

CONTACT



The monthly newspaper for Manweb people around the region

JUNE 1995

DONATED BY
Manweb

Fun for free

PLAY equipment provided by Manweb will benefit thousands of disadvantaged and disabled children in Liverpool. The bouncy castle was donated to Merseyside Play Action Council (MPAC), which loans equipment to special needs groups, adventure playgrounds and community organisations providing free play for children across the city.

MPAC Administrative Assistant Eileen Wong said: "We are extremely grateful to Manweb for this very generous gesture. The inflatable will be very well used and very much appreciated."

The bouncy castle was presented to MPAC by Manweb's Customer Service Manager Mike Townson, who is pictured (centre, back), with youngsters attending a play scheme at Everton Park Sports Centre. Also pictured are Eileen Wong (left), Manweb Energy Efficiency Adviser Moira Renwick (3rd from left), 'Hiccup' the clown and some of the special needs helpers.

Grateful for Peter's contribution

PETER Hopkins, Director, Trading, is to take early retirement at the end of July.

Mr Hopkins has worked in the electricity supply industry for almost 40 years and with Manweb since 1980 when he was appointed Chief Commercial Officer. He has held his current position since 1989. He started his career in 1955 with Midlands Electricity Board, and then held engineering and senior commercial positions in Eastern Electricity Board before moving to Manweb.

The announcement he is to leave follows the Company's recent decision to pull out of retailing. Mr Hopkins will leave on the normal early retirement terms that apply to all members of staff.

Chairman Bill Goodall said: "It is with much regret we say goodbye to Peter, who was a key member of the Board which guided Manweb into the private sector. The decision to exit the retail business was a difficult one, but a decision which Peter, as a member of the Board, fully supported."

"However, he believes the time is now right for him to take early retirement. We are grateful for the contribution Peter has made to the success of the Company and we wish him every happiness in his retirement."

In addition to his responsibilities for retail, Mr Hopkins is also Chairman of the Board of Manweb Contracting Services Limited. On his retirement, he will be succeeded in this role by Director, Distribution, Howard Kirkham.

PEAK PRACTICE!

Mountain rescue team drops in to save inexperienced Marjon

A BANK Holiday walk in the Lake District led to a dramatic rescue for Manweb's Youth Market Development Manager, Nigel Charlton.

Nigel and a group of friends were walking along Striding Edge towards the peak of Helvellyn when one of the party, 27-year-old Marjon Polman slipped and fell fifty feet down an ice face.

Marjon, who is from Holland, had seriously injured her leg and was unable to walk. The friends became concerned for her welfare when they realised they were unable to move her and became even more concerned when her breathing became shallow and she lost consciousness.

But help was at hand thanks to a fellow walker who had taken his mobile phone up the mountain and was able to summon help further down the ridge.

Nigel said: "The only problem with the phone was that it did not work at 3,000 feet and the walker had to continue down the mountain until he could get a signal. Meanwhile we were able to get Marjon into a survival bag to keep her warm."

Once alerted, the rescue services swung into action and an RAF helicopter which happened to be on a training exercise in the

area was called in to help. The helicopter was unable to land because of the steepness of the mountainside and the danger of the rotorblades hitting an outcrop under which Marjon was lying. Nigel said: "This would have created even more chaos and confusion as the helicopter would have needed rescuing as well!" A paramedic was winched down onto the mountain and was able to give Marjon a pain relieving drug before she was flown to West Cumberland Hospital in Whitehaven. Marjon was kept under observation overnight and released the next day.

Meanwhile the rest of the party were escorted down the mountain by volunteers from Patterdale Mountain Rescue team who had received the emergency call during a fund-raising event in nearby Glenridding. Nigel said: "We felt so relieved to be off the mountain that we managed a whip round for their funds!"

Readers will be pleased to learn that Marjon is making a full recovery and says that her inexperience of mountain walking is due to the fact that there are not many hills in Holland!

Other members of the party were Sarah Bennett, Richard Baker and Veronica and Peter Weller.



Marjon is winched aboard the helicopter

Customer FOCUS

By
Jane Braddick
Project Manager
in Marketing Services

Concentrating on customer service activities

THIS MONTH we're bringing you up-to-date on customers' reaction to our withdrawal from the appliance retailing market and providing you with an insight into the way we plan to consult with customers so that we can provide service that is relevant to the needs of individual communities.

At the end of March Manweb announced that it would no longer be selling electrical appliances in its high street shops and would be selling its superstores.

Decision

The decision was taken to enable us to concentrate on providing excellent, value for money service for our electricity customers.

Our overall aim is to make it easier for customers to pay for their electricity by increasing

the number of places they can do so.

When we announced that we would no longer be selling appliances in our high street shops, we gave an undertaking that in the short term all 58 existing locations would remain open.

Consulted

In areas where a dedicated Customer Service Centre was not justified in the longer term we promised not to alter the way face to face service was provided until we had consulted locally with the customers and their representatives.

We have started this process by means of a questionnaire card which has been made available in the shops.

Customers are asked about their use of the

shop, what type of service they would prefer and whether they have any interest in helping us develop our plans for the future.

The initial feedback has provided some very positive comments about the service customers receive from the staff in the Customer Service Centres.

Many shops have clearly built up a strong reputation with the customers in their area over a considerable number of years.

Whilst there is some concern about the loss of the ability to browse, and sometimes buy, appliances from the shops, the main area of concern is that our exit from appliance retailing signals an end to face to face service.

Excellent

This is clearly not the case. We are more determined than ever to provide an excellent, value for money service – it is up to us to explain exactly how that will be delivered to meet the needs of individual communities.

Communities

We are going to consult with customers throughout the Manweb region – in all 58 communities that currently have a Customer Service Centre, plus those District Offices (now Depots) that deal with sizeable numbers of visits from customers.

We will consult locally about the type of service we think would best meet the needs of customers in that area and, if necessary amend our plans following these discussions.

Solution

We have a tricky balancing act to perform in trying to provide the best solution both for customers and stakeholders.

Needs will vary across the region; talking to the customers in each location will enable us to make the most appropriate use of the resources available.



Quality training goes live

MEMBERS of the Oswestry Live Line Hands On team were presented with City and Guilds certificates in Instructional Techniques at a presentation at Park Hall Training Camp, Oswestry, recently. The presentation was made by Technical Training Services Manager, Dave Winter, to John Green, Paul Minter, and Paul Penhale. "Quality training is essential to the success of Live Line hands On working within the Company," said Dave. "This is being achieved by using staff who are involved in this activity on a day to day basis to provide the training, as they have a first hand working knowledge of the procedures and techniques. To deliver this training they have themselves been trained and qualified by City and Guilds in Instructional Techniques." The picture shows Dave (right), presenting the certificates to (l to r), John Green, Paul Minter and Paul Penhale. In the background the Live Line Hands On team is seen during training, working from an insulated aerial device.

MAKE A DATE WITH MANWEB

BUDDING da Vincis and Van Goghs can win the chance to have their works of art featured in Manweb's 1996 calendar.

In a schools-based competition for 5 to 18 year olds Manweb is asking youngsters to produce a picture on the theme of 'My Locality'. The work must be in the style of a famous artist or artistic movement. As well as the chance to have their work featured in the calendar, the 12 winners will each receive £500 worth of electrical equipment for their school and £50 worth of art equipment for themselves.

Manweb's Youth Market Development Manager Nigel Charlton said: "Inspiration for the subject must come from something close to home or

school, and can include any of the natural elements; wind, fire, sun, tidal forces, extremes of weather or shade of season. The medium can include any two-dimensional image which can be successfully reproduced onto a calendar. All we ask is that the work is original, and reflects the theme of the competition."

All schools in the Manweb region have been sent details, and children interested in entering should see their art teacher about how to enter. All work submitted stands the chance of being featured in a special exhibition. The competition closes on 14 July 1995.

The competition is designed to fall within the Art National Curriculum programmes of study.



Company cooks up surprise gift

MANWEB has come to the aid of a school hit by fire, presenting its pupils with a cooker for use in lessons. The resources classroom at St Saviour's Roman Catholic Infant School in Great Sutton had to be closed after it was damaged in an arson attack, and Manweb's gift will help the children continue with their lessons until the room can be reopened.

Headteacher Ann Driscoll said: "We have lost over £10,000 worth of equipment so we are delighted that Manweb has come to our assistance."

Manweb Youth Marketing Officer Jonathan Lamkin is pictured presenting the cooker to two of St Saviour's 'junior chefs', twins Samantha and David Duke, aged 5.

CHALLENGE HANDED KEY TO SUCCESS

MANWEB'S Community Challenge project came a step closer to completion when the Knowsley Play and Resource Centre was handed over by building company Costains.

The keys to the new building, on the site of the former Kirkby Town Football Club, were presented to Caroline Collins, Play and Resource Centre (PARC) Company Secretary, by John Jacques, Costains' Area Manager, Merseyside.

Guests at the hand-over ceremony were PARC Patron Phil Thompson, the former Liverpool and England footballer, Ray Linforth, from architects Gilling Dod, and representatives from the Government Office for Merseyside, Knowsley Play Forum, Knowsley Metropolitan Borough Council and members of the Manweb Community Challenge team.

Manweb team member Len Cornah said: "The hand-over of the building was a milestone for us, bringing us closer to completing our community challenge. The Centre will now be fitted out and we hope to see it up and running by the end of June, with an official opening ceremony planned for September."

The Play and Resource Centre will provide training and assessment facilities, a trading area for paint, paper and other materials, plus scrap suitable for use in children's play, nursery facilities and indoor and outdoor play areas. The site will also have a teaching centre to train play leaders for the local community.

Manweb is one of five north west companies that have been set a 'Challenge Anneka' type project to benefit the local community.



PARC Patron Phil Thompson and Caroline Collins, PARC Company Secretary, with the keys to the new building. Also pictured are Community Challenge Team Leader Mike Jones (left) and Costains' Area Manager John Jacques.

Peter's quiz pulls in pounds

PETER BARON has been popping the questions for more than 10 years in the interests of charity.

Now, his latest Pop and Trivia quiz night has raised £412 which will go to the Guide Dogs for the Blind Association (Chester Branch).

Peter's annual event has proved very popular, attracting more than 300 participants on some occasions. Peter presents the quiz along with his long time pal, Chris Currie of Marcher Sound. Electronics addict Chris provides the technical input.

"Every year we are kindly helped by Eifion Jenkins, Accountancy Manager, and Chris Shepherd, Manager in Accounts," said Peter.

"They work feverishly on the computer to feed me constantly with facts and figures on the positions of teams and their scores. I should also like to thank the many runners and scorers who help out each year and without whom life would be very difficult." He also went on to praise the teams who regularly make the trip to Head Office from other regions. "Their presence helps to make the event the success that it is," he said.

In presenting Guide Dogs for the Blind (Chester Branch) representative Mrs Olive Minors with the cheque for £412, Peter added his thanks to Manweb, who had matched 'pound for pound', the sum raised by the Head Office Sports and Social Club on the evening of the event.



Gemma's not so keen on dad's work

HEAD Office Maintenance Supervisor Peter Ambrose took daughter Gemma to work as part of a programme designed to broaden young women's experience of possible careers.

Gemma (14) heard of the 'Take Your Daughter to Work' initiative through a schoolmate at St David's School, Wrexham, and Peter and his colleagues in the Building Maintenance Section were delighted to have Gemma with them for the day.

Gemma said: "It has been very interesting coming in to Manweb. I've been seeing the sort of things that Dad does, and have learnt how to use the fax machine."

Peter showed Gemma the Head Office Building

Energy Management System, and as well as 'shadowing' her dad Gemma also helped out with general office work in Property Services, raising an order on the computer and assisting with the mail.

Peter said: "I hadn't heard of the scheme until Gemma mentioned it to me, but I think it's very worthwhile."

"I did have some worries about safety, but I explained the importance of safety to Gemma at the start of the day, and everything went very well."

But in spite of the day's success, Gemma isn't convinced that building maintenance is the career for her, and has her sights fixed on becoming a journalist.

She is pictured with Peter helping to test air conditioning control equipment.

HISTORIC HALL ON VIEW

MANWEB (Chester & Head Office) Retired Staff Association visited Levens Hall, just south of Kendal, in April, reports Secretary Bert Austin.

"We understood that the grey stone house dates from the 14th century. Inside there was superb Elizabethan plasterwork and elaborate carved panelling. The fine Charles II furniture was acquired by Colonel James Grahme, (or Graham), who it is said accepted Levens in settlement of a gambling debt.

"For three centuries, the patient gardeners at Levens Hall have climbed on ladders and trestles to trim yew and box into cones, pyramids and other fantastic shapes, and carefully tending an open air museum of green sculptures. The garden was laid out around 1700 by Guillaume Beaumont, a

Frenchman who had been gardener to James II.

"Additionally the estate houses a collection of working steam engines, illustrating the development of industrial steam power from 1820 to 1920.

"On the way home the new Factory Shopping Centre on the 'K-Shoes' Kendal site was visited where the shop offered even more choice and wider product range."

Future excursions include:

Wednesday, 17 May - Orme View Restaurant, Llandrillo College, for 4-course banquet style luncheon and afterwards the afternoon in Llandudno.

Wednesday, 21 June - 'Day out in Wales'.

For further information and/or bookings please contact Carmel and Bert Austin on 01244-347762.

THEY SAID IT

TO: Manweb Contracting Services Ltd.

FROM: Ian McGregor Brown, Dewsbury.

"I feel compelled to write in praise of the two fitters sent on a job at 4 Llwynyngell, Blaenau Ffestiniog, Gwynedd. From the minute they arrived to the moment they left they were out and out professionals. Despite the numerous difficulties encountered with the design of the cottage, the job was completed on time and the entire house left clean and tidy. Tea breaks seemed to be treated as though outlawed, being very few and for such short lengths of time.

"In short I believe you have two employees that are a credit to your company and who have restored my faith in British workers (of course this is my first encounter with Welsh workers and if this is their normal standard then heaven help the English!)"

Work carried out was the installation of a new storage heating system by Tony Griffiths and Ifor Jones, two electricians based at Bangor.

TO: Manweb Contracting Services Ltd.

FROM: B. Hanlon, Site Agent, Mowlem Northern.

"We would like to take this opportunity to thank you and all your staff who have participated in the successful completion of alterations and extensions to Llandudno police station and especially Mark Pope and Paul Windsor who were both site supervisors at different times during the contract.

"We look forward to working with you on future projects."

Paul Talbot was Contract Manager.

TO: Chester Depot

FROM: C. C. Russell, Mouldsworth.

"I write with reference to the damaged drains at our bungalow.

"We are very grateful for all your help and assistance in

putting the work right.

"A very thorough and high standard job was carried out by David - many thanks to him."

Employees involved were: David N. Edmunds, Geoff Jones, Foreman. Also involved was Gedda Jones. All work from New Crane Street.

TO: Chester Depot.

FROM: M. T. Nield, Director, Michael Nield Developments.

"I write to thank you for the efficiency of your staff and in particular Mr Arthur Hughes for the disconnection and removal of meters to 'The Smith', Flag Lane South, Upton, Chester.

"Within 24 hours the site was made safe for demolition works to progress and Mr Hughes's approach to the matter and most helpful attitude on site was greatly appreciated.

"Once again, many thanks."

Employees involved were Carlton Wood, Cable Jointer; Alvin Korchel, Jointer's Mate; Arthur Hughes, New Services Co-ordinator. All are based at New Crane Street.

TO: Region 2.

FROM: Shirley Jones, Prenton.

"Following enquiries made with your Prenton base I very speedily received my new electric meter.

"I can only presume this rapid response was partly due to the action of the kind young man I spoke to on the phone.

"His name was Graham Griffiths and his compassion and sincerity was second to none.

"As a single mother I find dealing with practical matters very difficult but is understanding and sympathy helped relieve my fears.

"As you may know on a couple of occasions my meter did not register the cards that I put in and time means a lot to me.

"As I have said your employee was very kind to me and renewed by faith in large organisations such as yours.

"Thanks to you and your staff."

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

TO: Region 2.

FROM: Miss E. O. Clarke, West Kirby.

"I am writing to thank you so very much for your kind help regarding my Hoover cleaner.

"For the past two weeks since my cleaner breakdown I have dealt by telephone with many of your employees from different departments and have received nothing but kindness, consideration, respect and, within their capabilities, assistance.

"Among those who have attempted to help, and of whom I speak most highly, are Mr Carl Christian, the Manager of the West Kirby shop where my cleaner was purchased and all his staff including Angela and Steve, also Mr Peter Tubey from your office who have regularly kept in touch, a Ms Cathy O'Neal and, of course, Mrs Sheila Golbourne who very kindly brought me a new Hoover today.

"As I explained to you, I suffer with Multiple Sclerosis and look after my elder sister, Yvonne, who is mentally handicapped. Sheila was able to meet Yvonne and I would like to say how pleasant and kind Sheila was with my sister. Yvonne really liked her! With kind regards and best wishes."

TO: Region 1.

FROM: John Houghton, Southport.

"I am very pleased to be able to write and thank you and your staff for all the help and friendly advice I have received during the past weeks, while dealing with my 85 year old father-in-law's electricity problems.

"My grateful thanks must go to one particular member of your staff namely Sally, unfortunately I do not know her surname, but she has been most helpful and considerate in sorting out my problems, nothing seems too much trouble to her.

"May I say once again thanks to you and your staff, it is a pleasure to speak to them all and would you please on my behalf thank them all for the service I have received."

TO: Chief Executive re tree planting in Crewe.

FROM: D. R. Foster, Class Teacher, Pebble Brook CP School, Crewe.

"I am writing on behalf of the governors, staff and pupils of Pebble Brook Primary School to thank Manweb for the generous donation given to us through the Environmental Planning Services of Cheshire for the purchase of 200 trees and shrubs to go round part of our school site.

"As you will see from the enclosed newspaper cutting the shrubs and trees have already been planted by children with the help of volunteers from the British Trust for Conservation.

"The next stage of our project includes the setting up of a pond area and the planting of more trees and plans are already underway.

"Once again, many thanks."

Geoff Purslow, Project Manager in Region 3, recently received an unusual request . . . from a swan. It came via correspondence from Mrs Minifie, of Waterside Cottage, Oswestry, who put words into the bird's mouth in a novel way of attracting attention to a problem she was concerned about.

Here are the letters, including Geoff's equally novel reply.

Swan song - but Manweb won't duck the issue

"I have asked Mrs Minifie of the above address to write this letter on my behalf.

"I am a swan living in the vicinity of St Martins Moor. Last week, my wife, children and I were on the Llangollen canal at St Martins Moor and decided to take off, flying along the canal. Unfortunately my wife flew into the electricity wires that cross the canal there and knocked herself unconscious. Fortunately she landed in the lane on the south side of the canal: I say fortunately because if she had landed in the canal she would have drowned before she was able to regain consciousness. The children and I were very upset and

didn't know what to do. I was particularly concerned as one of my fellow swans was killed in a similar accident a year or two ago at the same spot.

"Fortunately my wife made a speedy recovery and was able to return to the canal to fully recover, where we were all able to join her. She had lost quite a few feathers, but otherwise was unharmed.

"Can I please make a plea to ask that the wires at this point have something attached to them to make them easier to see? Although it was 7.45am in the morning and fully light,

the wires were impossible to see. I am sure that your company has strips that could be dangled from the wires to make them more visible and so protect my family and myself, not to mention the ducks who also live on this stretch, from a similar accident.

"I sincerely hope that you are able to help us and I would be very grateful if you could write to Mrs Minifie at the above address so that she can pass on your reply, hopefully in the affirmative, to me."

Yours faithfully,
J. Minifie (Mrs)
pp Cob Swan

Geoff's reply:

24 April, 1995

Dear Mr Cob Swan,

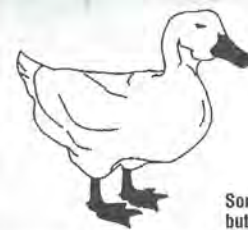
"Thank you for your letter of 23 March, 1995, which has been passed to this office from

Rhostyllen.

"I am sorry for the delay in replying and I hope that your wife is now fully recovered.

"I am afraid that such accidents do happen, particularly at sunrise or sunset and we have endeavoured to find a suitable pair of sunglasses to fit you, but to no avail.

"As an alternative we do, as you suggest, fit



Sorry I haven't got a picture of you, but I hope a close relative will do.

'bird flight' diverters to our wires so that they become more conspicuous.

"We have a 'shutdown' arranged in the St Martins Moor area on Thursday, 4 May, 1995, and I will arrange to have these diverters fitted on that day.

"Many happy landings."

Yours sincerely,
Geoff Purslow
Project Manager

Cob Swan's second letter:

Dear Mr Purslow,

"Once again I have asked Mrs Minifie to write on my behalf.

"I have asked her to tell you how very pleased my wife, children and I were to receive the news contained in your letter of 24 April. I asked Mrs Minifie to delay in replying to you until after the date mentioned for the fixation of the diverters.

"We appreciated your suggestion of sunglasses, but on reflection, feel they would have very easily got lost in the canal as we fed: elastic may have helped, but I think that would

have caused more problems.

"Our main difficulty has been that, unlike the ducks who are STOL (short take-off and landing) specialists, we are rather like jumbo jets with the take off starting a few hundred yards from the point we actually become airborne . . . I wonder if binoculars might be more appropriate.

"The diverters will definitely help us and placed where they are, should enable us to avoid them in future. We are very grateful to your company for your help to us - it quite re-

stores one's faith in human nature. Thank you also for your good wishes towards my wife, who, I am pleased to say, has fully recovered.

"I am sorry you couldn't find a picture of us, so thought you would like to have one of myself and the family taken in February, before the accident. We liked your picture, but didn't recognise it as anyone we knew.

"Once again our very sincere thanks for your much appreciated help towards us."

Yours sincerely,
J. Minifie (Mrs)
pp Cob Swan

TO: Warrington Depot.

FROM: Miss T. Cubbie, St Helens.

"I am writing to say how delighted I am with the service and attention I have received from your department and once we have managed to sort out the kerbstones so that they cease to be a hazard to pedestrians Manweb will have fulfilled their part in restoring part of Cambridge Road's 'patchwork

quilt' to its former standard of roadworthiness.

"I must particularly praise Mrs Archer's efforts on my behalf which have indeed exceeded the boundaries of her responsibilities - in contacting Moywest for me and getting a representative on my doorstep within two hours.

"The quality of this service means a lot to me. The ordinary man and woman in the street is powerless to get satisfaction

most of the time - in this selfish and greedy society of shabby workmanship and offhand written and spoken communication. The fact that someone has taken so much trouble so promptly has given me a real 'lift of the spirit'.

PS: I forgot to mention Mr S. Holt of the engineering department who was also very helpful and responded to my initial phone call promptly.

Praise from the Rectory

MANWEB has been praised in a recent newsletter from Llanymynech Rectory, Pant. The item refers to lightning which struck the church and other homes in the village in February. Damage to the church was considerable. The roof and tower being very badly damaged. The newsletter reports: "To say that extensive damage was caused to the electrical installation is an understatement. The meters were completely blown off the wall and the cupboard housing them was reduced to matchwood.

"The circuits in the nave, vestry, tower, floodlights and boiler-house were completely taken out as were those in the church hall. The cooker control box on the meter board in the church hall was blown off the wall.

"I would like to place on record my thanks to the Manweb team who worked so hard for several days to give us a power supply to enable the church and church hall to be used. They put a temporary supply to the heating system, the organ, and a couple of lights in the nave, and consequently, no services or events had to be cancelled."

POWER ENGINEERING

Teamwork can achieve world class service

VALUE through excellence is the primary objective of Manweb Power Engineering (MPE), a business unit of Manweb plc, which came into operation in January.

A major player in the future Distribution Business, MPE aims to be the preferred supplier to PowerNet and to win business as a competitive contractor in the connection market.

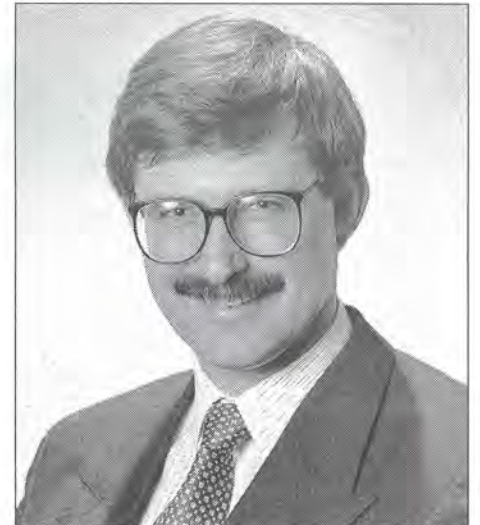
"We are committed to customer service, safety, staff and quality" says

General Manager Mike Jones. "We emphasise the need for improved efficiency, 'working smarter' and a right-first-time approach.

Through integrated teamwork we can achieve a world class service. We recognise that many good ideas come from the front line and want to involve everyone in the development of the new business."

MPE comprises five business units - Logistics, Design & Projects, Network Management, Resources and Business Development.

- Mike Jones



LOGISTICS

LOGISTICS, managed by Don McRae, encompasses the complete supply chain for materials and services including purchasing, inventory control, distribution and the Stores network at Queensferry and the Depots.

Don is also currently sponsoring two project teams, the Logistics Project and the Work Management Project.

At the Logistics Office based in Prenton, Carole Walker leads the team responsible for the procurement of materials and the maintenance of equipment specifications which offer maximum value for money.

Jane Sheppard manages

the Logistics process designed to achieve world class standards of service for all material provision. This covers central stock management and Stores staff plus Depot based staff providing local purchasing and material service.

Rob Jones is the new Depot Manager at Queensferry and is overseeing the transition of the Queensferry operation into the new business structure.

Rob is also helping Jane to develop material requirements planning systems and to improve distribution channels.

John Neal manages the purchasing service for all

subcontractor and services contracts. he is also responsible for plant refurbishment and spares.

Within the Logistics Project, a team of staff from different parts of the MPE business are working together under the leadership of John Lucas to implement modern techniques to improve the management of materials and resources.



Don McRae

DESIGN & PROJECTS

DESIGN & PROJECTS GROUP, managed by Steve Wood, is committed to providing PowerNet and other customers with a world-class design and project management service. There are three main business areas - Refurbishment, Major Projects and Connections - with flexible and responsive support from all units in the group. The work is valued at £60m per annum.

Refurbishment, managed by Neil Goulden, is responsible for refurbishment up to 33kV excluding sub-stations and for the reinforcement of hv and lv networks.

Planned fault repairs and diversions up to and including 33kV and Environmental Projects are also handled by Neil's team.

Major Projects, managed by Terry Gopsill, deals with the refurbishment of all 132kV equipment and 33kV substation plant, reinforcement of 33kV and 132kV networks plus 132kV planned fault repairs and diversions. Major projects such as NMS, rural automation and large new business projects are also on the agenda.

Design, managed by

Martin Cawson, will provide first-class central and local facilities for project managers. All design output is consistent with service level agreements and to agreed quality standards.

Consultancy, managed by Peter Jones, delivers consultancy services to both PowerNet and external clients in the specialist areas of power system studies, substation and overhead line design using the latest Computer Aided Design technology.

Commercial, managed by Alison Eakins, takes care of marketing strategy and looks at ways of obtaining profitable business.

The team considers tendering and pricing policies and the evaluation and management of contracts. Development of good customer relations is a major concern.

Alison is the key contact with Manweb Contracting Services Ltd (MCSL) developing an effective partnership for the benefit of Manweb plc and staff.

Central Services, managed by Dave Langdon, is a support service to the other Design & Project Businesses. One of the functions, Wayleaves,

is centrally managed at Prenton whilst providing locally-based Dayleave Officers in Depots who support project managers. The other function, Planning and Coordination, deals with activities that are common to the Design & Projects Group, acting as a focal point for the following areas - Forward Work Planning, Outage Coordination, Budget Coordination, Business, Quality, Safety and Training Plans.

The aim of Central Services is to carry out those tasks which would prevent the other businesses concentrating on their specialist area.



Steve Wood

NETWORK MANAGEMENT

NETWORK MANAGEMENT, managed by Barry Judd, is responsible for the day by day operation and maintenance of Manweb's Power System at all voltage levels.

Dedicated fault teams ensure rapid response and improved restoration times. Barry is also in charge of Safety, Customer Service, Drawing Office Records and Training.

This group will have an annual budget of £30m, to service six area manage-

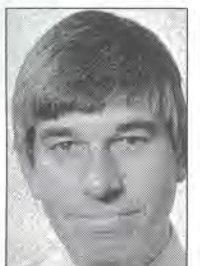
ment contracts which cover operation and maintenance for a specific period.

Maintenance, led by Steve Morris, is largely pre-planned in line with Manweb policy and units are being set up to service specific areas of the system.

Andy Stubbs is in charge of Operations Units including new centres at Rhostyllen and Warrington.

His team will be responsible for the operation of

the distribution network for first line fault repairs and the achievement of specific customer targets. Customer Service Units at Rhostyllen and Warrington are headed by Dave Grady and Mike Townson.



Barry Judd

RESOURCES

THE RESOURCES GROUP, managed by Bill Tubey, contains the majority of the field staff located in the depots.

They are responsible directly for carrying out smaller process type jobs such as services and street lighting.

They are also responsible for providing a labour force for the Project Managers to carry out project work such as substation supplies.

The Depot managers have the responsibility for overseeing the maintenance of the depot building/site and providing facilities for all employees using the depot.



Bill Tubey

BUSINESS DEVELOPMENT

BUSINESS Development Group Manager John Macdonald deals with MPE's accounts, management information and inter-business charges.

He is also involved in the development of information technology and controls a number of projects targeted to improve internal cost effectiveness.

John will also contribute towards business growth

by developing new products and services for our customers being helped eventually by Ian Basford, currently Change Plan Manager for Manweb Power Engineering.



John Macdonald

'Contact' will take a closer look at groups within MPE in future issues starting with Logistics.

Getting the big push-off

pleased these Manweb pe

By Jackie Unsworth
 Pictures: Adrian Chesworth
 and Mike Hall

REGION 3 and Wrexham Depot staff rallied round when one of their colleagues launched a fund-raising appeal for the playgroup his disabled daughter attends.

Sixteen-month-old Paige Thomas, who suffers from cerebral palsy and is partially-sighted, is one of 10 youngsters aged under three who attend the Home Advisory Playgroup at Syddallt,

near Wrexham.

When her dad, Darran Thomas, who works in Region 3 Customer Accounts, heard about a break-in at the playgroup, he asked his workmates for fund-raising ideas.

The result was a spectacular sponsored trolley push around Wrexham, which involved 50 staff, their families and friends, and which raised around £2,500.

This included a £150 donation from Manweb's Charity Chest, which was set up to boost the fund-raising efforts of staff.

Darran said: "Despite the wet weather, it was a marvellous turn-out and I'd like to thank everyone who took part.

"We had a great time, and the money we raised by collecting on the day and through sponsorship will be used to buy equipment such as walking frames and special chairs."

Collecting tins

The event started off at the town's Asda supermarket, which loaned the trolleys. Armed with collecting tins, the fund-raisers then set off through the streets, calling at shops and pubs along the route.

"Most people were out and about for six or seven hours," said Darran. "The public were very supportive, especially when they found out we were raising money to help disabled children."

The trolley push was just one of a forthcoming series of fund-raising events. Darran plans to organise a karaoke night, and several of his colleagues are in training for a sponsored relay between Wrexham Depot and Head Office and back.

They intend to each run a five to six mile stretch of the route. A raffle is also planned.

Since Paige was born, Darran's workmates have taken a keen interest in her, and the little girl is a popular visitor at the office.

Darran said: "They have all met Paige on several occasions, and always ask how she is. I really am grateful for their efforts on



Darran Thomas with daughter Paige (right), helpers and children at the Home Advisory Playgroup at Syddallt.



At the Wynnstay Hotel (l to r) Gail Breakell, Mutti Service Project; Chris Doxford, Paige's Community Nurse; Tania Williams, friend; Darran Thomas, Records, and Phyllis Hughes from Menai Bridge.



Dummy run with (l to r) Nikkie Hardon, Business Unit; Phil Watts, brother of Dave; Derek Lucas, Business Unit and Dave Watts, Business Unit.



Chester Street dash for Chris Powell, Drawing Office (right) and friends.



Feeding time with (l to r) Nicole Price, Debt; Kate Murphy, te Exceptions and Denise Gardner, Billing Exceptions.



Trolley good show. The fundraisers take a bow for our camera.



in Billing Exceptions; Jason Neil, Billing



Head Office tower – the task facing the rescuers.



On the way down in the safe hands of a fire brigade rescuer.

HIGH CLASS ACT

By Gary Henshall
Telecoms Technician
Pictures: Adrian Chesworth

MOUNTAIN rescue techniques have been adapted by Cheshire Fire Brigade to reach the places other rescuers cannot reach.

And a demonstration of its effectiveness was seen at Head Office recently in an exercise involving staff from the Telecommunications Business Support Services (TBSS) based at Queensferry.

The idea arose during fire warden training sessions for TBSS staff when the Head Office tower came into the conversation with the fire officer involved. From this, the Fire Brigade expressed an interest in seeing the structure and assessing the type of rescue required.

From there, a joint exercise between TBSS technicians and the Fire Brigade High Level Rescue Team was carefully arranged taking into account all legal and safety implications.

TBSS is charged with looking after about 35 communications masts, many owned by the Company. These masts are used for various forms of communication, including the PMR system.

Many of the masts are of a standard nature, varying in height from 15m to 40m, but the communications mast at Head Office is a one off, being situated on the roof of the building. Head Office is approximately 42m high with the mast extending another 12.5m above.

Seven of the TBSS technicians, based at Queensferry, are equipped for work on these masts and are all trained in tower rescue techniques in order to get an injured colleague down from a tower safely. This is critical, as many of the masts are in remote, inaccessible areas, and any delay in waiting for the emergency services, could prove costly.

In the case of the Head Office mast, once an injured person has been recovered and is safely on the roof, the problem remains as to how to progress from there – hence the rescue training exercise.

In this 'rescue', the Fire Brigade decided that an injured person, with possible fractures, could not be removed from the roof via the narrow spiral roof access stairs. A double rope rescue line was therefore set up from fire appliances parked in the car park to convenient anchorage points on the Head Office roof. TBSS staff, playing 'guinea pigs', were then evacuated from the roof to the car park, either singularly or in stretchers and slings.

The exercise proved to be a success and of great use to Manweb staff and to the Fire Brigade. The Fire Brigade have expressed an interest in arranging to use one of the Company's more standard towers for another exercise in the future.

The Fire Brigade Rescue Team was part of a 12-man team based at Knutsford Fire Station controlled by Station Officer, Bob Hughes, and on call 24 hours a day.

Bob confirmed the success of the Head Office rescue exercise and said: "It was an eventful day, with both parties learning something. On behalf of the Fire Brigade team, I would like to thank Manweb for their hospitality and the use of the building."

TBSS staff involved were: I. Bewley, J. Jones, C. Stevens, G. Henshall, J. Hawker, A. Simcott, and A. Brierley.



A stretcher case skilfully lowered.



Safely down.

push-off

Manweb people



Paige (right), helpers and children at the Home Advisory Playgroup at Syddall.



is Powell, Drawing Office



Feeding time with (l to r) Nicole Price, Debt; Kate Murphy, temp in Billing Exceptions; Jason Neil, Billing Exceptions and Denise Gardner, Billing Exceptions.



aisers take a bow for our camera.



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On the way down in

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Telecoms Technician
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A stretcher case skill



Safely down.



Bob MacMahon

Customer service function formed



Bill Bartlett



Ian Baird



Kevin Mawdsley



Gary Williams

MANWEB'S Income Department has been transformed into a new Customer Service function led by Bob McMahon who becomes Head of Customer Service.

The new operation includes the three regional Customer Information Centres, as well as Manweb's Business Centre in Rhostyllen and the former Income functions based at Head Office. In addition, Customer Service now has responsibility for the high street customer service centres following Manweb's withdrawal from retail.

Reporting to Bob are Bill Bartlett, who moves from being Head of Income Operations to become Head of Customer Service Operations.

There are similar changes for the three Regional Customer Accounts Managers, who become Regional Customer Service Managers.

Edna Lambert (Region 1 Manager) and Ray Hall (Region 3 Manager) are joined by former Head Office Customer Accounting Manager Ian Baird, who takes over from Kevin Mawdsley as Region 2 Manager. Kevin moves to Head Office to take on responsibility for an Alliance Gas customer service and billing project. Gary Williams comes back to work for Bob McMahon after his secondment as Project Manager in the Distribution Business.

He will be responsible for some of the duties formerly covered by Ian Baird and Business Planning, and will be Project Manager for High Street Customer Service provision.

Gary is joined by Bob Wright, who moves from being in charge of Queensferry Depot to take on responsibility for the material and logistical aspects of the High Street Customer Service Centres project.

FOCUS ON PROFITABLE STRATEGIES

HEAD of Domestic Marketing and Sales, David Clarke, has announced new structures for Domestic Marketing, Business Marketing and Marketing Services.

The reorganisation follows the appointment of three new departmental managers as announced in April's Contact, and is part of Marketing's continuing process of focusing on profitable strategies for Manweb's businesses.

Structures of the new departments are

charted below.

As part of the reorganisation Terry Dunne has been appointed Staff Development Manager, reporting directly to David Clarke, and Pat McLafferty moves to assist Mike Boxall in planning for full competition in 1998. Following Manweb's recent withdrawal from retail and the changes in Distribution and Marketing, a very specialised senior advertising role is no longer appropriate for the Company, and Advertising Manager Peter Owen will shortly be leaving to pursue other opportunities.

HOW DO I...?

NEED help or advice about your computer? Know who to contact if there's a problem with the system? How do you go about disposing of unwanted equipment? Where can you get information about computer training courses?

The answers to these and many other computer-related questions will soon be available to Manweb staff. Information Services and Public Relations are working together to produce a series of simple, single page 'How do I' fact sheets.

They deal with a range of queries, from the technical 'How do I... access a Manweb LAN?' to the not-so-technical 'How do I... get my office computer cleaned?'

So far, 19 fact sheets have been produced and these are currently being piloted in the three Regions. The trial run will enable Information Services to ensure the fact sheets are understandable and usable within Manweb locations.

Hugh Thomas, Service Level Agreement Co-ordinator in Information Services, said: "Once we have completed the pilot and reviewed the comments of staff, we intend to make the fact sheets available to all other Manweb employees. They will be distributed to nominated staff in each of Manweb's locations, who will act as co-ordinators, responsible for making the information available to their colleagues."

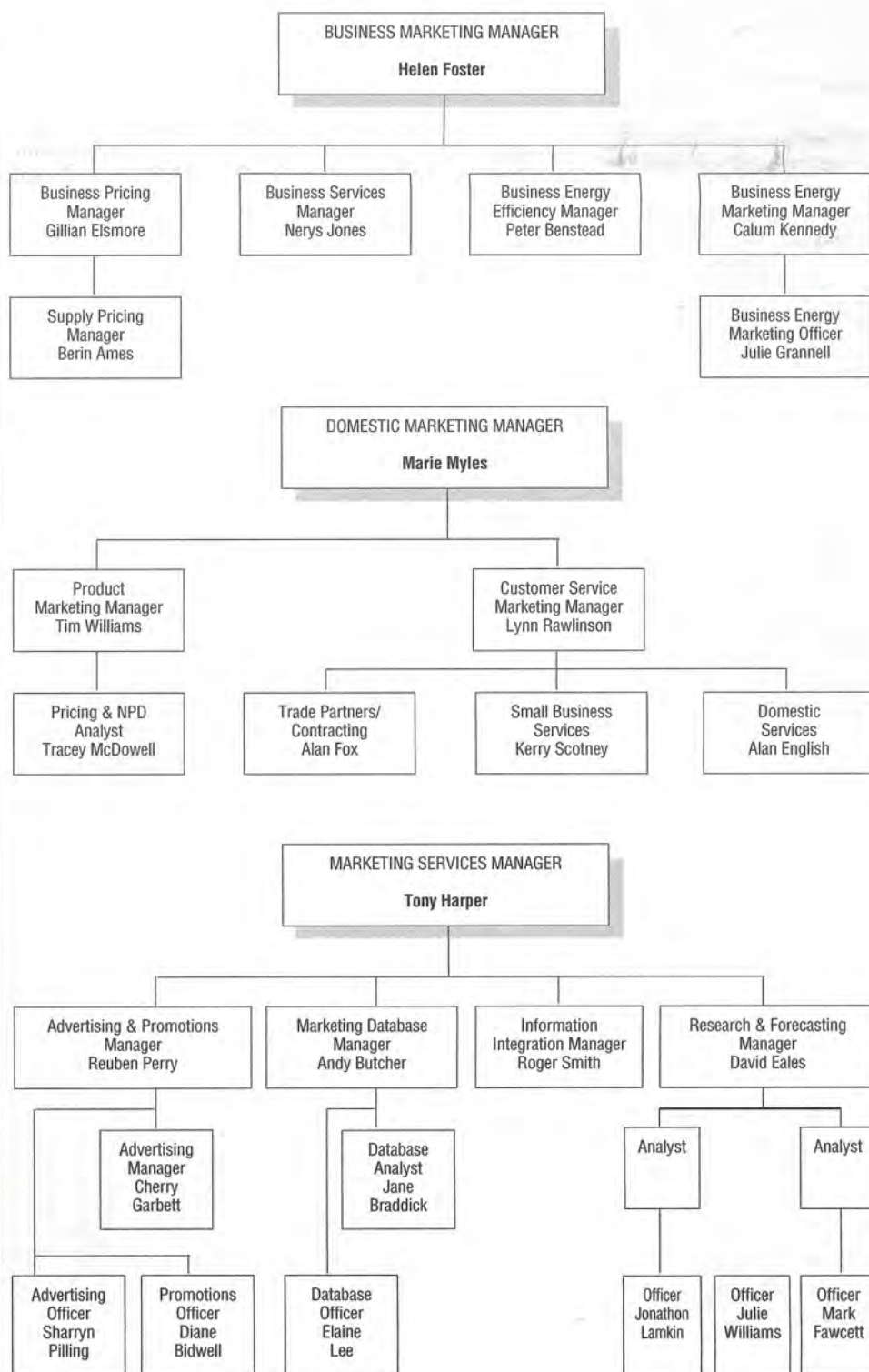
"Any member of staff will be able to request the fact sheets, but they will do this through their local representatives. The names of these representatives will be published upon completion of the pilot."

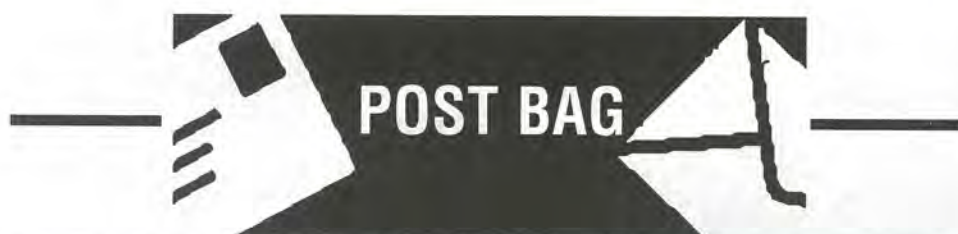
CONTACT

The newspaper for staff and retired employees of Manweb plc, Sealand Road, Chester CH1 4LR, telephone 01244 652090.

If you've an idea for a story or photograph, write, phone or come and talk to Editor Jackie Unsworth in Public Relations, Room 5E1, Head Office, ext. 2090. At the following locations, you can talk directly to one of Contact's correspondents.

- | | | |
|---------------|-----------------|------------|
| North Mersey: | Pat Shaw | ext. 2204 |
| Liverpool: | Harry Robertson | ext. 2160 |
| Mid-Mersey: | Mike Townson | ext. 2231 |
| Dee Valley: | Kath Sadowski | ext. 2202 |
| North Wirral: | Janet Ford | ext. 2360 |
| Mid-Cheshire: | Diana Wood | ext. 2117 |
| Clwyd: | Min Williams | ext. 2187 |
| Gwynedd: | Hefyn Thomas | ext. 2250 |
| Oswestry: | Sandra Goode | ext. 2114 |
| Aberystwyth: | Gloria Griffith | ext. 2261 |
| Region 2: | Liz Newman | ext. 85504 |





CASH FLOW IS THE GOD

Dear Editor,
TODAY is Sunday, 24 April 1995 and I am sitting writing this letter out of frustration and annoyance because there is 25p left on the electric meter and 92p on the gas, we have a car, but no petrol, a freezer with no food in it and the kids who have not had a treat during their two weeks' half-term break because of lack of funds.

We all get hard up at the end of the month (well most of us) but after working all month, you don't expect to still be skint on the 23rd do you? - not when your pay day is supposed to be the first day after the 21st. It appears that our wages department have not been informed that banks and half the country now work

on a Saturday, and even we humble meter readers know that money transfers take place at the push of a button and can be programmed days in advance.

Sadly it appears that "INTERNAL CUSTOMER RELATIONS" does not extend to the payment of wages, and that cash flow is the god to be hailed these days, sad isn't it? Tomorrow I shall be happy because it's pay day, but I would have been much happier if pay day had been Saturday the 22nd.

Yours pennilessly,
M. Heyes
90c Heathgate Avenue

Speke
Liverpool L25 7SG

Head of Personnel John Illidge said: "The Manweb Company Agreement states that salaries are paid by credit-transfer on the first working day after the 21st of the month. This is done via the Bankers Automated Clearing System (BACS) method. In accordance with the long-standing arrangements where the 21st day of the month falls on a Friday, your April salary was therefore correctly credited to your bank account on Monday, 24 April."



All agreed on service

MANWEB Metering Services has signed a Service level Agreement with Power Marketing's Customer Service Department to help ensure customers receive accurate bills on time.

The agreement allows Metering Services to deliver its services in a true business environment - a vital consideration with the electricity metering business now open to competition from other companies.

To ensure MMS are delivering the services that are actually needed, service requirements are set by Head of Customer Service Bob McMahon. Metering Services Manager Tony McEntee is responsible for the management and operation of the services and the provision of performance data. The areas covered are quarterly and monthly meter reading, as well as special meter reading visits.

Frequency of meter reading, targets for access to properties and reporting missed targets are key areas, along with reports on the action taken to put right any

problems. MMS will also ensure Customer Service is kept informed of Revenue Protection Unit's anti-theft work.

Bob Vernon, from MMS Strategy, worked closely on the details of the agreement. He said: "The Service Level Agreement puts our relationship with Customer Service on to a formal footing and will ensure we continue to deliver an excellent level of service."

As well as setting an internal target for customer service, the agreement will help Manweb ensure that the Overall Service Standards set by the Office of Electricity Regulation, are met.

General Manager, Business Support Services Geoff Abel is pictured (seated, left) signing the agreement with Head of Customer Service Bob McMahon. Looking on are (left to right) Metering Services Manager Tony McEntee, MMS Business Strategist Bob Vernon, MMS Operation Manager John Boyer, Business Development Manager Ian Trevor, Customer Accounting Manager Andy Pooley and head of Customer Service Operations Bill Bartlett.

OBITUARIES

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

John Stannard, who died on 9 April, was a Craft Attendant in Liverpool before retiring in 1986.

William Sutherland was an Electrician in Clwyd before retiring in 1978. He died on 13 April.

Thomas Sefton, who died on 21 April, was a DRC Attendant in Liverpool before retiring in 1991.

Frank Ernest Earden, a Transport Driver in North Wirral until retirement in 1971, died on 22 April.

Elsie Mary Anderton, who died on 23 April, retired in 1971 from Head office, where she was a Financial Clerk.

Hywel Wyn Edwards retired in 1990 from Dee Valley, where he was a Clerical Assistant in Engineering Work Control. He died on 25 April.

Mavis Evans, who died on 25 April, was a Clerk in Liverpool before retirement in 1971.

George Henry Richardson, who retired from North Mersey in 1991, died on 1 May.

Arthur Robinson retired in 1977 from North Wirral, where he was a Fitter. He died on 3 May.

Stanley Holt, who died on 4 May, was a Senior Sales Representative in North Mersey until his retirement in 1976.

Leonard Holland, who retired in 1973 from South Lances, where he was a Chargehand Labourer, died on 7 May.



Dear Editor,
AS a former regular correspondent to Contact, I wonder if you would allow me a small space to thank all my former colleagues in all sections of Manweb for their good wishes on my retirement on 9 April.

I spent 33 happy years with the Company and its predecessors and have always received the utmost co-operation no matter what activity I have been engaged in. There are many challenges facing Manweb and its staff in the months and years ahead, not least in the safety field, but I am confident these will be met and surmounted in the best traditions of the Company.

In conclusion, a special thanks to you and your colleagues in PR for advice and assistance, particularly with the dreaded 'EMF' and its attraction for the media. I wish you all the best.

Many thanks.
Phil Hughes
12 Claypit Lane
Gresford
Wrexham LL12 8PB

Names barrier

Dear Editor,
IN the May issue of Contact (pages 4 and 5) only surnames are used for the staff whose photographs appear. I thought we were breaking down barriers and improving morale and 'first names' were a way of doing this.

I'll admit to having a strong feeling about this, even in the national press and think this approach for our company newspaper is retrograde. Several Crewe colleague have expressed a similar view.

Sorry to moan, but hope you can do something.

Pauline Platt
20 Firbeck Gardens
Woolstanwood
Crewe
Cheshire CW2 8UP

Editor's note: Fair comment. We'll give full names in future.

Picture book

Dear Editor,
I WROTE to Contact some time last year regarding collecting post cards of Crosby, Waterloo, Seaforth and any kind of old transport.

I should like to thank one of our former employees, Jim Cushing, an engineer in Manweb some years ago and now aged 87, who posted on to me old cards of Crosby and Waterloo. These were taken by his father, Stephen Cushing, who was a freelance professional photographer many years ago and had a shop at number 4 Moor Lane, Crosby, where Jim was born.

Stephen Cushing travelled all over Crosby, Waterloo, Seaforth and Fazakerley, taking photographs. His cards were published under the title 'Crossloo'.

I have been saving Stephen's photographs in our local paper, The Crosby Herald, each week under 'Memory', by editor Mr Charles Bedford. Since then I have had a good response from the local people.

This month I am having a book published with photographs by Mr S. S. Cushing. I would be grateful if you would say again a big thank you to Jim Cushing for photographs, Charles Bedford, Crosby Herald for photographs on his page and a very big thank you to Colin Wilkinson, The Bluecoat Press, publisher.

I am now hoping to start Volume 2 and should be grateful if anyone has any old post cards spare. Please

write or ring Tom Heath, 25 Woodville Avenue, Crosby, Liverpool L23 3BX, telephone 0151 931 2033.

Tom Heath
Meter Fixer
Bridle Road.

Editor's note: Tom has promised to send us a copy of the book which we would be pleased to preview for our readers.

Name change

Dear Editor,
THROUGH your column, may I make a request to Mr Roberts and his fellow directors (before it's their turn to be 'shed' or 'redeployed'). Can they please change the name of the Company as the present company bears no resemblance to the 'Manweb' that many of us were once proud and happy to work for.

Yours faithfully,
Anne Williams, 23 Wellington Road, Birkenhead.



CLIVE PUGH of Phoenix Insulation, Market Drayton, chalked up a first when Manweb and the charity Neighbourhood Energy Action presented him with a Level Two National Vocational Qualification in Installing Insulation. Mr Pugh, a Team Leader with Phoenix, has become the first person to receive the award following training organised by NEA and sponsored by Manweb. He is pictured (right) receiving his certificate from NEA

FIRST FOR CLIVE

Deputy Director William Gillis (left) with Manweb's Community Relations Manager John Kennedy (second left) and Demand-Side Management Manager Peter Benstead.

IN THE PICTURE



MANWEB Contracting Services Projects Manager, Dave Cousins, has retired after 27 years' Company service.

Wishing him well on his retirement, MCSL Managing Director, Allan Littler, described Dave as a founder member of MCSL and Chief Architect of its systems.

"Dave joined Manweb from SWEB in October 1968 and moved through the ranks at a fair rate of knots," said Allan. He progressed through engineering jobs, becoming Senior Engineer, Liverpool, in 1984. He was Contracting Manager, Mid Cheshire and Mersey, in 1989, Senior Manager, Eastern Region, in 1990 and Systems Divisional Manager, in 1992.

Pictured at the presentation are: Allan Littler, Mike Lock, Systems Administrator, Jason Evans, Assistant Administrator, Dave Cousins and John Wolfendale, Systems Manager.



CORPORATE Safety Engineer Phil Hughes has retired after 33 years' with Manweb.

Phil (57) joined the then Electricity Board as a Graduate Trainee in 1961.

He had started his working life as an Apprentice Electrician with Monsanto Chemicals in Ruabon before winning a scholarship to Cardiff University where he gained a BSc degree in Electrical Engineering.

Phil went on to hold various engineering and management posts in Manweb districts. These included Assistant Section Engineer for Holyhead, Second Engineer, Dee Valley and First Engineer, Head Office Engineering.

In 1987 Phil became Head of the Supplies Section in Dee Valley District, returning to Head Office as

First Engineer in the Safety Department in 1989.

Phil developed a wealth of experience and expertise during his career, and it was put to excellent use in his role as Safety Engineer. His work with the Electricity Association's EMF working group was especially valued by colleagues at Manweb and the other electricity companies.

Head of Personnel, John Illidge said: "Phil has made a valuable contribution to Manweb during his time with us and is a very popular member of staff. On behalf of everyone at Manweb I'd like to wish him and his wife Christine all the best for the future."

Phil has two grown-up children, and lives in Wrexham. He is pictured (centre) with colleagues, who bought him a retirement gift of a word processor.



MANWEB'S Community Relations Manager John Kennedy (centre) helped Merseyside old folk celebrate VE Day by giving them free tickets to an evening of nostalgia at the Theatre Royal, St Helens. He is pictured with clients of Age Concern, St Helens and with members of Haydock Male Voice Choir. Manweb sponsored the Choir's gala concert which also included Judi Dawe and Bernie Clifton.



A CHARITY'S fund-raising efforts were given a boost when Manweb donated a portable television.

The TV will be used by Mold and District Multiple Sclerosis Group as the main prize in a money-spinning raffle.

Manweb Engineer John Bowen is pictured presenting the TV to Sister Caroline Walshaw, Chairperson of the MS Group, which is based at Mold Community Hospital.



HOW STEPHEN WON WITH HENLYS

FROM servicing to MOT's, Henlys . . . "Put your mind at ease." That was the slogan which helped Stephen Morgan win £150 worth of Marks and Spencer shopping vouchers in our March issue competition.

Stephen, a trainer on the Network Management System based at Head Office, Chester, chose the vouchers from the three-star prizes on offer from Henlys who sponsored the

competition. Stephen had successfully answered the questions, 1. Name the current driving team for Williams Renault Formula 1 . . . Coulthard and Hill, and 2. Name Papa's little girl from Renault's TV advertisement . . . Nicole.

Stephen is pictured (right) being presented with his vouchers by Henlys Service Manager, John Blackley at Henlys Sealand Road showrooms.



WREXHAM MP Dr John Marek is pictured (centre) on a fact-finding visit to Manweb's Regional Customer Information Centre in Wrexham.

During the visit Customer Service Manager Ray Hall (right) and Customer Service Representative Sarah Morris showed him Manweb's hi-tech customer accounts system, and explained the Company's range of services.

Golfers tee off

MANWEB Golf Society's new season has started under the Captaincy of Alan James.

The fixtures for the season can be found on the Sports and Social club section of the Office system notice board - options 12.3.5 from the main menu.

For those not on Office the fixtures are reproduced below:

9 June, Eaton, FPM meeting;
24 July, Denbigh, Inter District Competition;
4 August, Wrexham, Bernie Green Trophy;
8 September, Oswestry, Captains Day;
21 September, Llangollen, Presidents Shield.

All welcome. Contact Mark Pearson (700-3206) or Ian Stockdale (700-3076).

CHANGE OF PLAN

BOOKING difficulties have caused a change in some of the dates in Manweb (Aberystwyth) Retired Staff Association's diary of events 1995-96. The new programme is as follows:

Saturday, 13 May: Bodnant Gardens, and Llandudno.

Monday, 29 May: Royal Doulton Stoke on Trent.

Wednesday, 5 July: Llangollen International Eisteddfod.

Friday, 11 August: Shrewsbury Flower Show.

Saturday, 2 September: Mystery Trip.

5-8 October inclusive: Three nights at York.

Saturday, 25 November: Cardiff shopping trip.

December: Fun and Games Night, date to be confirmed.

Wednesday, 3 January, 1996: Annual General Meeting, at Plas Dolguog, Machynlleth.

Friday, 16 February: Association Dinner at Plas Dolguog, Machynlleth.

Officers and Committee for 1995

Chairman:

Mr W. M. Evans, West Winds, Maes Ceiro, Bowstreet, Dyfed SY24 5BG. Telephone 01970 828410.

Secretary:

Mr R. Evans, 8 Lisburne Terrace, Aberystwyth, Dyfed SY23 5EQ. Telephone 01970 615734.

Treasurer:

Mr J. Parrott, Gelli Aur, Parc Yr Onnen, Llanbadarn Fawr, Aberystwyth, Dyfed SY23 3SS. Telephone 01970 623976.

Welfare Officer

(South Area):

Mr I. Edwards, 22 Second Avenue, Penparcau, Aberystwyth, Dyfed SY23 1QZ. Telephone 01970 624910.

Welfare Officer

(North Area):

Mr M. Rees, Glyn Coed, Ffordd Yr Ysgol, Friog, Fairbourne, Gwynedd LL38 2RJ. Telephone 01341 250253.

Committee Members:

Mrs E. Evans, West Winbds, Maes Ceiro, Bowstreet SY24 2BG.

Mrs I. G. Morris, Cysgod Y Llan, Llanafan, Aberystwyth SY23 4BA. Telephone 01974 261652.

Mr & Mrs R. and G. Pugh, Brynsiriol, Derwenlas, Machynlleth SY20 8TN. Telephone 01654 702240.

Mr G. Walker, Fronfoel, Llanon, Aberystwyth SY23 5LZ.



SIXTH FORMERS' SUCCESS

FOUR enterprising sixth formers have scored a success by reaching the finals of the 1995 Merseyside Industry and Commerce Awards.

The students who attend King David High School in Childwall, Liverpool, undertook a project for Manweb to investigate how the Company could appeal to a younger age group.

The Merseyside Industry and Commerce Awards are sponsored by Manweb and other leading companies with the aim of developing links between education and business. The finals were held in Liverpool on 15 May.

Pictured at the finalists' certificate presentation are: (back row) Mr Phil Hodges from the Education Business Partnership, King David High School student Joanne Lee, Manweb Marketing Officer Jonathan Lamkin and King David MICA Co-ordinator Kerry Hope. On the front row are (l-r); student Jonathan Goldstone, Manweb Youth Market Development Manager Nigel Charlton and students Ruth Kilroe and Adam Santhouse. Shown centre is the team's design for a new Manweb staff uniform.

ASSAULT COURSE

IN AID OF THE NEUROMUSCULAR CENTRE

on Sunday 16 July 1995
at Dale Barracks
Liverpool Road . Chester
from 10 am to 4 pm

Entry £5 per team of 4

Categories:

1. All Male, 2. All Female, 3. Mixed

For entry forms please contact: Gordon Styles

The Neuromuscular Centre,
Woodford Lane West, Winsford, Cheshire.
Tel: 01606 861733 Fax: 01606 861755

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A specially negotiated discount of 10% off your carpet purchases now available to all company employees on presentation of proof of current employment or a letter of authority from your manager.

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CHASER COURT . THE GREYHOUND PARK
SEALAND ROAD . CHESTER
01244 390606

Allied Contracts Manager: Peter Hughes

ASK FOR FULL DETAILS

LUCKY NUMBERS

THE two top prizes in the EEIBA's March draw were won by two new members of the club who signed up during the recent recruitment drive.

First prize of £300 went to retired employee C. E. Lee, who joined up for five numbers, and the £200 second prize was won by Tony McEntee, of Head Office.

"The two lucky people won in the very first draw in which their numbers were entered," said Prize Draw Administrator Eifion Jenkins. "Some members who have been in the draw since its inception over 20 years ago have never won a bean! Some people are perhaps lucky by nature."

The other winners were: £150 - B. H. Weston, retired; £100 - F. G. Evans, retired; £75 - R. C. Hodson and B. Lloyd-Jones, both Head Office; £50 - R. A. Turner, retired, G. H. Currie, retired, and J. E. Hollis, Dee Valley; £30 - M. F. Devine, retired, C. Robson, retired, D. W. Williams, Aberystwyth, P. D. Platt, Mid Cheshire, M. B. Norton, Oswestry, E. Clay, retired, and J. M. Parry, retired; £25 - S. Evans, Dee Valley, E. A. Allen, Head Office, D. G. Gee, retired, and J. E. Roberts, retired.

FREE ADS

FOR SALE

Swift 12/2 (Nov. 1988) Corniche luxury specification. R/cassette, spare wheel, hitch/wheel locks, extras, 1993 Isabella awning. All vgc; £4,000 ono. Contact M. A. Sillitoe on 01244 541907.

Muddy Fox, 21-gear mountain bike. Green Courier Comp. 21in frame; £120. Tel: 01352 740745.

Yamaha Moto X YZ250. 1992 model but new late 1993. Excellent condition. Raced one season in Juniors; £1,400 ono. Tel: 01352 740745.

Swift Conqueror 550Lux 1994, 5.5m twin-axle. Only used once. Immaculate. Current price £15,635. Will accept £9,600. Awning included. Tel: Mold (01352) 740745.

Various Touring Caravan spares for sale, including TV ariel etc. All as new. Contact Mr R. Perris on 01244/544086.

Ten Cate Spacer Nova board, including mast and boom; £130. 6m2 Neil Pryde Mylar fully battened sail; £85. 4.4m2 storm sail; £30. Wetsuit - large - 6ft - 42in-44in chest plus boots and gloves; £65. Other accessories. Contact Ian Gillespie on 01928 732097.

For sale, music gear - Alesis Midi Drum Machine SR16; £200. Alesis Midi Datadisk; £200. Boss DR Synth Sound Module; £200. Audio Research 6x1 Mixer; £100. £600 the lot for complete midi music package. Contact Jeremy Blackford, Internal Ext 3503.

Saddle, Thorowgood, synthetic ultra 16 1/2in wide, brand new, never used, suede finish, black. Retail at £295+, accept reasonable offer. Contact H. A. Connolly, HO, on 2518.

3-piece suite, good condition; £100. Kitchen table, 6 chairs; £50. Contact Wayne Hewson, GWI on 2782.

Caravan, 4-berth Sprite Alpine with shed. Good condition on fenced, quiet site near Denbigh; £650 with extras. Tel: 0151 733 0382 after 6pm.

First floor purpose-built flat. Full gas central heating, 1 bedroom, hall (including storage cupboards), lounge, fitted kitchen, coloured bathroom suite and fittings (avocado) and Triton T80 shower. Telephone points. Excellent decoration throughout. Separate garage and brick shed. Close to all amenities; £29,995. Tel: 0151 489 9468.

PERSONAL

Croft paving, block paving specialists. Quality workmanship at the right price. Used flags for sale. Phone now for free estimate on 01925 763820.

Professional Photographer. Bookings for 1995-1996 being taken, also sittings for portraits

of children and families in well equipped studio. Friendly service assured. Let me create your wedding album. Contact Peter David Studio (Wrexham), on 01978 263448, ask for Pete or Pat Harman.

Classic Wedding Cars from the 30s, 60s and 70s from large saloons to limousines. For all occasions. Reasonable rates. Phone 01244 836086 day, or 01244 813221 evening.

Attention all gardeners! Horse manure free, well rotted, no straw. User collects. 11 miles from Chester (A41). Contact H. A. Connolly, HO 2518.

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

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

HOLIDAYS

Llandudno Rosaire Hotel. Family run with excellent home cooking, separate tables. All double and twin rooms are en suite, with free CTV. Tea making facilities and parking. £15.00 B&B with 4-course dinner optional at £5. Some single rooms available. Central to all amenities and on level ground. Book now for a short break or your summer holiday. For further details please ring Mrs W. G. Evans on 01492 877677.

Costa Del Sol, Benalmadena. Studio apartment to let, suitable 2/3. Near beach and amenities. Beautiful pool and gardens. Bars and entertainments 5 minutes walk. Convenient for Malaga airport; £80-£100pw. Tel: 01244/341097.

Cumbria/Scottish Borders. Peaceful and warm farm cottage combining 'Trad Charm' with all 'Mod Cons'. Ideal for couples. All inclusive. Open all year. Sleeps 4. No pets. Brochure phone 01228 75650.

Llandudno. Licenced, WTB 2 Crown Hotel. Close shops, prom and pier. BB from £14.50. Evening meal £6.95. Special breaks available all year. Credit cards accepted. Come and let us spoil you. Branstone Hotel, Freephone 0500 121 494.

Tenerife. Villa on San Miguel, Golf del Sur, situated on quiet complex with sea views and swimming pools. Lounge, dining room, fully fitted kitchen, 2 bedrooms and 2 bathrooms. Sleeps 4. Villa cost: £200/£250 per week. Please telephone 01925 75 3345.

France - a selection of good villas and gites in various coastal parts, sleeping up to 8; pools; fully inspected; for brochure ring 01705 875157 or write to Flat 2, 38 High Street, Portsmouth PO1 2LS.

WANTED

Decent/good condition typewriter, possibly electric, for beginner to learn on. Contact Wayne Hewson, GWI on 2782.

ACCOMMODATION

Too good to be true! Studio apartment to let from £50 per week. The studio apartment is fully equipped - en suite bathroom and shower and the balcony overlooks the extensive private gardens with two large pools, kiddies pool, pool bar, football table, pool, tennis court and sun beds. Also a lounge bar with entertainment most nights. For further details phone Brian Thomas on 01492 580604.

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 CAPITALS, PLEASE)

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 Name

Work place (or retired)

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

HOPES DASHED

HOPES were high before the start of the 26th Electricity Industry Badminton Championships that a Manweb team would reach the semi-finals and then go on to win it.

Not since the early '70s has Manweb won the Championships, when the skills of Paul Wilkinson led the team to victory. This year, Paul's daughter Ruth Raiswell was in the team and Paul, who left Manweb several years ago, came along to cheer us on.

Unfortunate

The Championships were held in Manchester on 21 to 23 April, hosted by Norweb. Manweb entered two teams in the field of 24, and it was unfortunate that both teams were drawn in the same group. When the time came for the two teams to play each other, the 'B' team did the honourable thing and allowed the 'A' team to win the match.

That result left the 'A' team as group winners, and the 'B' team were

By
Geoff
Littler

third. A play-off match against Eastern would decide whether or not the 'A' team would reach the semi-finals but, alas, Eastern were too strong and ended up 4-1 winners.

Both teams therefore went into the plate and the 'A' team was beaten for the second year running in the semi-final by Yorkshire. The 'B' team confirmed its position as the strongest 'B' team in the championships, by reaching the quarter finals for the second year.

The EI Badminton Championships goes from strength to strength. Many thought that privatisation would kill it off, but I'm glad to say it hasn't. Next year, for the first time in the event's history, Northern Ireland will host it. The Irish team are a great bunch and they are delighted to be able to host the event now that peace has broken out in the province. Everyone is looking forward to going over there and it promises to be a great championship.



A team - Back row (l-r) Joe Pugh, Dave Raiswell, Mark Booth, Geoff Littler. Front row, l-r: Carol Gorman, Ruth Raiswell, Tina Arnold and Helen Jones.



The 'B' team, back row, l-r: Neil Carter, John Ashton, Bob Sheedy, Derek Robinson. Front row, l-r: Jenny Ashton, Chris Byrne and Vanessa Richards.



Why flying Fred needs a lift up

MICROLIGHT pilot Fred Wightman's plans to take off on a novel charity challenge may be grounded due to lack of support from sponsors.

Fred, Field Access System Project Manager, based at Rhos, who gained his private pilot's licence in September last year, wants to enter the Madrid to London Air Rally in aid of cancer research.

The rally, to take place of the first week in September, is the largest long distance event of its kind to be staged to date. The distance involved is about 1500 km and will take participants about three days to complete. It involves pilots flying various types of aircraft and includes several microlights.

They will all have to make their own way from Madrid to London photographing well known landmarks along the route to prove they have flown the course. They will also have to take an aerial photograph of a clock at the start and finish to record their times.

The Charity to benefit - The Imperial Cancer Research Fund is one which Fred is particularly close to. His father, also Fred, who was an engineer at Manweb died of cancer a few years ago and his mother was struck by the same illness a few months later. Hence Fred's interest in this fund raising event.

Unfortunately he can only take to the air if he raises enough money not only to fly the aircraft but also to contribute a worthwhile donation to the charity.

Fred has written to numerous companies including Manweb for sponsorship help.

Sadly, the only positive response has been from Manweb who have promised to match, pound for pound, any personal sponsorship up to a maximum Manweb donation of £150.

"Welcome as this is, it will not be enough to make it worth flying," said a disappointed Fred.

Now he's seeking help from his Company colleagues and to encourage them to come forward with the cash has arranged for a super prize to be presented to the star fund raiser.

The instructor at the North Wales Microlight Club, of which Fred is Treasurer, has promised to give a free microlight flying lesson to the person who contributes the most sponsorship money.

Fred, who always fancied microlight flying took up lessons about 18 months ago and six months ago helped to found the North Wales Microlight Club. Pleased with his progress he quickly applied for and passed the examinations for his private pilot's licence.

The written part of these exams are the same as for any flying licence and as well as acquiring flying time Fred has also obtained his radio telephony licence.

Now, with 78 hours flying time to his credit, he says: "I only fly for the fun of flying and not necessarily to get somewhere. It's a great experience to see the countryside from the air and feel the wind in your face from an open cockpit."

The 500cc two stroke engines, which run on four

star petrol with a 50-1 mix, can propel the small two-man craft up to a height of more than 18,000 ft. "Although I stay at 1,500 ft or thereabouts," says Fred.

As he prepares for his latest airborne adventure Fred is aiming for a minimum of £1,200 of sponsorship.

Anyone who would like to help Fred's venture 'get off the ground' should con-

tact him on 01352 720420 (home) or 01745 352214 (work).

If anyone wishes to donate a cheque it should be made out to "Madrid London GMTLA".

The North Wales Microlight Club is keen to recruit new members and would welcome Manweb employees. For further details contact Pete Tabberer at the Club on 01745 583365.

