTE GOALS



Executive Director Eryl Morris; Director, Corporate Affairs David Vernon-Smith; Non-Executive Nick Williams; Chairman Bryan Weston; Chief Executive John Roberts, Finance Director John Power Marketing Colin Leonard.

Concerned about the impact of the VAT levy on fuel, particularly for elderly and low income customers, Mr Weston said: "We are arranging a number of schemes to make homes more energy efficient, and we are working with Age Concern, Benefits Agencies, Neighbourhood Energy Action and other organisations on projects to ensure those most affected are receiving the help they need."

Mr Weston said he was delighted that Manweb's customer service achievements had been acknowledged with the Citizens' Charter Mark and the Today/Arthur Anderson 1994 North West Service Excellence Awards.

"These customer service initiatives have been helped by the more flexible working arrangements agreed with staff and introduced during the year."

"The commitment and consistently high efforts of staff since flotation have been exemplary, and I was de-



lighted that the Board agreed to award 50 free shares to each member of staff in recognition of their contribution to the Company's success."

In conclusion, Mr Weston referred to some Board changes. "I would particularly like to thank Richard Morgan for his considerable services to the Company, especially during the time of our flotation." Richard Morgan retired at Deputy Chairman in March and was succeeded by Bill Goodall. Mr Weston said he was delighted that Bill had agreed to take over as Chairman. "I am leaving Manweb after 45 years in this great industry - years in which I have witnessed enormous change. The greatest change, of course, being the transformation of Manweb, once described as being 'unfloatable', into one of the most highly rated Companies in the sector. I am immensely proud of what the people in your Company have achieved. It is a great success story for this Region."

This year's meeting was the first at which Bill Goodall has been present. It was also the AGM debut of David Vernon-Smith as a director, though he has been involved as Head of Human Resources.

Following the AGM, Don Kilgallon praised the efforts of staff who helped to plan such a smoothly organised event. "The organisation of an operation of this size and the putting together of such a large team, just would not have been possible without the help, co-operation and time which you have all given. My grateful thanks, therefore, to you all for this co-operation and superb performance on the day."

But the show must go on and already next year's AGM is in the discussion stage.



# FUN IN THE SUN

**FUN and games, sporting rivalry and intense competition marked Manweb's latest 'It's a Knockout' style event.**

Staged by Liverpool District and held at Thingwall Road Sports and Social Club, the event attracted 18 teams from around the Region.

A large crowd, some of whom camped out at the ground, gathered to watch the spectacle.

Wacky Sackey, Bouncy Wouncy and Dragon Slayers were just a few of the all-action challenges faced by the competitors who went into battle in the summer sun.

The final produced a thrilling contest between Liverpool and Mid Cheshire Districts with the Cheshire side emerging as this year's champions.

The event raised over £1,800 for the YMCA, this year's chosen charity. The cheque was presented by Manweb Chief Executive John Roberts to Richard Marquiss of the YMCA.

It marked the successful completion of four months' planning for organiser John Boyer, Liverpool District Customer Service Manager, who was quick to praise the efforts of others who had helped in staging the event. They included Jim Parry, Sports and Social Club Chairman, Jimmy Kay, Club Steward, club members who made the hamburgers,

## Liverpool District's Knockout occasion

chips and drinks, the local Brigade for ensuring a constant supply of water for the various games and Alec Eden for First Aid services.

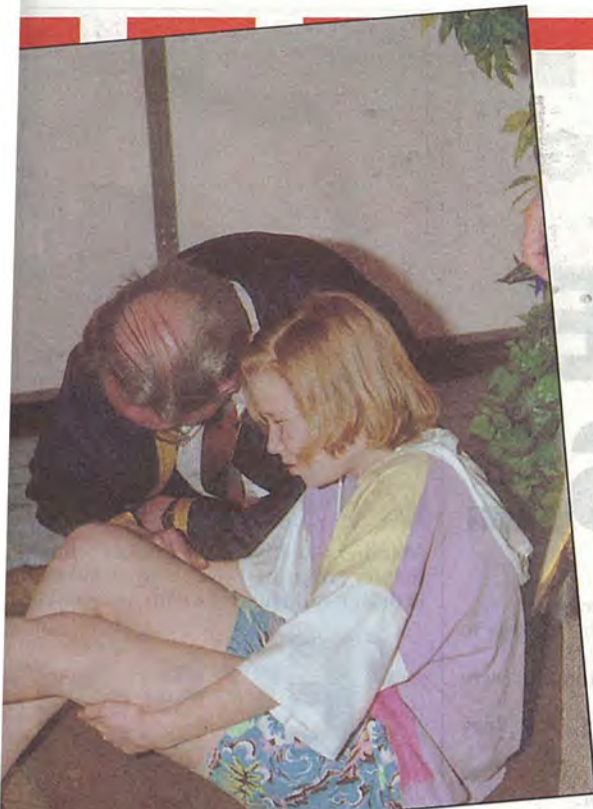
Special thanks went to Aberystwyth team and supporters who travelled for three hours to reach the venue. "They were completely involved and performed magnificently," said John. "We are looking forward to seeing them again next year."

"It was a great effort by all concerned and a marvellous result for the YMCA," said John, who explained that the YMCA had chosen as this year's charity, in main, due to the organisation's 150th anniversary and its active involvement in community matters throughout the Manweb Region.



The Mid Cheshire winning team members were: Catriona Barker, Debbie Quinn, Angie He Sarah Goff, Andy Martin, Jason Latham, Frazer White, Brian Murray, Trevor Bloor.





Tim as part of their Pairs' Open Test.



Graham Kelly (left) tends to a laceration to the palm of an accident victim.

# SCENE SET FOR SAFETY

## first-aiders cope with anything from cuts and bruises to cardiac arrest

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Representing Manweb were: Rob and Graham in the Men's Pairs Test; Alex Eden and John Howson in the Open Pairs Test, Rob Hilton in the Men's No 1 Individual and Open Reserve and John Howson in the Open No 2 Individual. Steve Holmes was highest male reserve.

### Winner

"We didn't win overall, but in this competition with the creme de la creme participating I believe everyone is a winner," said Sister Jones. "The competitors are under a great deal of stress and never know until the last minute just what they'll be faced with. I'm more than satisfied with the results. The team did Manweb proud and it's reassuring to know that we have first aiders of this calibre," she added.

● The competition was organised to ensure that it adhered to the high standards sought by St John Ambulance.



Team test underway for Rob Hilton.



# Fireman fights for more money

RETAINED Fireman Will Holt has set the alarm bells ringing among his colleagues at the station and now he wants them heard around the Company.

Will, Storeman at Machynlleth Stores, Aberystwyth District, has launched a full-blooded drive to raise funds for extra equipment to be used during fire and rescue operations.

Unfortunately his motivation stems from a personal tragedy. "I was called to the scene of a road accident and when I arrived I realised that one of my colleagues, Yvonne Williams of Aberystwyth shop, had been killed.

"We did all we could, of course, but I thought we could have done with more equipment - like extra cutting gear," said Will.

## Expenditure

As the Powys Fire Authority's budget will not allow such expenditure, Will decided to try to raise the money himself.

He set a target of £4,500 and soon colleagues were being roped in for raffles, discos, dances, car boot sales, a darts marathon, triathlon and cake sales.

To date his efforts have pulled in over £2,000. Now Will is seeking to extend his appeal not only for money but for more fund raising ideas from others in the Company.

Ready to leap into action at the sound of his bleeper, Will has been called to many accidents and fires. But like his full time counterparts he will respond to any emergency - even coaxing cats from trees. He and his station colleagues have recently been awarded a certificate from the RSPCA for helping to rescue a flock of stranded sheep.

If you can help Will, please contact him on Machynlleth 225.

Customer FOCUS

# AIMING TO BE BEST

**CUSTOMER Focus was the theme when Trading staff gathered at the Lord Daresbury Hotel, Warrington, for a two-day conference.**

Welcoming the 600 delegates, Director Trading Peter Hopkins said retailing was an important part of the Company's overall objective to achieve excellence in customer service.

"Our Company seeks to become the very best regional electricity business in the UK. In fact, we intend to become the very best electricity and energy utility anywhere in the world," he said.

Mr Hopkins referred to extensive customer research carried out last year which had clearly demonstrated that customers value a strong, local 'high street' presence and desire friendly, efficient service on a prompt and personal basis.

Unlike some of the other regional electricity companies, Manweb had opted to stand alone as an independent retailer. This decision was a key part of the Company's future strategy, based on the provision of excellent customer service.

He told staff: "Each one of you has a crucial role to play in making Manweb synonymous with the best in customer service. You have a key role to perform to enhance our Company's reputation and fulfil our customers' expectations.

"When business analysts and the media wish to cite the top companies with a customer focus culture, let them think of Manweb first, perhaps Marks & Spencer second, with the rest lagging behind."

## Improved

Mr Hopkins revealed that £5m would be invested over the next two years to ensure that Manweb's customer service and retail outlets are the best in the high street. Investment would be made in additional staff, training, improved computer systems and refurbishment.

"This represents a massive vote of confidence in all of you, whether you handle customer accounts and queries, sell appliances, deliver and repair appliances or provide the essential support services," he said.

In one of his final duties before leaving Manweb (see story, page 4), Operations Manager Paul Sharkey spoke of how difficult the past 12 months had been for Trading staff, faced with recession and uncertainties about the business.

"I know it has been extremely tough out there, but in spite of all the pressures we have turned what was a loss-making business into a profit. Furthermore we have maintained our market share," he said.

"All of you have made a major contribution to this excellent performance and you should be

very proud of yourselves."

Turning to the future, Paul said it was a major objective to give excellent customer service in every area of the Trading business - in the shops, in the delivery and service departments, on the phone and by letter.

"Whenever we come into contact with the public we must excel in our performance and give them an experience they will not forget. Furthermore, our service to our colleagues in other parts of the company should be as equal. By treating others as you would be expected to be treated, then our customer service internally, as well as externally, will be second to none."

## Message

The second main objective, he added, is to ensure the retail business stays in profit.

"If you do what you have always done, you will get what you have always got!" That was the message to delegates from Customer Services Training Facilitator Roy Jones, one of the speakers at the conference.

Former shop manager Roy took to the stage to talk about Manweb's Achieving Extraordinary Customer Relations programme.

He told staff: "To succeed in delivering extraordinary service there is a need for a major culture change to happen in Manweb.

"The customer of today has constantly changing needs and has less tolerance of poor service. There are an increasing number of options for them to go and buy elsewhere."

# Culture change starts on Northwich high street

NORTHWICH is the venue for Manweb's first Customer Service Centre, bringing a new level of quality customer care to the high street.

A total of 30 Customer Service Centres will be launched this year - the first in Witton Street, Northwich, on May 21 - replacing the old style Manweb shops.

The centres are part of the Company's Customer Focus Programme set to revolutionise the way Manweb deals with its 1.3 million customers and help achieve its aim of

being a high quality, low cost utility, providing extraordinary customer service.

"We have examined every aspect of the service we provide, challenging everything that Manweb does, from a customer's point of view, to see how we could do better. Every employee is involved in this culture change to turn Manweb into a company that is predominantly customer service driven," said John Roberts, Chief Executive.

The Customer Service Centres will be manned by specially trained staff who will be able to answer a wide range of customer queries. The enquiry

areas have been designed to offer a high degree of privacy and comfort in a building society or bank environment.

The new style outlets will continue to offer customers a wide range of quality electrical appliances. Catalogue selling facilities will also be available to broaden customer choice in the smaller service centres.

By improving its overall standards of service, Manweb is confident that its position as the region's number one electrical retailer will be further strengthened.



## Smiles better

SHOPPERS can expect service with a smile at Manweb's Northwich Customer Service Centre.

Especially from Sales Assistant Wendy Hatton (pictured), who was recently nominated for a 'Service With a Smile' award from the local newspaper in Northwich in recognition of her cheery manner.

Members of the public are invited to nominate local shop staff for the weekly award, and Wendy was presented with a certificate after her name was put forward by Mrs Eileen Healey, of Wade Crescent, Barnton.

Mrs Healey said: "She always has such a pleasant smile and happy manner. It is (almost!) a pleasure to pay the electric bill to be greeted by a lovely cheery 'hello' from Wendy. Wendy is so pleasant I think she deserves to be acknowledged."

Assistant Manager Malcolm Swords said: "I think that with the customer care attitude we are now portraying, something like this is such a boost of morale and confidence, and it just goes to show that in some shops it really is a pleasure to pay your bill!"

# Dutch treat for retired staff

Flower power was at its peak for a party of 33 members of Manweb (Chester & Head Office) Retired Staff Association who visited Holland for a short break in April. A private luxury coach drove over the Pennines to Hull. The weather was favourable.

On arrival at Hull we boarded the North Sea Ferry "Norsun" for overnight sailing to Europort-Rotterdam. A five course dinner was served in the restaurant and we relaxed in the spacious lounges, with excellent bar facilities. A visit to the duty free shop completed the evening before we retired for a comfortable night in cabin accommodation.

The next morning, after a full English breakfast in the ship's restaurant we disembarked at Europort-Rotterdam and drove straight to the Aalsmeer Flower Auction where flowers and plants from all over the world are offered for sale by "dutch auction". Nearly 14 million flowers and 1.5 million plants are sold each day.

Afterwards we travelled to Keukenhof Gardens to see the displays of tulips and irises, as well as the special flower shows and flower arrangements in the pavilions.

In the late afternoon we drove to the Hilton Amsterdam Hotel where we stayed during our trip.

Saturday allowed us to visit the Clara Maria cheese farm to see the manufacture of various cheeses and, a short distance away, the "Ratterman" clog factory.

On Sunday morning, a trip on the canals and round the old harbour enabled us to see many of the old buildings of note and a number of old ships. Afterwards, a walking tour of the "old city" - which incorporates the "Red Light District" - caused some comment on the narrow streets, the quaint customs and, not the least, the beauty of the partially clad girls in the windows.

After lunch a detour took us through more of the bulbfields. We also visited the "Royal Porcelyne Fles", the last remaining factory making porcelain in Delft where we saw employees hand painting the decorations.

A short trip took us back to Europort-Rotterdam, to our ship en route for England. Thus ended a very enjoyable first experiment in continental travel for many of our members.

Future excursions include: Wednesday, June 23 - "Royal Brierley Glass" factory, and "Merry Hill Centre" - leave 9am; Wednesday, July 21 - Portmeirion; Friday, August 20 - Southport Flower Show. This year's show "Gardening Through the Ages - Victorian Theme" is understood to become another great success.

Excursions leave Manweb car park at 9.30am, unless otherwise stated.

By C. J. Austin  
Hon Treasurer

WHEELS were put in motion for the future of the Manweb Transport Business Unit, at its first ever Annual Meeting in April.

The Transport Business Unit was set up on January 1 1990 to centralise responsibility for the entire Manweb fleet, at Head Office and District.

Sixty members of the Unit from around the Manweb region attended the AGM which was opened by Howard Kirkham, Director, Network Services.

Mr Kirkham outlined the Business Unit's progress towards reaching the objectives of the division, and Manweb as a whole. He commented: "Transport has a crucial part to play in our performance and it is vital that we build upon recent improvements to provide a low cost, high quality service."

Dave Stevenson, Transport

# TRANSPORT VITAL TO PERFORMANCE

By Rob Skinner

Manager, gave a review of the past twelve months, thanking staff for their cooperation during what was a year of change, and promised further change, challenge and opportunity for the future.

This was echoed by Geoff Abel, Purchasing and Services Manager, who delivered a message on the way ahead for the Business Unit. He summarised the outcome of a recent Strategy Review by external consultants.

Geoff said: "The review was very encouraging. An analysis of

our strengths and weaknesses has resulted in a programme to increase resources, including a new computer based management system, which will enable us to provide a commercially viable quality transport service.

"Our initial steps towards this will include the appointment of a Fleet Administrator and Transport Accountant."

Proceedings for the meeting were closed on a lighthearted note from Nick Williams, Company Secretary.

# WHAT'S A NAME WORTH?

EVER wondered how 'Contact' got its name? Assistant Company Secretary Don Kilgallon was searching through the minutes of a Board meeting held in November 1948 when he spotted an item under the heading 'Staff Magazine'.

The chairman reported that an invitation to employees to submit suitable titles - for which a £2 prize would be given - had resulted in 136 entries. The board agreed to award the prize to the person who had submitted 'Contact' and to adopt this title for the staff magazine



## OBITUARIES

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

William Robert Isbill, who died on February 9 aged 78, was a Driver at Corwen until retiring in 1972.

Herbert Glynne Threadgold, 59, who died on February 11, worked as an Admin Assistant at Head Office before retiring in 1991.

Roger Laurence Martin-Paton worked at Mid Cheshire as a Driver before retiring in 1985. He died on February 11 aged 72.

Richard Imeson Milburn, 87, who died on February 17, was an Assistant Section Engineer in Crewe before retiring in 1971.

Eric William Farrell, who died on February 20 aged 68, retired in 1989 from Liverpool, where he was a Craftsman.

Beryl Field, who died on February 24 aged 56, was a Clerk at Liverpool before retiring in 1988.

Jessie Elizabeth Jones, 78, who died on March 2, retired in 1975 from North Mersey, where she worked as a Saleswoman.

Maurice Leslie Wright, who retired in 1991 at Liverpool where he was a Meter Reader, died on March 3 aged 63.

Albert George Evans, 45, who died on March 20, was a Craft Operative at Queensferry until retiring in 1987.

George Massey, who was a Joiner's Mate at Legacy until retiring in 1970, died on March 21 aged 87.

Wilfred Blackwell Davies, who died on March 25 aged 79, retired in 1974 from Head Office, where he was a Second Assistant Engineer.

Albert Eyres, 71, who was an Engineering Manager at North Mersey until retirement in 1986, died on April 4.

Mary Frances Noel Willcox, 80, a Senior Demonstrator at North Wirral before retiring in 1972, died on April 14.

Raymond John McDonald, 70, who died on April 15, was a 1st Engineer at Head Office before retiring in 1985.

Alfred Edward Howe, who died on April 24 aged 66, was a Fitter's Mate at Liverpool until retiring in 1990.

David Thomas Hughes, who died on April 26 aged 77, retired in 1977 at Clwyd, where he was a Public Lighting Attendant.

James Nicholson, 83, who was a Meter Fixer in Area 1 until retirement in 1962, died on April 26.

William Oscar Mawby, who died on May 5 aged 80, retired in 1973 from Clwyd, where he was a Foreman.



Training expands to Lister Drive! Left to right, Paul Fitzgerald, Services Foreman at Liverpool District, Don McRae, Hoyle Skills Centre Manager and John Boyer, Customer Services Manager at Liverpool, observe jointing trainee Jason Hunt at the temporary workshop.

# TRAINING'S JOINT VENTURE

By  
Rob  
Skinner

**MANWEB'S expanding commitment to train its staff has resulted in a temporary training facility at Liverpool District Office.**

Staff in Lister Drive have teamed up with Training Centre staff at Hoyle to set up this additional training workshop for jointers.

Paul Fitzgerald, Services Foreman from Liverpool District is responsible for the temporary facility at the District Office. He has worked closely with Les Thomas from Hoyle, plus other staff from Liverpool and North Mersey, to create the new facility and bring it into operation.

The space was made available through the refurbishment of Liverpool District Office.

Don McRae, Hoyle Skills Centre Manager commented: "Manweb's priority to train staff

in new equipment and techniques has created a demand which exceeds the capacity of the workshops at Hoyle.

"The additional workshop means that we can offer courses to staff currently waiting for jointing training. This could not otherwise have been provided at Hoyle due to our current major retraining initiatives for high-voltage and low-voltage jointing.

"Paul and Les have done an excellent job in a very short time. Paul will be working closely with us to ensure the training delivered at Lister Drive is of an equally high standard to that at Hoyle."

## CONTACT POINT

**Customer service and care for the environment went hand in hand when Mid Cheshire staff Bob Vickers and Terry Edge helped to solve a problem for a Winsford customer.**

Mr P. A. A. Sale wrote to commend the Manweb men for their prompt attention.

"With regard to my recent letter to yourselves regarding the lack of fencing at the rear of your substation on Swanlow Avenue, Winsford, which borders the rear of my property, I would like to thank you for your very prompt attention. Also the care and attention given by your workmen in not damaging any of the plants on my side of the border whilst completing the job, is to be commended. Thank you again."

# Manager Mark moves back

MANWEB has strengthened its retailing team with the appointment of a new Manager at Llandudno.

Mark Cheetham (pictured), who spent several weeks working with staff at Chester shop before taking on his new post, was previously Manager of Co-operative Retail Services' Hemel Hempstead store.

Joining Manweb in North Wales means a return to his



roots, as Mark lived in Colwyn Bay as a youngster, and on leaving school worked for a local small electrical retailer.

He moved to London to work in the Electrical Department at Selfridges, but after 12 months returned north to work for Telefusion, initially in Chester but later in other branches throughout the region, including Holyhead and Liverpool.

Mark left Telefusion to work for the Co-op in Llandudno, running the Electrical Department, and later transferred to Holyhead as Store Manager. From there he moved to Bangor and then to Hemel Hempstead.

Father-of-two Mark, 32, who lives in Anglesey, said: "I am delighted to be back on home ground and working for Manweb, where I believe there is great potential."

# Holyhead goes international

MANWEB'S Holyhead Power Save Project has received international recognition with an invitation for the company to present a paper on the scheme at the prestigious International Energy and Demand Side Management Conference to be held in Sweden this September.

The Holyhead project aims to reduce the town's peak electricity demand from around nine to eight megawatts with a range of

By  
Graeme  
Cooper

'demand side' measures to help customers use power more efficiently.

Companies and utilities from 26 countries worldwide submitted 171 papers for inclusion in the conference. After judging by an international panel of experts Manweb's paper, prepared by Power Save Project Manager Peter Benstead, was placed in

the top five, and was the number one British entry.

Manweb's involvement in the conference does not stop with the Holyhead paper.

Director, Power Marketing Colin Leonard is to be the only non-Swedish representative opening the conference, alongside native hosts Vattenfall, Ikea and ABB.

Mr Leonard said: "I am pleased that Manweb's very practical achievements in Holyhead have gained such international recognition."

# Chief praises outstanding performance

REGION 2 and four Manweb Districts started the new financial year in fine style by making no guaranteed standards payments to customers during the month of April.

Chief Executive John Roberts has written to District Managers Barry Judd (Mid Mersey), Jeff Hunt (Mid Cheshire), John Hampson (Clwyd)

and Mike Jones (Oswestry), and to Customer Accounts Manager Kevin Mawdesley, asking them to pass on his congratulations to their staff for their "outstanding performance" during April.

Mr Roberts said: "What a great way to start the financial year — no failures on guaranteed stan-

dards of performance!

"As a whole the Company only made 21 payments, compared with 127 for April last year. An amazing 83 per cent reduction."

He added: "Having started the year so well, with a clean sheet, I look forward to the same high standard being maintained for the next 11 months."

# Here are all the winners

THE lucky winner of Contact's children's colouring competition is six-year-old Lisa Mary Kelly, of Gaerwen, Anglesey.

Lisa's colourful entry immediately caught the eyes of the judges, Derek Jackson and Phil Hughes of the Corporate Health and Safety Section, and they decided to award her a £20 prize.

Runner-up is eight-year-old Michael Keelan, of Old Roan, Liverpool, who wins a £10 prize.

● Retired employee T D Evans,

of Nantwich, and Paul Devlin, of the Investment Review Team at Head Office are the winners of Contact's "Look and Win" competition, and will each receive a pair of Tasco binoculars.

They correctly solved the 'OO' puzzle and gave the following answers:

1. Flood 2. Cartoon 3. Taboo 4. Boon 5. Football 6. Stoop 7. Choose.

The winners of Contact's SEGA competition are pictured, right, being presented with their prizes by Chester Superstore Manager Phil Roberts (centre). David Roberts, a Linesman at Mold Depot (right) won the first prize — a super SEGA Mega Drive plus Sonic game, worth a total of £129.99, and runner-up Brian Marsh, a Meter Reader at Mid Mersey District, received a SEGA Master System, worth £49.99.







Chief Executive John Roberts tries out one of the new can crushers, which save space and ensure a higher price for the cans, watched by Michael Myers, Waste Management Officer for Cheshire County Council.

# MANUAL TELLS YOU ABOUT IT ALL

EVERYTHING you ever wanted to know about Manweb and the environment is contained in a new question-and-answer manual produced as a result of the 1992 Environmental Roadshows.

Produced by Roderick Manson, Secretary of Manweb's Environmental Working Group, Tracey Powell, Senior Project co-

ordinator in the Energy Resources Group, and Energy and Environment Manager Geoff Ravenscroft, the manual lists each issue raised at the roadshows and the answers provided by managers from all over the Company.

Roderick said: "The sheer scale and range of questions made this an extremely time-consuming task. Once we had the answers in, we still had to check them and then put them into some sort of order."

"Hopefully, staff will feel the final result is a useful reference work."

The manual has been distributed to all Manweb managers and is available for reference by all staff. Any further questions should be directed to Roderick Manson in Regulator Relations, Head Office, ext. 3502 (Office ID Mansora).



Roderick Manson, Secretary of Manweb's Environmental Working Group, with the question-and-answer manual.

# Collect those cups and cans

HEAD Office has followed the example set by some of the Districts by launching two high profile recycling schemes for aluminium cans and plastic cups.

The schemes were set up at the beginning of June, with collection points in all coffee rooms in the main building and Data Centre, in the staff restaurant and on the second and third floors of the old building.

Proceeds will go to a different charity each year, to be decided by Manweb's Charities Forum.

Staff wishing to nominate charities should contact Roderick Manson, Secretary of Manweb's Environmental Working Group (ext. 3502, Office ID Mansora).

Launching the scheme, Chief Executive John Roberts said: "This will benefit Manweb by reducing our waste disposal costs to the volume of 20,000 aluminium cans and more

than 300,000 plastic cups every year, which is a staggering amount of waste.

"I hope staff will make the effort to take their cans and cups to the collection points rather than just throw them in the bin."

Small magnets are situated by the collection points to screen out steel cans, which are magnetic and do not crush easily.

Plans for a waste paper recycling scheme are also being developed.

## ROSY FUTURE FOR WIDNES SCHOOL



EVERYTHING in the garden is rosy thanks to Manweb's donation of 40 mature shrubs to a Widnes school.

Pupils at Upton County Primary in Hough Green Road are currently carrying out a 'Landscape Garden Project' at the School and the headteacher had written to Manweb asking for sponsorship.

The request coincided with work being carried out to alter the car park at Mid Mersey District Office in Warrington, which meant around 40 shrubs had to be dug up.

"We quickly arranged for the shrubs to be loaded onto a truck and transported them to

Widnes, where a team of pupils was waiting to plant them," said Manweb's Mid Mersey Customer Services Manager Mike Townson.

"They were delighted with the shrubs, which have helped the landscaping project enormously by giving the area an immediate air of permanence and establishment."

In addition, Manweb boosted the school's fundraising appeal with a £50 cheque.

Mike Townson is pictured planting some of the shrubs with Upton County Primary pupils (l-r) Rachel Davies, Jenny McGauley, Heather Davies and Tom McGauley.

### ESI ROAD RACE ENTRY FORM

(Please use Block Capitals)

MALE/FEMALE

SURNAME: .....

FIRST NAME(S) .....

ADDRESS: .....

.....

..... POST CODE: .....

TEL.NO: ( ) ..... AGE ON 20/8/93: .....

CLUB (for unattached): .....

E.S.I. Location (or non-E.S.I.): .....

Extra Lunch for non-runners @ £1.50 each: .....

(Packed Lunch supplied to registered runners F.O.C.)

Closing date for entries Friday August 20 1993.

Enclose 9" x 5" S.A.E. for Race Programme, Race Number and Buffet Tickets

Make Cheques/P.O.s payable to: EGGBOROUGH E.S.I. Entry Fee £3.50 per runner. (£4 for non-affiliated)

I am 17 years old or over on Friday August 20 1993. I am an amateur as defined by A.A.A. and will abide by those rules. I agree that the Organisers shall not be held liable for any accident, loss, injury or damage as a result of participation in the race.

Signed: ..... Date: .....

(N.B.) One form for each runner. Copy form if necessary

### RACE IS CENTRE OF ATTRACTION

MANWEB staff are being 'egged on' to put their best feet forward and take part in this year's ESI 10 Mile Race.

To be held at National Power's Eggborough Power Station in Yorkshire on Sunday, September 26, starting at 12 noon, the race is set to be truly electric with joggers and runners from throughout the industry invited to take part.

Central

Eggborough is as central as you can get in Great Britain, and is close to the M62 Junction 34 and less than 20 miles east of Junction 42 of the M1.

To enter, all you have to do is fill in the coupon and send it with your entry fee to: ESI 10 Organiser, Eggborough Power Station Sports and Social Club, Goole, North Humberside, DN14 0BS, to arrive no later than August 20 1993.



HIAB Driver Ray Harrison, of Liverpool District, secures the 'Tardis' to his truck before delivering it to the National Tramway Museum in Derbyshire.

## Tardis now in museum

DR Who and the Daleks were nowhere in sight when the 'Tardis' made its final journey - on the back of a Manweb truck!

Named after the famous telephone box time machine in the long-running BBC TV series, Manweb's 'Tardis' used to be housed in Liverpool's now decommissioned Lavrock Bank substation, but has found a new home at the National Tramway Museum in Critch, Derbyshire.

Chris Tigwell, 2nd Engineer at Liverpool District, said: "The telephone box was used at Lavrock Bank, as at other similar running stations, to provide an escape from the high ambient noise level created by

the rotating machines. "Lavrock Bank was established around the turn of the century, initially as a refuse destructor station from which the waste heat was used to generate DC for street lighting, for trams and also for the Liverpool Overhead Railway.

"When generation was centralised and changed to AC, the original buildings were used to house rotary converter sets as well as AC switchgear and transformers."

He added: "By sending our 'Tardis' to the National Tramway Museum, another little bit of Liverpool's history is being preserved for posterity!"





On the road to success! Dave Stevenson, Transport Manager, congratulates Gareth Roberts, Apprentice Fitter, on becoming the youngest person in Wales to achieve a Certificate of Professional Competence.

## FITTER GARETH ON WAY TO THE TOP

APPRENTICE fitter at Queensferry Garage, Gareth Roberts is on the road to success, after becoming the youngest person in Wales to gain a Certificate of Professional Competence (CPC) from the Department of Transport.

The CPC is a qualification aimed at potential transport supervisors and managers, with a syllabus that covers all aspects of the business.

Gareth has been working for Manweb since August 1992. He has recently completed his induction course at Hoylake Training Centre, and is now based at Queensferry Garage where he is undergoing practi-

cal training on heavy goods vehicles.

His qualifications are not

going to stop there! Gareth is now studying for his BTEC HNC in Motor Vehicle Studies.

## To be new chief

Philip Daubney will become Chief Executive designate of the Electricity Association and Managing Director of the Association's operating company, Electricity Association Services Limited, on September 1. He will succeed Roger Farrance as the Electricity Association's Chief Executive when the latter retires in November.

A graduate of Balliol, College, Oxford, where he gained a MA in Modern History, Mr Daubney will join the Electricity Association after a 32 year career in ICI. There he progressed from Graduate Trainee to his current position as Regional Chief Executive of the African and Eastern Region. Prior to this appointment in 1990, he spent seven years as Managing Director of ICI India Ltd. As a result of the experience and reputation he acquired in this role, he was invited to accompany the Prime Minister on his recent Indian visit.

Mr Daubney is 55 years old and is married with two children.

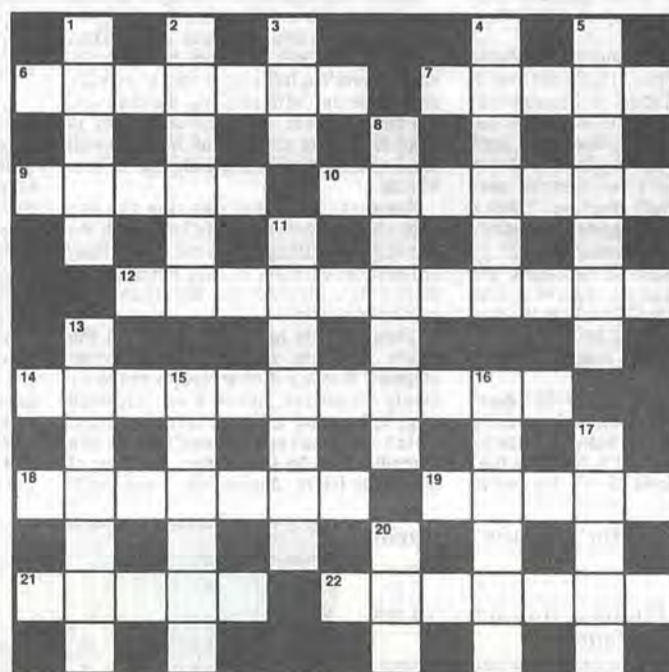
## GENERAL KNOWLEDGE CROSSWORD

### ACROSS

6. Suppressed laugh (7)
7. Its 1985 population was 120,000,000 (5)
9. Unattractive, dowdy woman (5)
10. Professional performer (7)
12. Neil Kinnock succeeded him (7,4)
14. She stars in all three 'Godfather' films (5,6)
18. Lines on a map connecting places with the same atmospheric pressure (7)
19. Britain's best known strong man (5)
21. Ornamental building that serves no practical purpose (5)
22. Sweet pepper (7)

### DOWN

1. Hitler's Reich (5)
2. Large prawns (6)
3. Tree with rough, serrated leaves (3)
4. List of fixed charges (6)
5. Humorous drawing (7)
8. Alan, the veteran disc-jockey (7)
11. Close-fitting necklaces (7)



13. Operational sortie (7)
15. Cloud of gas within a galaxy (6)
16. Playwright of 'Juno And The Paycock' (6)
17. Capital of Western Australia (5)
20. Apple seed (3)

### Solution from last month

#### ACROSS

6. Bob Hope 7. Bowie 9. Opera 10. Palette 12. Desert Storm 14. A Night At The 18. Twelfth 19. Twain 21. Argon 22. Panache

#### DOWN

1. Corps 2. Cherie 3. Spa 4. Solent 5. History 8. Cantata 11. Septets 13. Antwerp 15. Geldof 16. Howdah 17. Night 20. Man

Solution on page 3.

# FREE ADS

### Holidays

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

**Caravan To Let** - Sea view position, Sunnysands Caravan Park, Talybont, Barmouth. Static caravan, 21ft, 2-bed-rooms, one with double bed and one with 2 bunks. Will sleep 4 comfortably, with facility for 6 people. Main caravan area has sleeping facilities for 2 people. Shower, hand basin and toilet, full size cooker, mains electricity and water. All amenities on site including licensed social club. Reasonable rates. Contact Mrs McCormick on 0978 750041.

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

**Colwyn Bay** - Swiss style chalet, sleeps up to 5. Electric heating, bathroom, fridge, electric cooker, colour TV, garden and parking. Situated in tree-lined dell near Eirias Park and beach. Weekly rates or weekend or mid-week breaks. Tel. 051 678 9854.

**Anglesey** - Wales Tourist Board commended guest house overlooking the sea in area of outstanding natural beauty, close to golf course. Ideal for walking, fishing, bird-watching. For brochure tel. 0407 831 493.

**Llandudno** - Privately owned licensed hotel in a central, level position, close to shops, promenade and main attractions. Room and breakfast £14, en suite £16.50, optional 5-course candlelit dinner £6.50. Family rooms available with reductions for children. You are assured of a warm welcome and good food. Branstone Hotel, tel. 0492 876448.

**Caravan** - 6-8 berth, Greenacres, Blackrock Sands, Porthmadog. Full entertainment, families room, swimming pool and kiddies pool. All amenities on site. Most dates available. For details ring Jackie on 0352 750658.

### For Sale

**Flatley Clothes Dryer** - As new, £20 ono. Tel. 0745 854924.

**Tandem Style Buggy** - Full size shopping tray, rain cover and sun canopy. Immaculate condition, can deliver if quite local, £130. Tel. 0928 563159.

**Tow Bar** - For 1989 Ford Sierra, £25 ono. Contact Paul Dewar, HO int. ext. 3243.

**Siemens** - gas hob and electric oven for sale. Hob has 4 rings and fits in a counter top, the oven is a large, single fan oven with grill and fits under a counter top. Both are white, in good condition and were used until recently. £150 for the pair, may split. Tel. Ian Stockdale on 0352 781443 or Head Office ext. 3081 (Office ID 'Stockid').

**Caravan** - Luxury 2-berth Abbey GT213 1986 in excellent condition. Water heater, full oven, shower, fridge, mains charger, full trio awning, spare wheel etc. £3,500. Tel. 0978 364677.

**Caravan** - Esterel, folding, 2-berth, fridge, spare wheel, porch awning, vgc, £950 ono. Various camping items also for sale. Tel. 0925 602477.

**Caravan** - 1991 Mistral GTX luxury 2-berth. Large fridge, full cooker, shower, cassette porta-potty, used 21 nights only. Illness forces sale, £5,950. Tel. 0244 815219.

**Tow Bracket** - and two outlet 7N/7S electric harness and relays for Sierra hatchback (1987 onwards), £20. Caravan wheel hub (SJx13) with an Avon turbo steel (155SR13) tyre, £20. Tel. 0829 70423.

**Two Tickets**, Victoria Wood at Livepool Empire 22 June. Face value £12.50, will take £10 ono. Contact P. R. Jones internal 750 2490.

### Vehicles

**Moped** - Honda Vision, 50cc, D-reg, excellent condition, top box, £325 ono. Tel. 051 678 8137.

**Fiesta** - White, F-reg (not new shape), 950 cc, Popular Plus, 26,000 miles. Very economical, mint condition, lady owner, £3,000 ono. Contact Wayne - internal 700 3537/3538 or (home) 0978 760997.

**VW Beetle 1303** - 1973 Green, good condition, one owner, MOT & tax July, £1,300. Tel. K. Bartley on Gresford 853586.

### Personal

**Chiropodist** - Mrs Isabel Williams, state registered, BSc, has opened a new clinical practice in Chester. Nail surgery, appliances / orthotics, local anaesthesia. Home visits by appointment. Discount to Manweb staff, retired employees and families. Tel. 0244 679878.

**Croft Paving** - Block paving specialists. Driveways, paths, patios, top quality workmanship at the right price. For free estimate phone 0925 763820.

### Property

**Mynydd Isa** - 3-bedroom semi-detached with gas central heating, part double-glazed, large garage, gardens front and rear, £53,500 ono. Tel. M. Haslehurst, 0244 654219 (day) or 0352 840332 (evening/weekend).

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

(BLOCK CAPS PLEASE)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Name .....

Work place (or retired) .....

Tel: .....

Send to: 'CONTACT' FREE ADS, MANWEB,

SEALAND ROAD, CHESTER CH1 4LR

### Birth announcement

Laura Jane, a baby girl to Diane and David O'Meara May 3 1993 at Ysbyty Glan Clwyd and a sister for Mark. Diane is a Clerk at Clwyd District Office and David is a 2nd Engineer in the Rhyl West Section.





# Pedal power pay out

GETTING on their bikes for charity are Head Office employees John Gray (left) and Chris Lloyd.

The pair are resorting to pedal power for a 180 mile 'port to port' sponsored cycle ride at the beginning of July to raise money for the Romania Appeal.

John, the CICS Project Leader, and Chris, who works in Network Planning and Operations, will set off from Maryport in Cumbria on July 2, arriving at Ellesmere Port the following day.

"We plan to reach Blackpool on the first day, and stay there overnight, and complete the journey on the Sunday," said John. "Hopefully it won't be too difficult for us, as we've both been putting in some cycling practice and using the gym!"

Both John and Chris are looking for sponsors to help them boost the appeal, and in addition John is coordinating a 'Godparent' scheme, through which he hopes Manweb staff will sponsor a Romanian orphan.

Under the scheme, 'Godparents' pay £1 a week to help a youngster in Romania, and in return receive a certificate, a photo of their chosen child, a background history and information on the child's progress at the orphanage.

John can be contacted on extension 3057 (Office ID GRAYJD) for further details.

# GOLFERS IN THE GROOVE

THE Head Office Golf Section has swung into action for the 1993 season, with outings to Leasowe on April 23 and Warrington on May 5.

At Leasowe Golf Club the results were:  
1st - Jimmy Nolan (Liverpool) 36 points  
2nd - Mark Pearson (Data Centre) 34 points (better back 9)  
3rd - Peter Falcon (retired) 34 points

The morning nine-hole competition was won by Glyn Roberts (Liverpool) and Brian Smith (retired).

The Warrington Golf Club event was sponsored, as usual, by Murphys, whose representative Frank Dale presented the prizes

in the evening. The results were:  
1st - Reg Bramhall (retired) 72  
2nd - Glyn Roberts (Liverpool) 74 (better back 9)  
3rd - Ian Stockdale (Head Office) 74.

The morning prize was won by the captain, Emma Rowlands, and Iuean Evans.

Turnout for both events was just under 30 players. Remaining events this season are:

June 25 - Wrexham, Bernie Green Trophy

July 6 - Padeswood and Buckley, Gravett Cup

July 26 - Denbigh, Inter District

Sept 3 - Oswestry, Captain's Day

Sept 27 - Llangollen

The top 10 in the Order of Merit for the President's Shield are:

Player	LGC	WaGC	RGC	WxGC	OGC	LGC Total
J Nolan	10					10
R Bramhall		10				10
G Roberts	1	9				10
A Redhead	2	7				9
M Pearson	9					9
P Falcon	8					8
ID Stockdale		8				8
P H Wilkinson	7					7
S Holman	6	1				7
N Clarke		6				6

## HOLIDAY CLUB PONTIN'S

# SEVEN NIGHTS HOLIDAY FUN TO BE WON

# WIN A PONTINS FAMILY HOLIDAY FOR FOUR



WHEN you team up with Holiday Club Pontin's you know you're in for a real treat and here's your chance to win a fabulous Pontin's holiday for you and your family.

With a choice of prize locations available in England and Wales, you can take your seven nights holiday at a site that suits you best.

For the more adventurous fun seekers, there are six family favourite Centres waiting for you at Southport in Lancashire; Prestatyn Sands in North Wales; Brean Sands at Burnham-on-Sea, Somerset; Wall Park near Brixham, Devon; Camber Sands near Rye, East Sussex and Hemsby near Great Yarmouth, Norfolk. Here you'll find a host of exciting sports, games, competitions and evening entertainment.

The younger members of the family will be having a whale, sorry a croc, of a time in their own Crocodile Club where the lovable Captain Croc and his helpers will be providing all the fun and laughs throughout the day and into the night.

This year, for the teens (11-16 years) there's the all new Actionpack, a daily programme of sports and activities run by fully trained instructors. It's, fast, it's fun, and it's free with a host of exciting sports

available...everything from American football, aeroball, abseiling and archery to rifle shooting, volleyball, landsailing and even quad biking for the more adventurous.

Whilst the kids are off living it up, the grown ups are in for a fun time too. As well as sports and activities - snooker, darts, table tennis, and pool amongst others - there's a full programme of evening entertainment with singing, dancing and top class cabaret, and what better way to enjoy it all than with a drink from the well stocked bars and in the company of new friends.

However, if all this non-stop fun and excitement sounds a little too much for you and the children, then our two holiday villages at St Mary's Bay, Brixham, or Wick Ferry, Christchurch are perfect for your holiday prize.

These lovely locations offer all the sports, activities, competitions and entertainment that are such a feature of the six family favourites, but in a more refined way, in keeping with the lovely settings which they occupy. There's even the Crocodile Club for the younger members of the family (sorry, Actionpack is not avail-

able at St Mary's or Wick Ferry).

You'll certainly not be spending too much time on site though, with the opportunity to venture out and about beckoning. The beautiful countryside, the attractive villages and market towns and other places of local and historical interest are just waiting to be explored during your holiday.

Whichever location you choose for your holiday you'll be able to enjoy the freedom of Self Catering, allowing as much time as possible to come and go as you please. Staying in comfortable chalet accommodation with fully equipped kitchen/lounge with colour TV, one bedroom, and en-suite bathroom, you'll find it's a real home from home. And, if you're tired of cooking and doing the dishes, treat the family to a delicious meal from the Serve-Yourself Restaurant or modern fast food take-aways. To win this great holiday prize all you need to do is answer the following questions and return your entry to the address shown by the closing date of Friday, July 2, 1993. The sender of the first correct entry drawn will win the prize. The Editor's decision is final.

## Save 10% on the cost of a Pontin's holiday

IN addition to the eight self catering holiday locations already detailed in the prize competition, there are nine family locations and five sites reserved just for adults offering full or half board holiday.

You can enjoy a break at 20 of our 23 locations\* from now until the end of September and save a fantastic 10% off the brochure price for premium priced accommodation. The choice is yours, but you'll find all the great sports, activities, competitions and entertainment, plus the famous Pontin's atmosphere, whichever you choose.

To save 10% off the cost of your holiday call the Holiday Hotline on 0772 621621 and quote holiday offer MWEB for your free Brochure and Bookings.

Holidays subject to availability from the current Holiday Club Pontin's 1993 Summer Brochure excluding Special Events, Hobby Holidays and Bank Holidays.

\* Does not apply to Jersey or Trabolgan, Southern Ireland.

- 1 Name six Pontin's family favourite locations.
- 2 Name the Pontin's club for younger members of the family.
- 3 Name the daily programme of sports and activities for teenage visitors to Pontin's.

(Holidays subject to availability are to be taken before the end of October 1993 and do not include Special Events, Hobby Holidays or Bank Holidays).

Send your answers to: The Editor, Contact, Room 5E1, Manweb plc, Sealand Road, Chester CH1 4LR.

