

# ALMOST THERE

■ By Jackie Unsworth ■

**MANWEB's Community Challenge project to build a Play and Resource Centre in Kirkby has won vital European Community funding.**

A grant of £441,000 – which is 43 per cent of the building costs – is to be made out of the European Regional Development Fund Objective One.

The news was welcomed by Manweb Challenge team member Len Cornah, who said: "It's been a long process, and I'm delighted we've finally got agreement for the money to be released."

The team – Mike Jones, Len Cornah, Alison Eakins, George Range and Bob Steventon – submitted the application for Objective One funding last June and expected the go-ahead in September.

The hold-up was largely due to the European Regional Development Fund being ten times oversubscribed.

"It was also due to the unusual nature of our project, which fell between two ministries," said Len.

## Long process

"We had to satisfy both sets of civil servants – Education and Employment – before we could get our Objective One application signed off."

The long process included producing a full costing for the project, which had to be checked out by one of the government's quantity surveyors, plus a business plan and cash flow forecast for the next five years.

Len said: "I'm delighted we've finally got agreement for the money to be released. I can now sleep at night! However, we've still got a further £200,000 to raise, so any help we can get will be welcomed."

Meanwhile, building work continues at a pace and the hand-over by the builder, Costains, is expected to be on 22 May 1995.

The Play and Resource Centre will then be fitted out and, it is hoped, will be open for business by the end of June. An official opening ceremony is planned for September.

## Training

Once complete, the Play and Resource Centre, on the site of the former Kirkby Town Football Club, 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.

## Relief for team as Euro cash is released and Centre nears completion



## Dianne to be new Head of PR

MANWEB has appointed Dianne Nott as its Head of Public Relations. Dianne (pictured), who will join the company on 1 June, 1995, brings with her a wealth of PR experience from two very different industries.

She is currently Business PR and Publicity Manager for ICI Chemicals and Polymers Limited in Runcorn, where her role involves development and implementation of Public Relations strategy on the major regulatory and political issues facing ICI's chlor-alkali business, and the management of the marketing communications function.

She also leads a Europe-wide chemical industry communications initiative designed to restore some balance to the highly emotive debate on chlorine chemistry, and chairs the UK Chemical Industries Association Chlorine Communications Group.

Before joining ICI, Dianne was Head of Press and Public Relations for Manchester Airport at the time when it was developing from a relatively small regional airport into a major international gateway.

This was followed by a high profile marketing role to attract new carriers such as Singapore

Airlines, American and Qantas.

Dianne said: "I am very much looking forward to joining Manweb at what is clearly a very challenging time for the whole electricity industry. The role of clear communication is vital in today's increasingly competitive business environment. I look forward to being part of the team and making my contribution to Manweb's future success."

Dianne succeeds Joy King who left Manweb in November to become Public Relations Director of PGS, the domestic supply business of British Gas.







Pictured (l to r) front row: signing the PTV Partnership Agreement are Peter Hickson, of the Prince's Trust Volunteers, and Manweb's Director, Power Marketing, Colin Leonard, with, back row; Customer Payments Manager (Income) Dave Barratt; Head of Staff Development Mike Metcalfe; Peter Roberts, of the PTV; Head of Income Operations Bill Bartlett and Project Coordinator (Income) Lesley Corner.

# SIGNING ON TO HELP THE YOUNGSTERS

By  
DAVID BARRATT

FOLLOWING an initiative by the Power Marketing Division, Manweb has recently shown a major commitment to the Prince's Trust Volunteers (PTV) by signing a Partnership Agreement to operate as a PTV franchise in North Wales.

The Prince's Trust Volunteers is an organisation designed to develop young people through teamwork in the community.

Holyhead on Anglesey has been targeted as the initial location to operate the volunteers programmes. Employed and jobless young people aged between 16 and 25 attend a 12-week (60 day) personal development programme involving community projects and individual placements. The planning and delivery of each programme is the responsibility of a 'Team Leader' supplied by Manweb.

So far the Manweb PTV franchise has run one programme between February and April and has a further two programmes planned throughout the year.



The team of volunteers who attended the first programme in Holyhead.

# Calling all scientists

IMAGINE for a moment being blind and the pure frustration of not being able to read the books and journals you need to complete a course of study or perhaps some vocational training. If you have an interest in the sciences, a clear voice and an hour or so to spare each week, you might be able to help.

RNIB is the country's leading volun-

tary organisation working with the one million blind and partially sighted people in the UK. One of the flagship services it provides is the Express Reading Service (ERS) in Chester.

The ERS accepts printed, non-fictional, academic and professional material in the post from visually impaired people at work, study or in leisure and then, using a team of over two hundred volunteers, reads it onto audio-tape. The tapes are then swiftly returned to the reader in time for a specified deadline.

The ERS receives requests for all academic disciplines and at the moment is very keen to hear from anyone who has a background in mathematics, computing or science and who can spare an hour or so each week between 9.00am and 4.00pm, Monday to Friday, to read texts onto tape.

If reading during the day is difficult, there is some limited scope for evening recording sessions at either Chester or its sister site in Tarporley on Mondays, Wednesdays and Thursdays.

You will probably not be reading your own discipline every time, but your ability to accurately describe complex signs, formulae or equations will be a tremendous help when such work is received. And every time you do read, you can be sure you are playing a key role in helping blind and visually impaired people get access to something we, as fully-sighted people, often take for granted - information.

If you are interested in helping, contact Jackie Unsworth in Public Relations, Head Office, tel: 700 2090, Office ID: UNSWOJM.



## BUYER BEWARE

FOUR Chester students have demonstrated their knowledge and understanding of consumer affairs by winning the Cheshire schools heat of the Young Consumers of the Year competition sponsored jointly by Manweb and Cheshire County Council Trading Standards.

The all-girl team of sixth formers from the Queens School in Chester beat off stiff competition from eight other Cheshire schools to win the coveted CCA trophy. They will now go for-

ward to the regional final to be held in St Helens, with the chance of representing the North West at the national final in Scarborough later in the year.

Manweb's Retail Advertising Manager Christine Pighills said: "I was very impressed by the knowledge of consumer rights which all the teams taking part demonstrated. It shows how well informed young people are of their statutory rights."

Pictured receiving their prize from Christine Pighills are (l-r) Jenny Westcote, Beth Turner and Jill Moore from the Queens School, with Manweb's Regulation Business Manager Tim Elliot.



# NEW STATUS FOR TRAINING STAFF

MANWEB is an 'Approved Centre' for the award of City and Guilds qualifications for Streetworks' as required under the New Roads and Streetworks Act and also for the award of National Vocational Qualifications (NVQs) in Electricity Distribution (level 3).

To maintain this 'Approved Centre' status it was necessary to establish an internal support structure and administration system with both Hoyle and Quality Section staff.

Within this structure it is a requirement for all staff to gain the appropriate Training and Development Lead Body

(TDLB) assessment qualification. This has now been achieved, and means that all Hoyle staff and Quality Section staff are now nationally accredited vocational assessors.

"This provides the foundations to ensure that all craft staff are trained and developed to the highest standards and equipped to meet the challenging times that lie ahead," said Technical Training Services Manager Dave Winter.

Presentations of City and Guilds TDLB Awards to Technical Training Services (Hoyle) staff and Quality Section staff were made by June Tully of the Royal British Legion Training Centre.

Also in attendance were Catrina Miller, RBL Training Centre, Geoff Abel, General Manager Manweb Business Support Services, and Dave Winter, Technical Training Services Manager.

Those receiving awards were:

Noel Youds D32/D33, TTS; Pete Smith D32/D33, TTS; Ian Clarke D32, TTS; Dave Walker D32, TTS; Bob Wilson D32, TTS; Alan Reid D32, TTS; John Barker D33, Quality; Tony Pasons D32, Quality; Frank Heyman D32/D33/D34, TTS; Chris Caton D32, TTS; Colin Roberts D32, TTS; Andy Bromilow D32, MPE, and Steve Collier D32/D33, Quality.



AT Aberystwyth NVQ certificates were presented to Simon Booth, Michael Griffiths, Gary Jones and Eugene Jones-Baynham. The certificates were awarded for reaching level 3 standard in Overhead Lines and Equipment: Installation and Maintenance (wood pole systems).

The certificates were presented by Emrys Hughes, Depot Manager (centre) who is pictured with (l to r) Gary Jones; Michael Griffiths; Mike Hartnell; Simon Booth; Joe Braddock, Supplies Foreman; David Williams, former Construction Engineer; and Eugene Jones-Baynham.





Region 2 Accounts Manager Kevin Mawdsley (right) with some of the staff who were interviewed by the Investors in People Assessor.



Sarah Jones (centre) and mum Irene (right) monitor employee Tracey Powell taking an eye test.

## At work with mum

THIRTEEN year old Sarah Jones went to work at Manweb with her mother recently.

But this was not just a child minding exercise; it was to show the youngster career opportunities that might be available for the future.

Sarah's mother, Manweb Nursing Sister Irene Jones, was inspired by the 'Take Your Daughter to Work' campaign which was running for the second year and invited employers to take on girls to spend a day or more at work with their relatives, neighbours or friends.

The companies are encouraged to draw up a schedule of activities for the participants and to help their personal development. Last year 100,000 girls from 11 to 15 years old took part in the scheme.

Sarah, who is taking general studies options in computer studies, child development, geography and business studies at Whitby High School, helped mum by working at the computer, photocopying, typing letters and on the good housekeeping programme.

A St John cadet, Sarah was able to offer help with her mother's first aid training programme.

"These days bringing a girl to work may give the sex discrimination people some ammunition, but it is designed to show that industry and commerce can offer them as many opportunities as it does for the boys," said Sister Jones.

And Sarah was quick to praise mum for giving her this learning opportunity. "I found it most interesting and rewarding and I was very happy working at Manweb with mum," she said.

# A FIRST FOR PRENTON 'PEOPLE'

REGION 2 has achieved a Manweb first by gaining the prestigious Investors in People Award.

It marks more than 12 months of outstanding effort for the Prenton-based Region, which had set itself the target of winning the award by the end of the 1994/95 financial year.

And in gaining Investors in People status, Region 2 has pipped at the post other business locations in Manweb aiming for the award.

Region 2 Accounts Manager Kevin Mawdsley was delighted with the achievement. He said: "It is independent recognition that rewards the effort which has been invested in training and staff development since regionalisation. It makes me very proud to be associated with all the staff in Region 2."

And Director, Power Marketing, Colin Leonard, said: "I know the tremendous amount of work that has gone into bringing this about. My personal congratulations go to everyone involved."

"I understand that the standards of achievement required to be awarded Investors in People are ex-

remely high and it speaks volumes for the quality and dedication of the staff in Region 2. I am also certain that the long term benefits to both the Company and the staff will be very considerable."

The achievement was co-ordinated by Region 2's Investors in People Action Team - Liz Newman, Call Centre Team Leader, who joined the Training Team in November 1994 to concentrate on the Award, the Region's Training Manager Karen Connor, and their colleagues Gill Casson, Frank King and Don Woan.

But, said Liz, all the staff played a part. "This award has been gained by a lot of hard work by every member of our staff, not only in the last year, but

from when Region 2 was set up."

Investors in People is a Government-backed initiative recognising companies that demonstrate an ongoing commitment to their workforce. The local Training and Enterprise Council, CEWTEC, sponsors the initiative, and provided advice and assistance to Region 2.

An Investor in People:

- Makes a public commitment from the top to develop all employees to achieve its business objectives.
- Regularly reviews the training and development needs of all employees.
- Takes action to train and develop individuals on recruitment and throughout their em-

ployment.

- Evaluates the investment in training and development to assess achievement and improve future effectiveness.

The award is based on a set of defined standards, and Region 2 had to provide evidence that it satisfied all of these.

An external assessor then conducted a series of interviews with Kevin Mawdsley and members of his staff, and after considering the evidence presented his findings to the Award's Recognition Panel.

News that Region 2 had been successful came at 5.25pm on 28 March - beating their target date for winning the award by three days.

## DRAW WINNERS

THE winners in the recent promotion to increase membership of the EEIBA Prize Draw Club were: 1st Prize - Janet Lynne Matthews, Manweb Contracting Services - Portable Colour Set; 2nd Prize - David Clifford Wilcox, Retired, Warrington - Cheque for £50; 3rd Prize - Jayne Carr, Credit Finance, Head Office - Cheque for £25.

Membership of the Prize Draw Club increased by over 300 as a result of the promotion. The regular monthly draws will continue with 20 cash prizes being paid out each month ranging in value from a top prize of £300 to a minimum of £25. The Prize Draw Committee would like to thank all those who, by joining the Prize Draw Club, are helping to contribute to our industry's own charity - the EEIBA.



## HAPPY RETURNS

IAN BASFORD (left), formerly Gwynedd District Manager, returned to Caernarfon Depot and joined colleagues for the employees conference in February.

Delegates received a warm welcome from Depot Manager Alwyn Ellis before being entertained by guest speaker Ian Skidmore, journalist and broadcaster.

An open forum was followed by a vote of thanks and dinner before the start of a disco provided by the Caernarfon Sports and Social Club.



# Business Support

## General Manager Geoff Abel



THE goal of Business Support Services is to achieve World Class Performance in the provision of service to all internal and external customers.

Manweb Business Support Services (BSS) comprises five individual business units – Transport, Telecommunications, Technical Training Services, Metering Services and, more recently, Retail Services comprising Appliance Delivery and Servicing.

These businesses have a key role in supporting the other Manweb businesses and also provide high volume services directly to Manweb customers. Consequently, quality, customer service and value for money are key issues in the increasingly competitive marketplace for BSS.

Initially most of the Support Services effort will be contracted to continue the provision of existing services. However, as the businesses develop, profitable opportunities will be pursued within and outside Manweb's region, commencing on a small scale in 1995/96. Although the five Support Service businesses have different characteristics, they can achieve their goal by working in partnership with inter-

nal customers to ensure they meet their business needs at a competitive cost. Therefore during the first half of 1995/96 BSS will be comparing its costs and performance with comparable external companies to determine its competitive position.

"I am confident that provided we work closely with our internal customers and give all customers value for money, quality services, then Business Support Services will be in a strong position to meet the challenge of competition and be well placed to take advantage of new business opportunities," said General Manager Geoff Abel.

"Remember any business is successful because of the skills, contribution and enthusiasm of all its staff working together as a team. All staff will be provided the opportunity for focused training and development to play a full part in the success of the Support Service Businesses."

## A partnership to pursue profitable opportunities

### Manweb Transport Services

#### Managed by Dave Stevenson

MANWEB Transport Services is responsible for the Company's fleet of 2,000 commercial vehicles and trailers and over 500 cars, and operates from Sealand Road and 14 garages located at operational depots.

The key objective is to provide high quality, low cost services appropriate to the needs of its customers.

Transport Services, in following the two-year action plan contained in the Strategy Review, has reduced costs, improved quality and confirmed a positive relationship with internal customers. Transport charges have been reduced by over 10 per cent since the Review, quality control procedures and the development of quantitative performance standards have been implemented and the positive,

co-operative customer/supplier relationship is being strengthened with the development of Service Level Agreements which will define the required services and standards of performance.

Transport Services also provides Corporate services including fleet management, licensing, improving awareness of transport costs and co-operating with customers to reduce fleet size and, therefore, their transport charges, by encouraging better utilisation of the existing fleet.

The Transport Executive comprises: Claire Anderson, Systems Controller, organises

the procurement of company cars, has responsibility for the implementation of the Transport Quality System and is Transport Safety Coordinator.

Doug Hardie, Specifications Engineer, ensures that the



Stevenson



Anderson



Hardie

specification, selection, purchase and preparation of commercial vehicles, mobile plant and equipment is in accordance with requirements following his liaison with customers to identify and select/design the new item.

Joe Cleary, Fleet Engineer, and his team of engineers and

### Technical Training Services

#### Managed by Dave Winter

TECHNICAL Training Services operates in newly refurbished premises at Hoylake and is divided into two main areas: Operational Training and Construction and Apprentice Training.

##### Operational Training Alan Reid

COVERS Jointing, Overhead Lines, Metering and Network Operations Training. Operational training is in the forefront of course development to support the Distribution Change Plan. New courses to be introduced include Basic Protection Familiarisation, additional categories of Senior Authorised Person and training for Safety Audits. By focusing on safe systems of work the Operational Training Section is ensuring that Manweb staff are trained to work to high standards of safety and quality.

##### Construction and Apprentice Training Peter Smith

INCLUDES Streetworks for Supervisors and Operatives to National Standards for both internal and external customers; Plant Training and Assessment to CITB standards on all commonly used plant and vehicles including Off Road Driving and Mobile Elevated Working Platforms; Pesticide Training to COSHH Regulations; an



Winter



Reid



Smith

on site training service is also provided in Human Kinetics.

Peter also coordinates the development of craft apprentices and will, for the first time this year, organise the selection and recruitment of the apprentice intake including the administration of YT funding. A pilot 'Modern Apprenticeship' is being introduced leading to a level 3 NVQ qualification.

In addition to the training service, Contractor Assessment is available in each of the skill areas and can be tailored to specific needs. All Hoylake staff are available to discuss training needs and work with business units to develop appropriate courses.

### Manweb Telecommunications Services

#### Managed by Alan Whitelock

MANWEB owns and operates an extensive communications network including optic fibre and microwave technology and has recently introduced the Private Mobile Radio (PMR) system for operational and field communications.

Telecommunications Services has responsibility for the provision of fixed communications links and mobile communication systems and works closely with Information Services who are responsible for the telephony and data equipment connected to the network. Its aim is to provide a high quality, cost effective service, and telecommunications staff are committed to the provision of efficient and reliable communications systems to ensure higher standards of customer service. Regular review of existing contracts will ensure that economic solutions are also provided from external service companies, including British Telecom, and it will continue to co-ordinate the central administration and billing for external services including circuits, mobile telephones and pagers, and provide cost of service information for the Manweb businesses.

##### Development and Projects Peter Moray

THE Project and Development team provides advice and solutions to meet the business requirements for communications services. It will ensure that our own network is fully utilised to provide effective communications during the restructuring of the Distribution business and to



Whitelock



Moray



Simcock

meet the developing needs of all the Manweb businesses. The project team will be developing enhanced facilities on the PMR system to meet future requirements for effective field communications.

##### Operations and Maintenance Peter Simcock

THE Operations and Maintenance section ensures that the fixed link and mobile communications systems are maintained to provide a high quality system for internal customers with the minimum disruption to customer service activities. The Telecommunications Operations Centre at Queensferry provides the monitoring, co-ordination, and liaison for internal and external communications services.



Cleary



Jarvis

garage staff provide inspection, maintenance and repair of the Company's motor vehicle fleet as well as being the source of technical advice and assistance on all such matters.

Terry Jarvis, Fleet Operations Engineer, determines optimum vehicle life and controls delivery and collection, vehicle allocation, licensing, taxation and disposal and also manages development of the unit's information system – Tranman.

Steve Paterson, Transport Accountant, is responsible for the provision of financial and accounting functions to Transport Services and its customers, in support of the unit's role as provider of vehicles, equipment and related services, on a commercial basis.



Paterson



# Services

## Manweb Metering Services

### Managed by Tony McEntee

METERING Services is responsible for meter provision and operation, meter reading, revenue protection and meter test. These services are provided through contracts with Distribution, Power Marketing, other Second Tier suppliers or directly with customers.

The metering activity is already in a competitive market with a number of the larger customers choosing other meter operators. Metering Services has to respond to this. The introduction of supply competition in 1998 for all customers also represents a major challenge to the business and national debates are currently underway to determine the metering requirements.

Offer will also examine metering costs more closely and this will commence in September. Offer will be comparing Manweb's performance to that of other

RECs.

It can be seen that MMS is facing major challenges and a number of initiatives are underway to meet these.

Formal quality and safety procedures are being introduced with the aim of achieving ISO9002 Quality Accreditation and ISRS Level 5 accreditation by the year end.

It is possible that the quality requirements may become a statutory requirement as we are aware Offer is considering this.

A challenging year is ahead but there are a number of opportunities being explored to grow the business in other areas.

Metering Services has three operational units with the following responsibilities:



McEntee

## Retail Services

THE Retail Service Business Centre has transferred to BSS following the Company's decision to exit from retailing. Retail Services is managed by Harry Jones, supported by George Roberts managing the operational part of the business, with Brian Baker managing the support activities, including administration and computer systems.

The Appliance Delivery operation will cease following the ending of appliance sales during May.

Following personal counselling staff who wish to remain with Manweb will be offered redeployment in the main business.

The Appliance Repair activity provides after sales service to customers who have purchased appliances from Manweb.

It provides a repair service for most of the appliances purchased both under the terms of the guarantee and also for appliances covered by Surecare and Mancare, which are extended warranty and maintenance schemes. Appliances are also repaired on a rechargeable basis for customers who request this service.

The Appliance Repair team complete on average about 4,000 jobs per month and, to ensure that Manweb customers receive a high standard of service, also liaise with manu-



Jones

facturers who operate their own service teams.

The key issue for



Roberts

the Appliance Repair business is to manage efficiently the run down in guarantee



Baker

work from May onwards and still maintain a high standard and efficient customer service.

### Revenue Protection Unit

Managed by Robin Bradshaw

THE Revenue Protection Unit is now well established and regarded as being at the leading edge of the industry in responding to the continuing problem of the theft of electricity. It is the only operation of its kind to hold BS5750 Part 2



Bradshaw

(now BS EN ISO9002) Quality Assurance accreditation.

### Metering Development and Marketing

Managed by Ian Trevor

THE Business Development team is responsible for:

- Overall administration
- Development of new systems and support
- Searching out and securing new business
- Co-ordinating safety, quality and environmental management.



Trevor

### Metering Operations

Managed by John Boyer

OPERATIONS has been divided into three geographical areas: east, covering mainly our English customers; west, covering mainly our Welsh customers, and central, providing meter test and district support for our larger HV customers.

The commitment of the operations team will allow a smooth



Boyer

transition into a competitive market and will ensure the delivery of a world class meter operation and meter reading service.

Now it's the Manweb way  
with the sound of music

## TENORS TUNE UP FOR THE FUTURE



TWO Welsh singing colleagues have united in a series of concerts to help raise funds to further their musical careers.

Tenors Dewi Williams, whose road to success was featured in Contact last year, and life long pal Andrew Griffiths have teamed up to present an evening of operatic arias and popular songs at local venues.

Dewi, a computer analyst at Wrexham, has earned himself a place at the Guildhall School of Music and Drama, London, but only has a limited grant. Andrew needs funds to help him return to his serious musical studies.

Accounts Clerk Andrew who joined Manweb Contracting Services last October, was delighted to team up with Dewi again. "We are the same age (26), we come from the same village and we have known each other for years," said Andrew.

Although Andrew has singing engagements to keep him busy until the end of July, he would welcome any bookings which might help his progress.

Studying under J. Brian Hughes, Andrew was rewarded with first place at the Urdd National Eisteddfod in Ruthin, the Pam Weaver Scholarship and the Osbourne Roberts Blue Riband Award at the Royal National Eisteddfod of Wales in Aberystwyth.

He entered the Royal Northern College of Music in Manchester in 1992 studying on the Professional Performance course with Neil Howlett. During his time in Manchester he performed a number of roles in college opera productions. He also performed the role of the Musiklehrer in the prestigious 1993 Broomhill production of Strauss's 'Ariadne auf Naxos' directed by Dr Jonathan Miller.

Andrew has also performed in a num-

ber of staged opera excerpts and has taken roles including Malatesta, 'Don Pasquale'; 'Die Fledermaus'; Sharpless, 'Madam Butterfly' and the title role in 'Falstaff'.

Oratoria performances include 'St John Passion', Bach; Magnificat, CPE Bach; 'Creation', Haydn; 'Seasons', Haydn; 'Messa di Gloria', Puccini; 'Messiah', Handel; 'C Major Mass', Beethoven; Saint-Saens' 'Christmas Oratorio' and the Brahms and Faure Requiems.

Recital venues include York Minster; Orpheum Theatre, Vancouver, Canada; University of Washington, Seattle, USA; Blaubeuren Abbey, Stuttgart; San Sebastian Cathedral, Spain and various venues throughout England, Scotland and Wales.

Andrew has appeared in the masterclass with Paul Hamburger, Anthony Legge and Sherrill Milnes and is a winner of the Sybil Tutton Award and Peter Moores Foundation Major Scholarships.

His television appearances include a Granada Television Special entitled 'Deck the Hall', a celebration of Christmas Music, and two appearances on S4C's 'Heno' programme.

Although he can tune in to popular show songs and would love to have a leading role in 'Les Miserables', Andrew says he would prefer to choose opera as a career. "It's far more secure and requires more vocal talent."

## Celebrations – a matter of Concern

MANWEB helped the Llangollen Choral Festival to hit a high note by sponsoring a VE Day spectacular on Saturday, 6 May.

The Company footed the bill for the construction of the largest portable stage ever built for choirs in North Wales.

Manweb's Community Relations Manager John Kennedy also handed over a number of complimentary tickets to local Age Concern organisations to enable a few of the re-

gion's older customers to enjoy the festival free of charge. A capacity crowd of 1,500 people was expected to listen to 650 choristers from 21 northern male voice choirs – the largest ever such gathering in Wales.

Compere for the evening was Wales ex-rugby union

captain Cliff Morgan OBE and the mass choir was under the musical direction of Alan Herbert. Val Summer was accompanist for the choir and guest soloist was Delyth Hopkins Evans, Soprano Blue Riband Winner at the 1994 National Eisteddfod.

● The Company also supported Haydock Male Voice Choir's gala evening at the Theatre Royal, St Helens, when old folk celebrated VE Day on May 6. Joining in the celebrations were clients of Age Concern St Helens who received free tickets to the evening of nostalgia from John Kennedy. Haydock Male Voice Choir shared the stage with Judi Dawe, Chetham's School of Music Jazz Quartet and Bernie Clifton.

Next month: Manweb Power Engineering



Loss Control incorporating Safety and Environmental issues remains a high priority in the Distribution Business. The aim to minimise all losses, to Staff in the form of injury, to equipment and materials in the form of damage, to the environment in the form of financial loss as a result of pollution or the effects of our work processes or products. All are controllable.

# PLAN TO IMPROVE ON SAFETY

‘The aim of my team is to work with the new business partnership, to continue the improvements gained over the last two years to ensure the Distribution Business secures real benefits from its loss control activities.’

*(Message from the new manager, Phil Ramsey, and his team that form the Distribution Safety, Health & Environment department based in 3C20 at Head Office).*

**C**HANGES within the Distribution Business has meant that four of the original Network Services team have moved to take up new challenges. In addition to Phil Ramsey taking over the management of the department; four new team members have been appointed and all staff from the environmental group have joined the section in order to maintain the high standards expected and required in these critical activities.

In 1994, Director, Distribution, Howard Kirkham set out an Action Plan for a four-year period to develop and improve the Company's position on safety. We intend to see this plan through to the end, achieving the goals set out, but reviewing the actions to anticipate changes from legislation and or business changes also incorporating the increasing high profile environmental issues. The first priority will be to review this action plan in light of the new business structure.

## Fundamental

The International Safety Rating System (ISRS) provides a measured approach to Safety and Loss Control, both procedures and practices. Operational Safety is a fundamental requirement to ensure the success of the main business. Environmental Management will provide control of the businesses' significant environmental risks. These processes are essential to our loss control programme and we will continue to promote, advise and offer guidance in all these areas. The essential point to remember is that all Manweb staff have their own individual responsibilities for safe working and loss control. We have the skills and the knowledge to assist staff and we will provide an excellent service



The Distribution Business Team (l to r): Haydn Evans, Geoff Ravenscroft, John Ford, Sam Irons, Dave Williams, Phil Ramsey, Jane Hall, Bob Blair and Brian Waugh. Nick Johnson was unavailable for the photograph.

to our 'Customers'. They can be confident that we will continue to help in the drive for a Safe, Environmentally Responsible, Accident Free workplace to the

benefit of the company, its staff and the community.

The current projects in progress in the department will continue and new ones developed

as legislation or business needs dictate. Major efforts will be concentrated on Risk Assessment and Manual Handling to complete the Company's compliance

in these areas. Crisis Management will have to be re-examined to accommodate the changing business structure, and Contractor Management is an issue being pursued. On the operational side, changes to the Safety Rules, Safety Case for Network Control and a review of Reporting of Incidents are high on the agenda for implementation. Environmental Management will be concentrated on the development of an Environmental Management System leading to an opportunity of certification under British Standard 7750, the UK Environmental Standard. This will be integrated with the Loss Control Programme. Waste Management and Energy Management are other major topics underway in the department.

## SO WHO'S DOING WHAT?

**Phil Ramsey**  
Health, Safety and Environment Manager \*

**Geoff Ravenscroft**  
Environmental, Waste and Energy Management Systems Project Manager \*

**Bob Blair**  
Energy Management Project Manager \*

**Haydn Evans**  
Operational Safety and Contractors Project Manager \*

**John Ford**  
Manual Handling, EMF, Risk Assessment Project Manager \*

**Dave Williams**  
Operational Safety Assistant and Crises Management Project Manager

**Nick Johnson**  
Operational Safety Assistant and Risk Assessment Project Manager \*

**Jane Hall**  
Training Project Manager for Loss Control, Personal Protective Equipment and Training Provider \*

**Brian Waugh**  
Loss Control, Personal Protective Equipment, Human Behaviour and Management of Contractors Project Manager, Health and Safety Adviser \*

**Samantha Irons**  
Clerical Support and Statistical Preparation \*

**Advice or help?  
Don't hesitate to contact us.**





Live line workers applying protective shrouding to conductors.

# Shutting out the shutdowns

**MANWEB'S network needs continuous maintenance and upgrading to provide customers with a reliable supply of electricity. With new Standards of Service imposed by Offer in April, reducing the number of shutdowns for maintenance or refurbishment has never been more important, and Manweb has now implemented a method of "hands on" live line working aimed at reducing the need for shutdowns.**

The emergence of "hands on" live line working – where the linesman actually comes into contact with the line – has been common practice in America since the 1950s. "Hands on" working has undeniable benefits for customers, whose power is not cut off during maintenance work, and power companies also benefit by avoiding the need to carry out complex and costly switching operations. Since privatisation, Manweb has worked to improve service while controlling costs, and "hands on" live line working is a valuable opportunity to meet this aim.

Live line techniques were already in use by Manweb and other RECs, but these involved using tools attached to long fibreglass poles to keep linesmen insulated from the current.

This "hot stick" technique was developed in the USA in the early 1920s, originally

using wooden poles. When voltages began to rise above 300,000v in the 1950s, that fibreglass replaced wood as a safer insulating medium.

With advances in insulating materials in the 1950s, "hands on" techniques began to be introduced in the USA, but in the UK "hot sticks" were the main method of live working. This has remained the normal practice for over 30 years, but can be physically demanding and is limited in its application. For these reasons, much of the maintenance of the UK network involves customers being off supply for an average of six hours.

In America, "hands on" practices have evolved over the years, but the principle remains the same. Linesmen wear special rubber gloves and sleeves to insulate them from the electrical current, while rubber shrouds and other insulating barriers are also fitted to the conductors, insulators and poles for optimum safety. Linesmen do not feel any sensation when handling the live conductors, but hear a slight "buzzing" when touching the line with metal tools due to a charging effect. To prevent an electrical path to earth occurring, the linesmen work from an "insulating aerial device" – a mobile hydraulic lift that takes

By  
**Mark Smith**

the linesmen up to the conductors in insulated buckets. "Hot sticks" are still used for certain tasks, but are operated from the bucket. Manweb has led the field in this country in being the first REC to see "hands on" live line working as a significant opportunity for improving standards.

Not only is it beneficial to customers, who remain on supply, but Manweb also gains from a huge reduction in lost revenue. It may cost £150,000 to set up a team of three live linesmen, but elec-

tricity sales losses due to shutdowns are estimated to cost Manweb over £900,000 a year. And this is only a fraction of the potential loss in revenue to the Company's customers who, according to the Health and Safety Executive (HSE), could be losing around £30 million every year due to shutdowns.

Although there will still be instances when it is necessary to interrupt electricity supplies, it is estimated that each team of linesmen could save 30 to 60 thousand hours of lost revenue and 100 shutdowns affecting around 30,000 customers. Another benefit to Manweb is that linesmen can begin their work immediately without having to wait for shutdown procedures to be carried out.

It has been almost three years since Manweb decided to look into "hands on" live line working. Since then, a pilot team has spent 14 months in Oswestry under the supervision of Project Leader Malcolm Davies, and it is anticipated that six new teams will be trained by July. Authorisation has been given for a further six teams to be operational by March 1996 and, should the expansion be successful, a review will be undertaken to introduce more teams.

Project Implementation Manager Ian Basford has taken the safety aspect of live line working very seriously. While safety and operating standards exist in other countries, there were no standards recognised in the UK for

"hands on" working. By working closely with North American utilities, Manweb was able to adapt and develop their procedures and practices to comply with UK safety and operational requirements.

A strict selection process of existing linesmen for "hands on" work is carried out and candidates must then attend an intensive six-week training course.

Manweb has complied with all the appropriate regulations and, after conducting a thorough risk assessment, has been in close co-operation with the HSE in producing a detailed Safety Case. As a result, Manweb's "hands on" practices gained acceptance by the HSE in December 1994.

As interest grows in "hands on" techniques, electricity industry and safety bodies are keen to learn from Manweb's experience. The Company's Development Engineer, Tony Pierce, who has worked closely on "hands on" for several years, sits on the British Standards Committee, the European Committee (CENELEC\*) and the International Electrotechnical Committee (IEC) for Live Line Working. Manweb has already been approached by a number of RECs with regard to providing training for teams, and periodic equipment testing, and it is widely expected that "hands on" live line working will rapidly become a normal method of work within the UK.

\* European Committee for Electrotechnical Standards.



The "insulating aerial device" allows linesmen to carry out work on the poles.



## THEY SAID IT

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

DUE to the large volume of letters we receive for the 'They Said It' column, we regret that telephoned messages and unsigned letters cannot be published.

Letters will only be considered for publication if they clearly state -

\* Which area or department they refer to.

\* Who they are from.

\* Names and titles of employees referred to (please give Christian names).

The editor reserves the right to edit letters in the interests of preserving a balance from around the Region and in considering space available.

TO: Aberystwyth Depot.

FROM: Mr Wilde, Ty Gwyn, Llanaber, Barmouth.

"During mid February I suffered problems with a voltage drop at my residence which has now been remedied. My purpose in writing is to congratulate you upon the calibre of your staff. I dealt with an engineer more than once in the early hours of the morning who was most knowledgeable and helpful.

"I then had to deal with a young lady of Liverpool origin in your office who was also both courteous and helpful. Remarks similarly apply to your visiting engineers who were working under difficult weather conditions.

"Collectively they were excellent representatives of your organisation and worthy of commendation."

Those involved were: David Williams (Construction Manager), Justin Kelly, Nathan Summers, Graham Evans, Steve Gardner, Dave Fazakerley and Dawn Hough (the young lady of Liverpool origin)!

TO: Region 2.

FROM: Mrs J. G. M. Jenkins, Wallasey.

"Thank you for your help. I wish there were more like you. I think (I hope) that my problem has been settled at last."

TO: Region 2.

FROM: Mrs E. Ross, Liverpool.

"I'm just writing to say I'm impressed with the no-nonsense way you responded to my request for a credit refund cheque.

"Everyone has been really helpful and courteous, from the person who originally answered the 'phone, to the man who came to re-calibrate the meter, and the lady in the Allerton Road Manweb shop, who called me by name -

something that I really appreciated.

"I appreciate your efficiency all the more, as I seem to be engaged in a life and death struggle with Liverpool University over the refund of £7! That saga has been going on for five weeks."

The person who answered the 'phone was Margaret Jones of the Call Centre.

TO: Manweb Contracting Services Ltd.

FROM: Llangwm Community Council.

"I refer to my telephone conversation last week with Mr Ray Haywood to bring your attention to a faulty lamp on the other side of the A5 road from Capel Dinmael.

"I understand that this lamp is working now and I would like to thank you for sending one of your staff to rectify the lamp in such a short time."

Ray Haywood is Street Lighting Supervisor.

TO: Crewe Depot.

FROM: Mrs M. Carter, Knutsford.

"I would like to place on record my sincere thanks to you and your staff for carrying out the alterations to my electricity supply. You will be pleased to know that the flickering of the lights has now ceased - it's wonderful! Thanks again."

Those involved were Dave Fisher, Steve Millington, Peter Booth, Paul Oakes and John Dawson.

TO: Caernarfon Depot.

FROM: B. Johnson, Pwllheli.

"I would like to tell you about the kindness and help shown to me about five or six weeks ago by one of your employees, Mrs Diane Powell.

"I was in an awful panic when my husband was sent

home from hospital after having an operation on his hand, which he had injured very badly the day before while sawing logs for the fire.

This was our only means of heating at that time. We were waiting for storage heaters to be installed, but because my husband's injury had occurred just as he had started sawing the logs, we had no heating whatsoever.

"I had phoned Manweb Contracting Services but could not make them understand the seriousness of our situation. In a panic I phoned the emergency number for electricity, and Diane answered. Although it wasn't really anything to do with her department, she took over and arranged for the heaters to be installed the next day. My husband is unemployed and we had spent our weekly fuel allowance on the logs he was sawing at the time of the accident.

"I shall always be grateful to Mrs Powell and I just wanted you to know what a wonderful employee you have."

TO: Aberystwyth Depot.

FROM: Eileen Durrant, Llanrhystud.

"Re your letter 3 February explaining recent power failures. We would like to pass on to your engineers our thanks and admiration for the work they do in atrocious conditions."

TO: Credit Finance.

FROM: Mrs M. J. Arnott.

"Thank you for your letter of the 22nd March informing me that Agreement No. 92615191 is now considered as being paid in full.

"I would be obliged if you would pass my thanks to Mr M. Jones for his assistance in settling this matter in a very courteous manner."

## IN THE PICTURE



THE year 1966 was memorable, not just for England winning the World Cup but as the year Alan Galbraith joined Manweb. So said his colleagues when Alan retired as Customer Liaison Officer, Region 3, Rhosyllten.

Born in Aberdovey, Alan began his career at Aberystwyth District Office as a general clerk. He worked in a number of departments before being appointed as Material Controller at Aberystwyth. He then returned to the Customer Accounts Section as Section Head until he was appointed Customer Accounts Manager in 1985.

Following the re-organisation of Customer Accounts he was appointed Customer Liaison Manager at Region 3 the post he held until his retirement. Alan is married to Jennifer who worked for Trading in Wrexham Shop. He has two children, Paul 17, and 14-year-old Lynne.

An enthusiastic supporter of Blackpool FC, Alan is an authority on boxing and a keen golfer.

Alan is seen (centre left) receiving golf equipment as a retirement gift from Bob McMahon, Head of Income, watched by Regional Manager Ray Hall (right) and colleagues.



PLANNING a leisurely retirement is John Goudie, of the Job Evaluation (JE) Team, based at Head Office.

John, pictured putting in a spot of practice - with a little help from his colleagues, had clocked up a total of 35 years with the Company. He joined the Company in 1958 as a Messenger based at Derby House, Liverpool, and within two months had become a Meter Reader. John progressed to the post of Higher Clerical Assistant at Lister Drive, Liverpool in

1973, but the following year left Manweb to work for the Department of the Environment in Northern Ireland. Two years later he returned to Manweb, initially as a Clerical Assistant back in Liverpool, later becoming a Principal Assistant in Consumer Accounts and then Principal Administration PAG4. John, who received a Swiss army knife, collapsible walking stick and Parker pen among his many retirement gifts, was seconded to the JE Team in 1992.



METERING Craftsman Roland Sands has taken early retirement from Manweb after 36 years' service. Based in Metering Services at Queensferry, he is pictured (right) shaking hands with Bill Foster,

Foreman, Quality Assurance, surrounded by colleagues. Afterwards, Roland said: "I wish to thank all past and present staff for having had the pleasure of knowing and working with them."

## MOVING AHEAD IN THE SATISFACTION STAKES

AT the time of writing, the majority of results have been collated for the latest Manweb domestic customer survey. This market research study is carried out twice a year and its principal objective is to measure customer satisfaction with Manweb and the other utilities; telephone, water and gas.

We are then able to monitor the relative performance of these organisations over time.

Manweb's ratings of overall customer satisfaction have improved steadily over the last few years and currently 92 per cent of those surveyed feel they are satisfied with the service we provide.

By David Eales  
Marketing Analyst

Until last summer, Manweb's satisfaction ratings had consistently trailed those of British Gas but now both Manweb and British Telecom are rated marginally ahead.

No doubt this has as much to do with British Gas's actions over the last twelve months as with Manweb's and British Telecom's improvements in their delivery of customer service. However, the differences in these general measures of customer satisfaction, although noticeable, are slight, and

more pronounced changes can be seen when tracking specific areas of service provision.

In the same survey a year ago British Gas was clearly seen by customers as providing the most reliable supply and being the quickest to deal with faults. Now, whereas Manweb and British Telecom's performance is seen to have remained at a similar level to last year, the decline of British Gas's standards has meant that the 'performance gap' has closed considerably.

This trend is even more noticeable in the areas of 'dealing with customer enquiries', 'provision of helpful payment schemes' and 'helpfulness and knowledge of staff'.

Again, a year ago British Gas was viewed as the superior service provider, but now the combination of advances by Manweb and the decline in customers' perception of British Gas's performance has resulted in Manweb leading the 'field'.

But this is no cause for complacency; British Telecom has significantly improved customer service over recent years and is not far behind.



# TIME FOR TREBLE CHALLENGE

THREE more challenges have been issued to Manweb staff:-

## 1 A sports challenge for Company athletes

The rapid development of corporate sport is reflected in the growth of the UK & Ireland Corporate Games now in its third year and scheduled for Peterborough in June, and the 8th World Corporate Games in September in Geneva.

More than 5,000 are expected to play in the 19 sport programme in Peterborough and at least 7,500 will be in Geneva for 22 sports extending over eight days.

Specially designed for the 'Weekend Sports Warrior' representing every size of business and organisation, the Games offer good sports competition for all ages from

Open Class competitors to the wily over sixties. There are eight Championship Divisions based on size of entry so even a very small company can be a winner. Teams range in size from one person to more than 200 and events are played in the best facilities available in the host city. A whole range of sports are covered including: badminton, basketball, bowling (ten-pin), hockey, golf, fishing, mountain biking, netball, soccer, tennis, volleyball and many more.

Details on both projects for corporate sportsmen and women are available from the UK Headquarters in Peterborough on 01733 55 89 95.

## 2 A challenge to join 'Pedal for Peace'

Planned by the Royal British Legion, 'Pedal for Peace' is a 500-mile sponsored fundraising cycle ride from Berlin to Portsmouth, from 6-16 August. The riders will leave through the Brandenburg Gate in Berlin passing along Northern Europe and Southern England arriving in Portsmouth carrying a 'message of peace and reconciliation' from the Chancellor of Germany and the Mayor of Berlin. It is hoped that 2-300 people will take part in this historic event and each rider is being asked to raise £500 sponsorship over and above individual participation costs.

The proposal is that companies enter teams of three riders, but individual riders would of course be welcome.

The Legion is approaching major corporations and other organisations such as the Venture Scouts, Rotary Clubs and the Lions, to enter teams.

If you feel that you may be interested in supporting what should be a high profile national event and one which will hopefully raise substantial funds for The Legion, please contact Public Relations Department, at Head Office, Sealand Road, for further details.

Footnote: The funds raised will go towards the works carried out by the Royal British Legion including:-

- Resettlement training
- Rehabilitation help
- Financial and pension advice
- Housing and Welfare

## 3 A challenge to help the Roy Castle Cause for Hope Appeal

Funds will go towards the Roy Castle International Centre of Excellence for lung cancer research. It will be the first of its kind in the world. It will bring together under one roof cancer experts of many disciplines, all dedicated to the eradication of this terrible disease.

A site has been made available by Liverpool City Council. It is located near the University of Liverpool and the John Moores University, with which the centre will be closely associated. Construction work is scheduled to begin early summer of 1995.

Building and equipping the centre is estimated to cost £3.5 million. A further £8.5 million is needed to fund research projects and maintenance of the centre.

The Roy Castle Cause for Hope Appeal was launched in January 1994, under the auspices of the Lung Cancer Fund. This had been founded in 1991 by Ray Donnelly, medical director of the Liverpool Cardiothoracic Centre and a pioneering surgeon in the treatment of the disease. The two men met at several fund-raising events. Roy, suffering from lung cancer himself, found his imagination fired by the surgeon's

dream of an international research centre dedicated to understanding the insidious development of the disease and discovering new treatments and methods of early diagnosis.

He was amazed to discover that nowhere in the world was there a research centre specialising in the disease which he knew was destroying him.

"Let's go for it," was the battlecry of the TV record breaker. The target was set at £12 million and, in the words of Mr Donnelly, "Roy literally gave the last few months of his life to turn a dream into a reality. He captured the hearts of millions with an astonishingly brave final performance."

Now you can help see this dream come true by giving to the cause direct from your pay every week/month, and if you pay tax the taxman will chip in too!

Because you won't have to pay tax on your donation, each £1.00 you give will only cost you 75p - the 25p that would have gone to the taxman goes instead to the charity you have chosen.

If you would like to help us please contact your local Personnel Section for a Charity Selection Form.

# WIN

## A WEEKEND BREAK FOR A FAMILY OF FOUR

from

# Belgian TRAVEL SERVICE

THERE'S HOLIDAY FUN FOR ALL THE FAMILY AT SUNPARKS - no matter what the weather.

Belgian Travel Service offers you the opportunity to experience the all-weather SunParks self-catering villages as follows:

**De Haan** is on the Belgian coast half-an-hour from Zeebrugge or 1½ hours from Calais by car. Within a 15 minute walk, there are seven miles of beautiful sandy beaches.

**Groendyk**, also on the Belgian coast, is just an hour's drive from Calais and a mile from the beaches.

**Vielsalm**, in the Belgian Ardennes, is set in forest and hills and within four hours' drive of the ports.

**Rauwse Meren**, in the Kempen region on the Dutch border and set in beautiful woodlands, within 2½ hours of the main ports.

Accommodation is in either four, six or eight person self-catering villas with clean, modern furnishings, kitchen, private garden, and cable TV.

One of the main attractions of SunParks is the all-weather subtropical aquatic dome known as the SunAquaPark where the temperature stays at a comfortable 29°C no matter what the weather outside.

There is something for everyone, hydro tubes, wave action pool, sauna, solarium, Turkish steam room, water massage beds, and a wealth of sports activities, including tennis, squash, wind surfing and cycling. The children, too, can enjoy ten-pin bowling, cycling, and all the fun of the indoor water rides.

There is also a supermarket, restaurants, and bars in the SunTerraPark.



All SunParks provide a scenic village atmosphere for a relaxing break.

Cars are not needed once you arrive, making it safe for children and adults alike.

The cost of the holidays include return sea crossing and accommodation (including gas and electricity) but does not include

local holiday tax (approximately £3 per villa per night) and linen (this can be hired from the reception if required). Entrance to the AquaPark is included but all other amenities and sports facilities are extra, however, a Sports Pass can be purchased in advance from Belgian Travel Service at a cost of £35 per pass.

Now there's a chance to win a weekend for a family of four by entering our simple 'Ring the Changes' competition below.

The prize includes three nights' stay at one of Belgian Travel Service's Coastal Parks close to Ostend including return ferry (or tunnel) crossing. (Not valid for travel in July, August or over the Christmas period). Must be taken before 31 December 1995.

If you don't win you could go at a special discount.

Belgian Travel Service are pleased to offer a 5 per cent reduction to all readers and in order to book please telephone Belgian Travel Service Reservations Department on 01992 456156 - open Monday to Friday 0900 to 1730 and Saturday 0900 to 1700 - quoting reference MWEB (they will be pleased to send a brochure if required). ABTA bonded under ABTA number V2768.

## RING THE CHANGES FOR OUR STAR PRIZE



A

B

Can you spot the differences between the two chaotic holiday cartoons? There are 12 in total. All you have to do is circle the differences on picture B and send your completed entry to:  
The Editor, 'Contact', Manweb plc, Sealand Road, Chester, CH1 4LP.

Name .....

Address/Location .....

Telephone No. ....





Denis, spreading the safety message with his model.

# Company joins the Crimestoppers

**MANWEB is joining the police in a double edged fight against crime.**

The Revenue Protection Unit is co-operating in an initiative by Merseyside Police to promote 'Crimestoppers', the national crime information collection scheme in which members of the public can confidentially report information to the police.

"We have become involved with 'Crimestoppers' as a public service to promote the scheme and to support the police in recognition of their co-operation in the area of revenue protection," said Revenue Protection Manager, Robin Bradshaw.

'Crimestoppers' is a way in which members of the public can talk to the police informally without divulging their names. The information is passed on to other police officers who act upon it.

Initially, Manweb support will be through a trial leaflet enclosed with elec-

tricity accounts to over 30,000 customers in the Merseyside area over the next three months.

It is hoped that later it

scheme, the leaflet outlines the dangers of meter tampering and explains how the scheme can be

Merseyside area added over £5 million to customers' bills last year.

There is more to it than the financial implications; interference is also very dangerous. Over the last few years a number of people have been killed or seriously injured as a result of someone tampering with an electricity supply.

The Manweb Revenue Protection Unit is dedicated to the prevention and detection of electricity theft.

Now, information on electricity theft can be reported through the 'Crimestoppers' scheme, or information can be passed on in confidence directly to the Revenue Protection Unit on 0151 343 1610.

"No one need ever know who provided the information - and it could be helping to save lives," said Robin.

Crimestoppers is dedicated to helping you, the public, to help the Police to solve crimes. And it works. During its first five years, Crimestoppers cleared up over 15,000 crimes.

If you know anything - no matter how trivial it seems - give us a shout. We need your help.

**CRIMESTOPPERS**  
**0800 555 111**

**Manweb**  
REVENUE PROTECTION

Printed on totally chlorine and acid free paper, the manufacture of which conforms to the highest possible environmental standards.  
Manweb plc, Registered Office, Sealand Road, Chester, CH1 4LR.  
Registered in England and Wales, No. 2364077

**Heard a whisper?  
Give us a shout!**

**CRIMESTOPPERS**  
**0800 555 111**

will be extended to cover all customers.

As well as explaining the 'Crimestoppers'

used for the confidential reporting of electricity abstraction.

It is estimated that the theft of electricity in the

# SHOWING HOW TO PLAY IT SAFE

**DENIS JUDGE** is a model professional when it comes to teaching safety with electricity.

A Bottle-based meter reader, Denis has spread the safety message to over 600 primary school children.

His main teaching aid is a scale model of a sub station and pylons to show the dangers of kite flying near live lines.

When a miniature kite hits the lines, bulbs light up to indicate to the children that there is live electricity present.

"However, I go to great lengths to explain that there is a lot more danger in the real thing than just a few light bulbs," said Denis.

His talk explains the role of the power station and how electricity is made and

stepped down for domestic use.

A series of posters, pictures, quizzes and competitions ensure that the youngsters' interest is held. The talk also includes an explanation of the importance of correct wiring and the use of domestic appliances and even shows them how to correctly store a hair dryer.

"This approach seems to be getting through to the children and the use of the model makes it more interesting for them. We've certainly had a good response from the schools," said Denis.

## Raffle raises kiddies' cash



**★ HOPE House Children's Respite Hospice, Oswestry, received a £170 boost from Manweb's Energy Resources group who raised the cash by raffling surplus computer equipment.**

Project Co-ordinator Mike Shields is pictured presenting the cheque to Chester Friends of Hope House Chairperson Jenny Pritchard.

# AWARD FOR EFFICIENT HOUSING DEVELOPMENT



MANWEB has presented Newtown-based Mid-Wales Housing Association with a Civic Shield energy efficiency award for a housing development at Bro Dulais, Llanidloes.

The accommodation consists of six three-bedroomed houses and a four-bedroomed bungalow specially designed to accommodate wheelchairs. All the houses are equipped with highly efficient storage heaters and Economy 7 water heaters, producing a top quality heating and hot water system with competitive running costs.

Manweb's Civic Shield Award is presented to providers of all-electric public sector housing which meets the Company's high standards of energy efficiency.

Bro Dulais is Mid-Wales Housing's first scheme to be completed in accordance with Dyfed Powys Police's 'Secured by Design' security specification. It was developed in liaison with Montgomeryshire District Council, and the accommodation is for the use of local people.

Pictured at the award ceremony are (l-r): John Edmunds of architects John Cooper Associates, Mid-Wales Housing Association Chairman Dennis Thompson, Association Chief Executive Rosemary Salter, Manweb Account Manager Tomos Davies and Paul Edmunds, a Partner in builders Jones, Peate, Edmunds.



## NOW IT'S PLUNGEE JUMPING

A QUICK dip into the icy waters of Canary Wharf, London, will give a boost to Peter Tubey's latest fundraising efforts. But his 'quick dip' isn't just a swim - it's total submersion after falling 300ft into the water and being catapulted back into the air.

The stunt is yet another first for this daredevil Customer Services Representative from the Call Centre, Prenton, as he aims to raise £600 towards funds to help a five-year-old Widnes girl overcome a brain tumour.

Last year he was the first person in the country to do a 'reverse' bungee jump. For this he was tied to a concrete block and catapulted 150 feet into the air on an elastic bungee rope. Funds raised then went to Cancer Research. Later in the year Peter took a chance at skydiving, jumping from 12,000 feet to raise



cash for the Peter Owen Appeal Fund.

Taking the plunge on 14 May, Peter will be hoisted by crane 300 feet over Canary Wharf before hurtling into the water.

"I should hit the water round about the point of deceleration and go under and up again within seconds . . . hopefully," he quipped.

Peter chose to help

'Stephanie's Dream' when he heard of her plight through a meter reading colleague in Liverpool whose daughter went to the same school as the youngster.

Although it's too late for readers to pledge sponsorship, anyone who would like to make a donation towards the fund can do so by contacting Peter on 0151-609 2615.

## PEDAL POWER



VARIOUS charities shared several hundred pounds, thanks to the pedal power of North Wirral Cycling Club, pictured here before setting out on the last leg of last year's Liverpool to Chester charity ride.

Some of the more hardy members completed the 60 miles Manchester to Blackpool run and the Manchester Century (100 miles).

Among the charities to benefit were the

Anthony Nolan Bone Marrow Trust, the Roy Castle Appeal and local schools.

The club is hoping to stage similar events this year. Anyone interested in joining should contact Ian Davies at Bootle and Liverpool Depot.

Pictured (l to r): Chris Lloyd, Andy Stubbs, Tony Dowd, Mark Barry, Denise Barry, Dave Shaw, Ian Davies and Carol Davies. Team member John Appleton was not available for the photograph.

## 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 Henry Ramsey, who died on March 5, was a Principal Assistant in Liverpool before retiring in 1976.

Thomas Boardman was a Shop Supervisor in Clwyd before retiring in 1980. He died on March 14.

John Norman Jukes, who died on March 17, was an Assistant Chief Accountant at Head Office before retiring in 1974.

William Samuel Grundy, a Driver in Mid Mersey until retirement in 1976, died on March 18.

William Arthur Perry, who died on April 8, retired in 1977 from North Wirral, where he was an Electrician.

## FREE ADS

### FOR SALE

**Good as new** plus list of details, Fender Combo with mono signal processing. Fender Combo is a truly useful combined amplifier and loudspeaker system. Two truly independent mike input channels complete with shared tone controls (two band) high quality cassette decks left-hand play only. Right-hand play/record. These features make the Fender Combo suitable for PA work, Clubs/Pubs, music replay Karaoke, small bands and keyboard application and new mike. Height 2ft, Width 20in, Depth 11in; £50. Contact Tom Heath on 0151-931 2033.

**Old style rocking chair**, good condition; £50. Contact Mr D. A. Bolas on 01948 663299.

**Water Ski**, O'Brien Pro Circuit 78. Includes padded bag. Cost new £400 plus. Used twice. Accept £125. Contact Phil Mather, HO Ext 3498.

**PC Software:** DR DOS 6 and Netware Lite £12, Autoroute Express for Windows £30, Expert Fonts for Windows £6, Expert Home Design for Windows £10, Illustrated Guide to Windows (book) £5. All are 'as new'. Contact Ian Stockdale on 01352 781443, Head Office ext 3076 or office ID STOCKID.

### WANTED

**Do any readers have** any old picture postcards, pre-1950, of Crosby, Waterloo, Seaford, trams, buses, trains, ships, cars, railway stations etc.? Also wanted an old photo album to suit old photo postcard. Would like to hear from anybody else who is interested in postcards. Please write or telephone. I have plenty of swaps, including Scotland, Ireland, Wales, Liverpool, New Brighton, Southport, Isle of Man, for any of above. Contact Tom Heath on 0151-931 2033.

**Old typewriter**, in working order, no matter how old. Thank you. T. Heath, 25 Woodville Ave, Crosby, Liverpool 23. Tel: 0151 931 2033.

**I am looking** for the following PC software on 3.5in disc or CD. I will pay £7 for disc or £10 for CD software in good condition. Software wanted: A-Train, Air Bucks, Championship Manager 95 or Premier Manager 3 or Tactical Manager, Interplay 10th Anniversary anthology CD, Links, Fun School 4 (2-5 age group), Broderbund Living Books (any on CD), Encarta 94, Bodyworks 3 CD, Distant Suns CD, Sim City 200. Contact Ian Stockdale on 01352 781443, Head Office ext 3076 or office ID STOCKID.

**Adults three wheel tricycle.** Reasonable offer paid. Phone 01745 822080.

### ACCOMMODATION

**Detached bungalow**, 2 bedrooms, large lounge/diner (fully tiled), gas heating, fitted new kitchen, including hob and fan assisted oven, new bathroom (fully tiled), utility room. Garage and medium gardens; £59,995. Contact Mr R. Perris, Mynydd Isa, Mold. Tel: 01244 544086.

**Three Bedroom Bungalow.** Large lounge, hall, kitchen. Garage, gardens to front and rear. Views of Menai Straits and Snowdonia, 5 minutes to A55. Price in region of £62,000. Phone 01248 714130.

### HOLIDAYS

**Praslin, Seychelles.** For a holiday which is unhurried, uncrowded, unspoilt and unique. Staying in a new guesthouse standing in a 5-acre garden with its own private beach. Details when you ring 01928 732530.

**Llandudno, Rosaire Hotel**, St Serols Rd. Family run with excellent home cooking, separate tables. All doubles and twins en-suite with free colour TV and beverage making facilities and parking. £15 B&B with four course evening 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.

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Look, no hands! Demand Side Management Manager Peter Benstead soon gets into the swing of things.

# BIG DROP



A bird's eye view for Purchasing Services Manager John Neal.

# RAISES £5,000



Agency Services Manager Carol Wright gets some expert advice from one of the army abseil instructors before taking the plunge.

**DAREDEVIL** Manweb staff helped raise over £5,000 for charity when they took the plunge and volunteered to take part in a sponsored abseil at Head Office.

Around 30 employees, together with another 30 members of the public, signed-up for the event on Sunday, 9 April, in aid of the Cancer Research Campaign.

For most of the participants, it was their first ever attempt at abseiling, but with expert guidance from experienced army personnel, they soon learned the ropes!

The abseil took place on the roof of the west wing of the Manweb building, approximately 100 feet high.

Many of the abseilers brought along friends and family members to cheer them along, and a crowd soon gathered at the base of the building.

Jill Whittingham, the charity's Area Appeals Organiser, said: "The day was a great success and we are delighted to have raised over £5,000.

"Everything went without a hitch, and most of the people who took part said they would love to do it again!

"We really are most grateful for the support of Manweb with this fund-raising event. The building at Sealand Road provided a tremendous challenge for local people and the other great bonus was that so many Manweb staff took part. I expect there were some great abseiling stories in their offices during the following week!"

Those taking part were asked to donate £5 and to pledge to try and raise at least £50 through sponsorship from their friends, family and workmates. Open to anyone aged over 16, the only other requirement was "a spirit of adventure".

The abseil was part of a programme of action-packed fund-raising events organised by the Cancer Research Campaign.

Jill Whittingham said: "Some of the Manweb people who took part in the abseil were interested in our parachuting and skydiving programme. It seems you have plenty of daredevils working for the company!"



No turning back for two of the sponsored abseilers, who begin their descent.



Head Office Receptionist Viv Fairhurst, of Firm Security, shows she has a head for heights.

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**Manweb**  
MAKE LIFE EASIER, SEE THE MAN

## NEW LOOK FOR CENTRES

By **Lynne Rawlinson**

## Customer FOCUS

MANWEB's town centre shops are being given a new look as they are converted into Customer Service Centres.

Building society style posters (pictured) will be hung in the windows depicting the range of services Manweb provides - easy ways to pay, personal services, easy contact by phone, advice on managing energy, a wide range of places to buy meter cards or pay bills.

Some of the larger shops will have had alterations to ensure that the new service centres maintain a 'busy' atmosphere by bringing the enquiry areas forward and screening off extra space.

In each customer service centre there is a stand containing the Managing Energy Action Pack, successfully trialed in Southport and Warrington in

November. This gives customers information they need to manage energy costs including the running costs of appliances.

The Choice Catalogue which promotes Manweb Contracting Services products and services remains in the Customer Service Centres.

● **MANWEB's Bilingual Policy for Wales** will be launched on 9 June. Anyone providing services for customers in Wales should be familiar with the policy and in particular understand how they can put callers or telephone caller in touch with a Welsh speaker. Details of the policy are on the Office Systems Bulletin Board (Option 12 then Option 10).

For further information please contact Diane Bidwell on (700) 2806.

Manweb aims to make it easier for everyone to pay their bills or buy meter cards.

However, in some areas the premises may no longer be the best places for customers to pay for their electricity and alternative outlets or premises which are a more convenient size and location may be chosen.

Understanding the needs of the local communities is therefore vital to enable Manweb to provide excellent local value for money services.

Each Centre will have a display stand - 'Help Us to Help You' which contains leaflets explaining the recent changes and providing customers with the opportunity to complete a questionnaire to let Manweb know their views.

Always there when you need us  
Bob amser ar gael pan fydd arnoch ein hangen



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