

# Man of brass hits charity note

MUSIC lover Ian Davies blew his own trumpet for almost 24 hours – and the Claims Supervisor in the Legal Department at Manweb head office in Chester has the blistered lips to prove it!

Ian and 28 other members of top flight Point of Ayr Brass Band took part in a 24 hour sponsored blow playing non-stop from 8pm on a Friday to the same time the following day.

The powerful performance at The Clock Tower Hall in Mostyn has raised around £3,500 towards the cost of sending the reigning Welsh Champions to the national finals of the British Brass Band Championships in London in October and the Swiss Open in Zurich in September.

Point of Ayr Band, which ranks third in Europe, needs about £15,000 to meet the costs of travelling to London and Switzerland for the two top contests and has organised several more activities to raise the rest of the money.

Ian, who has played trumpet with the band for 29 years, performed for a total of 22 hours during the marathon blow and raised about £800 in sponsorship, which



Manweb's own man of brass Ian Davies.

included £300 match-funding from Manweb. He said: "We managed to have at least 16 or 17 members of the band playing at any one time, so we made a respectable

noise throughout. We just went through the A to Z of all the music we know. I finished with blisters on my lips that made them look like a folded mattress!"

# Stroke of genius gives headstart

TRACEY Roberts' head for figures has helped massage expert Jane Orrell set up an unusual new business.

Jane, aged 27, who lives in Wirral, has established Fantastic Day, a company in the Hoylake Business Centre offering a chair massage service to businesses in the north west.

She went to Prince's Trust for advice on setting up. It gave her a grant, put her in touch with Cewtec's Business Link courses and also provided Tracey Roberts, Working Capital Manager at Manweb House, as her business mentor.

### Crucial

Tracey said: "I was the point of contact between Prince's Trust and the client, and with my strength in accountancy I was glad to help Jane as much as possible".

Jane, who has a certificate in holistic massage and has worked previously on cruise ships, says the help with book keeping was crucial in getting her business off the ground.

"Chair massage is an effective form of stress relief, taking just 15 minutes on a portable massage chair, and I've already had orders from several companies to give massages in the workplace," she added.



Jane Orrell demonstrates her massage techniques on Tracey Roberts.

## Simon's own soccer treble

IT'S not only Manchester United which has cause to celebrate a soccer treble. Simon Evans, of Energy Supply Warrington, has also netted three honours to mark a magical season.

Simon, midfield anchorman for The Oaklands in the Northwich Premier Sunday League, was voted Players' Player of the Year by fellow members of his squad and judged Player of the Year by the club committee.

To complete the treble, The Oaklands won the League Cup. Simon said: "I have played in just about every position, including goal, because of a shortage of players. I haven't scored many goals, but the awards were for a consistently high standard of performance."

## Charity abseil

ADVENTUROUS volunteers are required to make a sponsored abseil to raise funds for the Roy Castle Lung Cancer Foundation. Call on 0141 331 0580 for an information pack.

# Contact



Manweb  
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NEWSLETTER FOR MANWEB PEOPLE

JUNE 1999



## It's all you need for Summer Pops fun

ABBEY ROAD REVISITED... Manweb Managing Director Bill Landels, pictured in front of the Beatles Museum at Albert Dock, Liverpool, leads the way at the launch of the company's sponsorship of the Liverpool Summer Pops which includes a Beach Party Family Concert. His message, loud and clear on the cymbals: All You Need Is... your coupon for a free picnic pack. SEE CENTRE PAGES.

## New-look substation scoops national accolade

# MANWEB WINS DESIGN AWARD

MANWEB has been hailed as a shining light of excellence in landing prestigious awards for its skills in illumination and communication.

Power Systems' redesign of the Mathew Street substation in Liverpool to create a phantasmagoric light show gained recognition at the Liverpool Architecture and Design Trust Awards.

The substation, close to the former haunt of The Beatles and lit up with a Yellow Submarine image, was praised by the judges

as an innovative project which has enhanced the surrounding area and boosted the local economy.

During the ceremony, in which the project won the Best Lighting Scheme award, the 400-strong audience were shown a video featuring the Mathew Street lighting as well as Dewar Place in Edinburgh, the first showpiece lighting scheme by ScottishPower.

Manweb has also been honoured with an Award for Excellence from Business in the Community Wales. Its special award for the

most inclusive annual report was given for Manweb's 1997/98 Community Report.

The company will receive a Certificate of Excellence at an awards ceremony in The Orangery at Margam Park, near Swansea, on July 1.

Wales Region General Manager Bill Tubey will receive the award for the report which the judges said was of high quality and standard.

The award follows last year's Certificate of Excellence from Business in the Community Wales.

Christmas shopping in New York – special reader offer see p7



## Computer systems boost network

NETWORK operations in Cheshire Region have been transformed with the launch of TroubleCall and ICOND, the new computer systems which link customers' calls and network alarms to allow engineering staff to speed up repairs.

ICOND is now the master system diagram for the region. All stand-by engineers have handed over control of their network areas to the Power System Management Centre (PSMC) at Prenton.

Cheshire engineering staff can now, like their Wales region colleagues, enter switching schedules electronically at workstations in Prenton, Crewe, Warrington and Chester.

They can also view the up-to-date live state of the Manweb network.

### Dispatch

All Cheshire faults are now managed through TroubleCall from Prenton. Regional and PSMC management can oversee activities using their TroubleCall PC access.

Staff previously based in Merseyside and Wales regions have taken up new control and dispatch posts at PSMC.

It also provides HV control and dispatch of Cheshire region at all times, Wales region out of hours and dispatch only for Merseyside out of hours.

When the new systems go live into Merseyside in September, the out-of-hours control for Merseyside region will also transfer to PSMC, completing the roll-out of the systems.

The Prenton PSMC also incorporates new control systems support and network emergency facilities in addition to its previous role as an extra high voltage control centre.

# Mentoring scheme Lords' launch



MANWEB was represented at the high-profile launch of the Government's Action 2000 Mentoring Scheme.

Lesley Laird, Power Systems Communications Controller, met the Rt Hon Margaret Beckett MP, Leader of the House of Commons, and Gwynneth Flower, Action 2000 Managing Director, at the House of Lords.

### Best

Manweb is hosting a series of workshops as part of the scheme for companies in the region.

These provide an opportunity for managers from different companies to share best practice and discuss their experiences in dealing with the wider business issues of the Millennium Bug.

Power Systems hosted a seminar for Action 2000 at the Business Connections Exhibition at Warrington when more than 30 companies took part.



Power Systems Communications Controller Lesley Laird, right, meets House of Commons Leader Margaret Beckett, left, and Gwynneth Flower, Managing Director Action 2000, at the House of Lords.

## Check out the changes

MANWEB staff are being urged to Keep it Compliant and ensure that systems which have been made Y2K ready are kept that way.

Anyone who is thinking about making a change -- whether it involves a simple piece of electronic test equipment, a new spreadsheet or a modification to a major business system - must contact their compliance manager to make sure the change happens in a controlled way.

The message applies to all Information Systems from spreadsheets to large server applications such as Troublecall. Hardware is also affected, including PCs, telecoms equipment and network management tools such as ARGUS and Network Management Systems.



## Engineers given a tour

TWO Manweb employees, who have recently gained HNDs in Electrical Engineering, arranged for members of the Institute of Incorporated Engineers to visit Manweb's Prenton site.

Mark Sobczak, Power Systems Commercial Analyst, and Frank Davis, Project Manager at Oswestry, became members of the Institute while studying at Shrewsbury College, and set up their own local group under the West Midlands banner.

Members from Shropshire, North Wales and Chester attended a lecture by Power System Manager Phil Currie, and were given a tour including a visit to the control room.

Mark, left, and Phil, right, are pictured with Institute members in the control room.

## Feedback

THANKS to staff who took the time to fill in the feedback forms following the Open Forum sessions. The comments were extremely helpful and will be taken on board to improve future sessions. Denise Edmunds from Cheshire Region won the prize draw in the feedback competition.

# Company enjoys right Royal links

MANWEB'S royal connections continue with Managing Director Bill Landels and New Deal Manager Roy Jones both finding themselves in the presence of members of the Royal Family.

Bill Landels and his wife Jessie have been invited, along with ScottishPower group Chief Executive Ian Robinson and his wife, to attend a reception celebrating the work of the Citizen's Advice Bureaux since 1939.

The function takes place in the State Apartments of St James Palace in the presence of Her Royal Highness the Princess Royal. ScottishPower's invitation came from Dame Helena Shovelton DBE, the Chair of the National Association of Citizen's Advice Bureaux, in recognition of the company's work with CAB.

Bill Landels attended the

inauguration of the Welsh Assembly, in the presence of Prince Charles and the Queen. Roy Jones and eight members of the Wrexham-based Prince's Trust Volunteers scheme, led by Kevern Kerswell, met the Prince during the Festival of Youth at Cardiff Castle.

The Prince, on a walkabout, took time out to shake the hand of Roy's 12-year-old daughter Ceri Fon Jones, while Volunteer Alan Phoenix dared to invite the Prince to his group's final presentation. The Queen also made an appearance at the Festival.

Previous meetings with royalty include Deeside PTV team's chat with Prince Charles at the Brickfields Pond project near Rhyl, and the attendance of Jon Yeomans and members of Wrexham PTV group at the opening of the Wrexham Foyer homeless project by Duke of Gloucester.



Ceri Fon Jones, daughter of Manweb's New Deal Manager Roy Jones, is presented to Prince Charles with members of the Wrexham Prince's Trust Volunteer team looking on.

# Martin's quest for the perfect pint

IT was a beer fanatic's dream - the chance to be a brewer for a day in a real-life family-owned brewery.

Martin Kay, Power Systems Personnel Manager, is certainly keen, since his hobby is finding the perfect pint.

He was delighted when he and two fellow members of CAMRA, the real ale organisation, won an auction at the Great British Beer Festival at Olympia to spend a full day at Hall and Woodhouse family-owned Badger Brewery.

They travelled to Blandford Forum, Dorset, and set about creating liquid perfection, starting with mashing in the beer and finishing with filling a cask.

"We had a superb day and it gave us a new insight into beer," said Martin. "I was the brewer in charge for the day and we created some of the famous Badger Best Bitter. It was wonderful to be hands-on at



Martin Kay and fellow members of CAMRA start the brewing process at Hall and Woodhouse Brewery in Blandford Forum.

one of the small band of traditional, independent brewers, and especially to be able to sample the fruits of our labours."

Martin has now taken delivery of the barrel containing nine gallons which he and his CAMRA colleagues brewed.

He will hold a special ceremony to break it open in the garage of his house in Ashton-under-Lyne, which he has converted into his own tasting-room.

The proceeds from the auction at Olympia went towards CAMRA funds.

## Helping team to a flying start

SHARON Evans got her new team at Warrington Call Centre off to a great start by being voted April's Customer Service Employee of The Month.

Jill Dodd, team leader, gave Sharon a glowing nomination for the coveted award.

She said: "Sharon is an excellent team member, approachable, sets an example of how to deal with customers internally and externally, polite, communicates clearly, listens, helps and offers support."

Sharon has been with Manweb since she left school seven years ago, and has always worked in Customer Services.

The proud Employee of the Month has won £100 worth of vouchers.

She said: "I really enjoy my work helping customers with queries and problems, and this award is a marvellous bonus."





Scout leader Glyn Jones

## Top scout is always prepared

AS District Commissioner for Chester and District Scouting, Glyn Jones has to Be Prepared for a lot of hard work in his spare time.

Glyn is currently on secondment to ScottishPower Learning from Powerlearning at Hoylake House.

He was appointed as District Commissioner in May after an association with scouting that goes back more than 30 years to when he was an eight-year-old.

He is responsible for about 1,700 young people and leaders in the district's 27 groups of Beavers, Cubs, Scouts and Venture Scouts. He can often find himself attending two group meetings in one evening.

Glyn was previously Assistant District Commissioner for Venture Scouts and a Leader of the Crusader Venture Scout unit in Chester.

Over the years he has seen many changes in scouting - including the inclusion of girls and a wider range of activities. Nationally there has been a drop in the number of youngsters joining the scouting movement but Chester district has managed to buck the trend by increasing its membership.

Glyn said: "Some people think that scouting is just a one night a week activity, but most of the time it takes up to three evenings.

"However, it is a team effort and I do have a lot of support from a lot of dedicated people throughout the district."

## SPONSORSHIPS SUPPORT CONCERTS AND EVENTS IN REGION



Pupils of Corn Hir School at Llangefni, Anglesey, have been taking part in a music reading scheme run in conjunction with the Manweb-sponsored National Eisteddfod of Wales. They are pictured with, left to right, tutor Carys Lloyd-Jones, Hywel Edwards, Eisteddfod organiser, Dave Grady, Manweb Business Support Manager, and Richard Parry-Jones, Director of Education for Anglesey County Council.



Members of Live Music Now! in action at their 2,000th community performance to children.



Managing Director Bill Landels leads the way in encouraging readers to join the Summer Pops Festival Family Day (see below).

# Summertime packed with entertainment

SUMMERTIME sees Manweb focusing its main sponsorship drive on a number of prestigious events throughout the region.

Support for the Liverpool Summer Pops is now officially launched. Don't forget to fill in the coupon below for a free picnic pack at the Beach Party Family Day at King's Dock on July 18, an offer open to all members of Manweb Sports and Social Club and their families.

Music and fancy dress fun go hand in hand at

this event, and there's free access to Tate Gallery, Maritime Museum and Museum of Liverpool Life included.

Manweb is also sponsoring National Eisteddfod of Wales on Anglesey, between July 30 to August 6. *Contact* readers are eligible to 30 per cent discount on any evening performances (excluding Bryn Terfel on August 5 and the National Youth Choir on August 6).

The Pagoda Pavilion at the Eisteddfod is this year sponsored by Manweb. It will host, among many other events, a workshop for children who have been receiving tuition under the Music Reading Scheme, backed by Manweb.

### Circus

Children from special schools in Wrexham were recently treated to a concert by musicians from Live Music Now! thanks to Manweb's sponsorship of its 2,000th concert in Wrexham Memorial Hall.

Manweb is backing Merseytravel's Green Transport Month at Otterspool Park. Local dignitaries and more than 1,000 schoolchildren enjoyed the thrills of the Croissant Neuf Big Top Circus and Green Roadshow.

Staff have received a Green Transport Month calendar - don't forget to wear the free T-shirt if taking part in any of the GTM events (available from Jan Cahill at Manweb House, Moira Renwick at Liverpool, Dave Grady at Wrexham and Jane Hall at Prenton).

For the second year running Merseyside Region sponsored the Tuebrook Festival, supplying two vehicles and drivers for the opening procession of



Green Transport Month event guide and map.



Alun Jones, Welsh Affairs, right, and Stephen Austin, Corporate Finance, don their special T-shirts ready to attend a Green Transport Month event.

floats and giving cash towards a marquee for children's events.

## Ticket contest winners

SUMMER Pops prize winners: Kim Kershaw, Queensferry; Jeff Fairclough, Warrington and Gareth Parry, Rhyl.

Chester Summer Music Festival prize winners: Tim Neville, Queensferry, and Christopher Batt, Liverpool.

Welsh National Opera Competition prize winners: Michael Tedstone, Queensferry; David Walker, Chester; G. Harrison, retired employee, and H. Jones, retired employee.



## Daughters go to work

THREE teenage girls visited Manweb's Merseyside offices under the national Take Your Daughter to Work scheme.

Pictured are Rachel Potter (left) aged 14 whose father Jimmy is a Construction Engineer and Donna Hollands, aged 14 (right), daughter of Bob Hollands who

works in credit control. The girls visited to observe the work of staff and get to know procedures with computers and filing in the office.

Debbie Birch, Administration Supervisor, also brought her 13-year-old niece to work.



## Golf team on the way to success

A THREE-MAN golf team from Wales Region are well on the way to sweet success in a competition organised by Manweb's contract caterers Gardner Merchant.

Captained by Ian Brown, who is on a six-month secondment as Finance Manager, the team also includes regular Finance Manager David Jones and Phil Jones, who works in the stores at Pentre Bychan.

The Manweb team, up against 100 other firms, triumphed over 36 holes in the first round against The Taverners from a sweet-making factory on Merseyside.

● Pictured left to right are Dave, Ian and Phil.

## Policeman heads scheme

THE teamleader on the Holyhead Prince's Trust Volunteers scheme is policeman Brian Kearney. He is the first secondee to the scheme run by ScottishPower Learning from North Wales Police, and was recently awarded Probationer of the Year.

Brian's team are involved in a community project at the secondary school in Holyhead, clearing waste ground, planting

shrubs and setting up patio tables. "It's a great challenge and it's giving me leadership skills," said Brian, who working with a mix of employed and unemployed young people.

Other PTV groups are carrying out community projects, which include a youth club near Wrexham and an environmental scheme near Caernarfon.

**Manweb Sports & Social Club Members only**

Name: .....

Home Address: .....

Club: .....

Tel.: .....

Use the boxes below to indicate the number of picnic packs required, and the number of vegetarian packs, if required:

Adult  How many vegetarian

Child  How many vegetarian

Return by July 5 to Wendy Ellison, Corporate Communications, Manweb, Manweb House, Kingsfield Court, Chester Business Park, Wrexham Road, Chester CH4 9RF.



# Shorts

## Centre open to families

THE Open Learning Centre at MCS, Redwither Road, is now open to families of staff including husbands, wives, sons, daughters, partners and parents.

The Centre joins Manweb's other Open Learning Centres at Liverpool, Hoylake, Prenton, Warrington, Chester, Pentre Bychan and Rhyl in offering courses to families in computer skills, personal finance, languages, market-ing, law and many other subjects.

## Webwise campaign

CHESTER Open Learning Centre was featured in the BBC's Webwise campaign which they ran alongside Adult Learners Week, to raise public awareness of the Internet.

A freefone number was broadcast encouraging people to contact their local centre for a Webwise taster session in their area.

Chester Open Learning Centre was one of 5,000 venues taking part. Please contact Steve Gauller on 01244 652073 if interested in using the facility.

## Hunt is on

A TREASURE hunt is being organised by Chester Sports and Social Club on Wednesday July 7.

Open to teams of four, only one of whom needs to be a member of CSSC, the hunt will start from The Custom House in Chester.

Why not bring along family and friends - all interested please contact Janet Ibbotson on 01244 654203.

## Expert help

A DEDICATED Microsoft trainer is available to assist Manweb staff if they have a training need, and will talk them through any areas where they would like further clarification. Log the call in the usual way - 182 - and the query will be dealt with.

# Learning brings its own rewards

TWO Manweb staff have won Learner of the Year awards, for their dedication to study, from ScottishPower Learning.

Sylvia Old, an emergency help desk clerk, Merseyside Region, won the Business category. She has completed the first year of the Institute of Personnel Development course.

Liz Newman, business unit team leader at Wrexham, won the Open Learning category. She is currently studying a NEB Supervisory management course. Nominations for the awards were encouraged from staff, management and the community.



Pictured left to right at the presentation of the Learner of the Year Certificates are ScottishPower Learning Open Learning Co-ordinator Steve Gauller, emergency helpdesk clerk Sylvia Old, business unit team leader for Wrexham Open Learning Liz Newman and Manweb Managing Director Bill Landels.



Stephen Jones, Power Systems Joints, Mark Barry, Power Systems Operations Resource Engineer, Mike Underwood, SPCS Services Fitter and Dave Phillips, SPCS High Voltage Construction Co-ordinator, pictured before their free ride on the TraumaTizer.

## White-knuckle ride is reward

A FREE ride on one of the north-west's most terrifying rollercoasters was the reward for Manweb employees who pulled out all the stops to get the machine's electricity turned on at short notice.

Southport Pleasureland put out an SOS to Power Systems on Merseyside when a mix-up meant they needed the power supply a month earlier than they thought, to get their new TraumaTizer operational by Easter.

ScottishPower Contracting Services (SPCS) from Wrexham was called in by Power Systems. Together the two teams completed the installation and commissioning of the new five panel board, the network commissioning and HV connections, all within a whirlwind 10 days.

"The customer was very pleased and offered us free passes when the TraumaTizer opened," said Mark Barry, Power Systems Operations Resource Engineer.

## Students gain specialist IT training

FOUR students from St Mary's College, Wallasey, visited the Open Learning Centre at Prenton to learn about the Internet and other IT subjects.

Working with Education Business Partnership and Wirral Education Authority, ScottishPower Learning is offering help to the students, who are piloting the GNVQ Advanced IT course in their school.

Their first visit included an induction to the

Open Learning Centre where Pat Lewis, Vocational Learning Co-ordinator, gave an overview of ScottishPower.

This included access to the Internet, with the students able to do some research into the company in order to complete a questionnaire.

The students will also visit Stores Department, Purchase Ledger, Network Management Centre and Personnel at Prenton.

# PENSIONERS NEWS

## Walter aims to make next trip

IT was no holiday for Walter Walker, treasurer of Mid Cheshire Retired Employees Association, when he helped to organise an eight day trip to Paignton.

The day before they were due to leave for the Devon break Walter suffered a heart attack and was rushed to hospital. It also meant his wife, Thelma, who is secretary of the Association had to miss out on the holiday that she too had helped to arrange.

While other members of the Group enjoyed a first class hotel and weather to match, Walter had to stay in his hospital bed and follow doctor's orders.

The good news is he is now back at home and on the way to a full recovery. Walter said: "It made me feel a bit sick reading the reports of what a great time everyone had. But while they were in Paignton they phoned every day to check on my condition. It was nice to be missed!"

Walter is determined not to miss out on the Group's next trip when they go to Edinburgh in September to visit the Royal Yacht Britannia.



Above left, New York city skyline seen from Brooklyn Bridge, and, above right, the World Trade Centre. Photographs © NYCVB/London 1998.

# Special offer for New York break

NEW York, New York... just the place for a bit of extra-special Christmas shopping this year.

Contact is offering readers special terms from South Quay Travel and Leisure for a three-night stay at the Hampshire Central Park Hotel.

The price of £399 includes return scheduled flights, trans-

fers, portorage at the hotel and accommodation on a room only basis. The flight with American Airlines leaves on November 4 - Macy's, Bloomindales and FAO Swartz, the largest toy shop in the United States, await you. Other dates and hotels are available.

For more information phone Karen at South Quay on 0171-515 6577.



## Cash winners

EEIBA prize draw winners for April were:

£300 S. Narbo, Prenton; £200 J.I.Roberts, First Hydro; £100 W. A. Jones, retd; £50 D. C. Hannah, retd; £30 F. G. Whisker, retd, A. Berrington, retd; £25 A. J. Stubbs, Pentre Bychan, T. D. Roddick, retd, J. C. Illidge retd, E.Fishwick, retd, M. Knapton, retd, R. T. Gales, retd, D. Frankland, First Hydro, G.Haughan, retd, J. I. Jones, retd, E. A.Thomas, retd, R. W. Beattie, First Hydro, B. Smith, Warrington, J. S. Burgoyne, retd, M.Morris, retd.

## Prize Clio

TICKETS at 50p each are available for a Prize Draw being run by the EEIBA, first prize a Renault Clio. The draw takes place on October 1. Please contact Chris Shepherd on 0151 609 2151.



## Phoenix rises to final glory

MANWEB'S Metering Business has sponsored an under-14s football trophy.

First to lift the cup were Phoenix FC (pictured above), who beat Runcorn 2-1 after extra time in the final on Runcorn's home turf.

Pictured right is Colin Keam, meter operative, Warrington, presenting trophies on behalf of the Metering Business.



## Warm welcome for MEB guests

FRESH from a great holiday in Benidorm, North Mersey Group is looking forward to entertaining a party of MEB retired employees from Birmingham.

The guests from the Midlands will be welcomed with lunch before being shown the Albert Dock and other sights of Liverpool and the visit will end with an evening buffet and entertainment at Aintree British Legion Club.

## Healthy hikes to and from Yacht

MEMBERS of the North Wirral Association know how to keep happy and healthy. They enjoy a regular cross country hike of about six miles which starts at The Yacht public house at Heswall and finishes at the same location, usually with a glass of something to satisfy their thirsts.