

Joy to take up new PR post



HEAD of Public Relations Joy King (pictured above) is leaving Manweb on 11 November to join the Board of Directors of PGS, the domestic supply business of British Gas.

She has accepted the prestigious post of Director of Public Relations, based in Staines, Middlesex.

Joy joined Manweb in 1988 as Public Relations Manager, having previously worked in the PR Department at East Midlands Electricity. She later became Manweb's Head of Public Relations.

David Vernon-Smith, Manweb's Director, Corporate Affairs, said: "Joy has made a significant contribution to the Company through the processes of privatisation and in the four years since, and has worked untiringly to promote Manweb as a strategically focused, well-run company, serving the interests of all its stakeholders."

SUCCESSFUL CHALLENGE

By Jackie Unsworth
Pictures by Mike Hall

SHOWBIZ stars gathered at Head Office for a special party to celebrate the success of the Manweb Celebrity Challenge.

Matthew Kelly, host of TV's 'You Bet', was joined by popular entertainer Bob Carolgees, actress Geraldine James and comedienne Kate Copstick to pay tribute to all the people who have raised cash for the Neuromuscular Centre in Winsford, Cheshire.

Matthew, who is patron of the Centre which helps muscular dystrophy sufferers, told the 250 partygoers they had helped boost the building appeal to over £20,000. Their fund-raising



efforts had taken the charity a step closer to reaching its £120,000 target.

"The people here tonight have given their all for something that is unique and very valuable to the community," said Matthew, who added that he hoped the audience of fund-raisers would continue their good work on behalf of the centre.

There was a fun evening in store for the guests, including some of the disabled users of the Neuromuscular Centre. The festivities included four 'You Bet' style challenges, hosted by Matthew.

Ticking

With the audience betting on their success, a team from Cheshire Fire Brigade simulated a life-or-death emergency situation and with the clock ticking away went about sawing the roof off a car in under a minute.

Local scouts were also successful in their bid to play basketball while riding their mountain bikes through an obstacle course, and funny lady Kate Copstick, who admits to having 'cast iron guts', proceeded to eat 50 red hot chilli peppers in one go. For an encore she was challenged to munch her way through a second dish of peppers, which she did with obvious relish!

Chief Executive John Roberts (2nd from right) presents a £500 cheque to (l-r) Bob Carolgees, Kate Copstick, Matthew Kelly and Geraldine James for the NMC.

Manweb also had a challenge, in the shape of Head Office-based Computer Analyst/Programmer Adam Gewargis, who had volunteered to attempt 100 press ups in just two minutes. To give him added incentive, a huge dish of cold custard was strategically placed beneath him. With the crowd cheering him on, Adam came within a few press-ups of his target . . . before his strength gave in and he landed in the custard.

But all was not lost, Manweb's Chief Executive John Roberts had pledged to match pound for pound the number of successful 'bets' made by the audience, and at the end of the evening presented a giant cheque for £500 to Matthew to further boost the Neuromuscular Centre Appeal.

Matthew's wife Sarah, who works at the Centre and who organised the Appeal, said: "The party was an incredible success. We have raised thousands



BEATING INFLATION

WHAT on earth is Manweb Engineer Roger Nock doing wrestling with a giant balloon? Turn to page 5 to find out.

Turn to next page

SUCCESSFUL CHALLENGE

From page 1

of pounds, which in the current climate is a tremendous amount.

"What can't be read into the money is the enormous amount of publicity and awareness that has been developed through the six month Challenge period. Manweb backed us with its name and that immediately gave credence to what we were doing. I think that for years to come we shall be increasingly gaining support as a direct result of the Manweb Celebrity Challenge."

She added: "I would like to thank everyone at Manweb who has helped make the Challenge such a great success, including the Printing Department who produced all the publicity material, the admin, catering and security staff who made the party run so smoothly, and all the others who helped out."

Sarah had particular praise for Adam Gewargis, who had carried his challenge through with "such style and good humour". Despite his nose-dive into the custard, Adam had immediately volunteered his services for any future fund-raising events for the Neuromuscular Centre.

There was also a special mention for David



Scouts play basketball while riding their bikes through an obstacle course.

Hughes, Manager of Manweb's Crewe Shop, and his staff, who were amongst the guests at the thank-you party.

"They all worked tirelessly and achieved enormous

success on our behalf. With such wonderful, enthusiastic and dedicated staff working for Manweb, no wonder it is the successful company it is," said Sarah.



Entertainer Bob Carolgees (centre) and Chief Executive John Roberts (left) with Crewe Shop Manager Dave Hughes (right) and some of his staff.

STAFF DOUBLES TARGET

STAFF at Crewe Shop came up with some quacking ideas to raise money for the Neuromuscular Centre.

During a hectic week of fund-raising as part of the Manweb Celebrity Challenge, events included a paper duck race and various competitions which drew the crowds and helped the staff collect over £2,000 for the appeal - doubling their original target. This sum has been matched by Manweb.

One of the main attractions was a personal visit to the shop by TV personality

Matthew Kelly the day after the 'thank you' party at Head Office. Matthew spent three hours chatting to customers, signing autographs and entertaining everyone.

Shop Manager Dave Hughes and his staff dressed up specially for the occasion in costumes from countries around the world, and manufacturers donated big prizes, including a washing machine, tumble dryer, stereo radio cassette and vacuum cleaners, to pull in the crowds.

Dave said: "Everyone put in a lot of hard work and effort to make the week a great success. The staff devoted a great deal of time and energy to organise so many fun events, which everyone enjoyed. At the same time we saw an increase in sales, which was every encouraging."

BAT MAN!

A CRICKET bat signed by the England and New Zealand 1994 Test sides is now in the safe hands of Geoff Lloyd, Central Field Unit, Prenton.

Geoff was the winner of the bat in the Roy Castle Appeal and Childline Draw featured in September's Contact.

The competition raised £63 for the charities. "We send a big 'thank you' to all who entered and those who donated money," said Alan Fox of Domestic Marketing, who helped organise the competition.



Adam Gewargis landed in the custard, just short of 100 press ups.



The audience votes during one of the challenges.



Hot stuff! Kate Capstick tackles a dish of chilli peppers, watched by Matthew Kelly.



Firemen simulate a life or death emergency with the clock ticking away.

Costly to rescue 'lucky' teenagers

TWO 15-year-old girls narrowly escaped death when they climbed an electricity pylon in Mid Cheshire District.

The girls were eventually talked down by a senior member of staff at the children's home, from where they had gone missing, after spending around three hours near the top of the pylon.

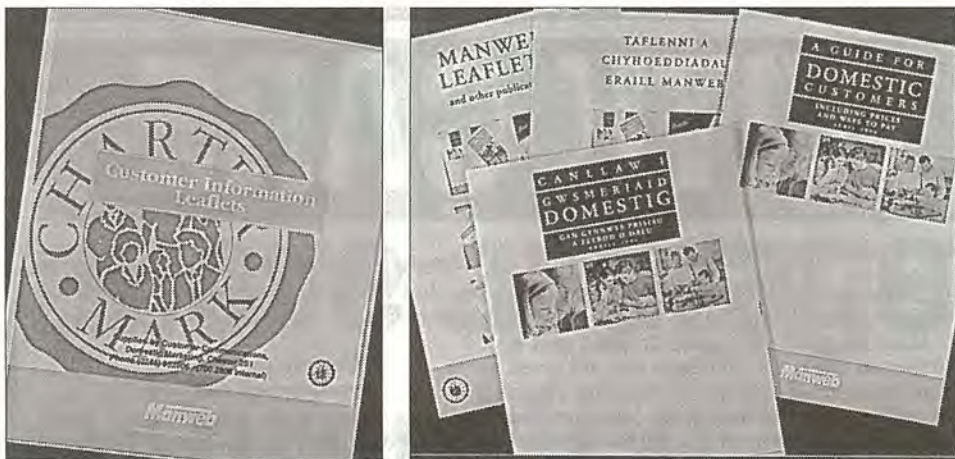
Immediately

A horrified passer-by alerted the police after spotting the teenagers climbing the pylon, which carries three conductors operating at 132kV, near Stapeley Water Gardens. Manweb immediately turned off the power but

the girls were still in danger.

Dave Langdon, Central Field Unit Services Manager, said: "The National Grid Company and Midlands Electricity also had to be involved in switching the circuit out. The whole exercise was very costly and required a lot of coordination by both the System Operation Centre and CFU Safety Control. It's very different to switching a circuit at 11kV or 33kV.

"Although we had turned off the power, we still needed to earth the line, so the two teenagers remained in terrible danger. They were extremely lucky to have climbed down unharmed."



Some of the Manweb participants at a publications workshop in Chester.

MORE MARKS FOR PLAIN ENGLISH

CUSTOMER Communications has obtained three more Plain English Campaign Crystal Marks to add to Manweb's growing collection - showing again the Company's commitment to providing clear information for customers.

Diane Bidwell, Customer Communications Officer in Domestic Marketing, has worked closely with the Plain English Campaign in producing Manweb's Guide for Domestic Customers and the Select and Economy 7 tariff leaflets.

Diane, who is now studying for a Diploma in Plain English, said: "We wanted to present clear information about Manweb for our customers. First of all we asked them what they wanted to know about, and the main topics were electricity running costs, ways to pay, and safety. We also asked some of our customer service staff from the shops, call centres and distribution business which questions they were frequently asked."

"The help given by the Plain English Campaign was invaluable - we thought we had written about our services from the customer's point of view but they pointed out that we were still using jargon. We are also grateful to staff who have provided useful comments on our publications."

The Guide is used to help answer many customer enquiries. In addition leaflets on tariffs, VAT and publications have been produced to help staff answer specialist questions. All these leaflets are available in Welsh.

Unfortunately there is no equivalent to the Crystal Mark in Welsh. However Customer Communications has recently published a handbook which gives guidelines on using Welsh Translation Agencies. This details all the agencies which have been approved by an independent panel of Welsh experts as providing accurate high quality work. Only agencies on this list should be used. Details can also be found on the bulletin board on OFFICE.

Customer Communications has also prepared a manual of all the domestic customer service leaflets Manweb holds in stock. These include the guides, codes of practice, Offer leaflets, energy efficiency and Electricity Association

leaflets. Diane explained that Customer Communications aims to cut down the number of leaflets whilst recognising that specialist leaflets should be available on request. "We have recommended that only selected leaflets are displayed in the shops and offices and the rest are held behind the counter."

"Manweb leaflets and other publications" lists other information which is available if customers need it. The manuals also include order forms for leaflets and this will also help identify where there is the greatest demand.

Manuals of leaflets have also been sent to other organisations such as the Benefits Agency and Age Concern with order forms.

Lynn Rawlinson Customer Communications Manager said: "Our new publications are just part of our plans to increase customers' awareness of the services and expertise Manweb offers. Our aim is to make Manweb the name our customers associate with quality, valued services

and expert advice on managing energy.

"We want to give our customers all the information they need so that they can choose which service or tariff is best for them - and if there is a choice between Manweb and another company we want them to choose Manweb. Our next project is the Managing Energy Action Pack which we are piloting in Warrington and Southport in November - just after the clocks go back and winter begins to set in. Amanda Nelson will be closely evaluating the results of the pilot."

If anyone wants further information about the Customer Information Leaflets Manual or any of Manweb's domestic customer service publications please contact Customer Communications who are: Lynn Rawlinson 700 3203, Diane Bidwell 700 2806 or Amanda Nelson 700 2817.

They will be very grateful for any suggestions you may have to increase customer awareness about Manweb services.

Gordon takes a blow!



THE saxophone may have been described rather cynically as 'an ill-wind that nobody blows good', but Dee Valley Projects Manager Gordon Park is one musician out to disprove that statement.

Not only has Gordon been taught to play the instrument but he is now set up to teach others.

Three years ago, with no previous musical experience, Gordon decided to learn to play the tenor sax. "I think it is a great sounding instrument and looks good in a band," he said.

Although he doesn't go for grades, he's been told that he has reached about grade 5 (intermediate/advanced) which is good enough to earn him a place in a local band, Jigsaw.

Jigsaw consists of four saxes and rhythm section. They play jazz standards, ragtime, swing, blues and soft rock at country clubs, hotels, parties and festivals. "In fact anywhere where the punters want music that isn't purely pop," says Gordon.

His playing style relies on melodic improvisation inspired by tenor saxophonists Ben Webster, Sonny Rollins and Stan Getz.

He believes that live bands are on the way back and says there is a resurgence of non-electronic music.

When Gordon decided to take up teaching he placed a free ad in Contact which brought him his first pupil. He now has several who, he says, all want to be taught to play for fun, not for grades.

"If they want to go on to get higher grades then I will pass them on to another tutor," he says.

And what does his wife Sandra think of the noise as Gordon practices for an hour each night?

"She loves the tunes but can't stand me playing scales," he laughed. "Our three-month-old son George is lulled to sleep either way."

A Cambridge graduate in Electrical Engineering, Gordon has recently started teaching maths students at all levels up to HNC standard because he thought he wasn't putting his qualifications to best advantage. (See free ads, page 11.)

Meter cards now in store



SHOPPERS in Runcorn can now buy electricity when they do their weekly shopping, thanks to a link up between Manweb and Tesco.

The Tesco superstore in Runcorn's Shopping City has become the first Tesco to sell Manweb meter cards, which provide an easy way for customers to budget for electricity.

Manweb's Customer Accounting Manager Ian Baird said: "We are constantly looking at ways we can improve our service, and making meter cards available in a store where thousands of people shop every week is a good idea."

The outlet has proved so popular in its first week of operation that more than 1,000 shoppers have already purchased cards. To mark the store's success, Manweb treated the thousandth customer, Margaret Churchill from Brookvale, to a bumper basket of shopping.

Pictured are Tesco General Manager Martin Breen, Sales Assistant Sharon Allen, Margaret Churchill and Ian Baird.

Manweb meter cards are no longer on sale at Post Offices. There are over 660 alternative outlets selling our meter cards, including selected branches of Threshers, Spar, Victoria Wines, Cellar 5 and Telegraph Service Stations, in addition to Manweb's own shops.

By TONY HARPER, Market Research Manager

PLAN with care - that seems to be the message from a survey of customers recently contacted about their experiences during planned outages.

As with so much of what we do, general satisfaction with the Company's performance on the day is quite high - but it is far less likely that we will be exceeding customers' expectations.

More worryingly, some of our practices are just sufficiently off target to risk irritating the customers affected.

Starting on the back foot

Of course, we generally plan interruptions in areas of network weakness, so we

start with customers who are inclined to be critical of Manweb's service delivery.

In the research, approaching two-thirds of the customers whose supply had been interrupted to allow for work on the network were definitely critical of the number of cuts before the planned outage.

It is all too easy to plan the refurbishment and arrange to bring relief to the customers concerned but to overlook this background dissatisfaction amongst those receiving the shutdown notice.

Importance of mealtimes and tea breaks

Another message of the research is the importance of meals and tea breaks - not

to those doing the work but to the customers affected.

Most shut-downs appear to start just a little too early. A 10.00am cut off gives time to clear up and have a last cup of tea or coffee after the kids have been packed off to school or the working members of the household have left for the day; while the more usual 9.30am is an intrusion.

Similarly, power back on by 3.30pm means returning schoolchildren or evening meal preparations can be handled as usual, but a scheduled resumption at 4.00 to 6.00pm implies making special arrangements.

In this context, note that there are few cheers for a 3.00pm switch on which was scheduled for 4.30 or 6.00pm.

The early restoration has to be expected so that alternative arrangements are not required.

People just do not remember notices

Finally, a quarter of the customers surveyed had forgotten about the power cut by the time it happened and virtually all of these had received seven or more days' notice. It really is a case of longer notice is not better service.

The preference is for advance notice of the general work programme but two or three days notice of each cut off, ideally with someone nipping round the day before to offer selective reminders and make sure some of the community remembers.

Reorganisation in three areas

RINGING THE CHANGES

CORPORATE Services, Trading Division and Power Marketing have all announced organisational changes.

Within the Corporate Services group John Illidge has been appointed Head of Personnel, taking over responsibility for all pension matters, corporate safety and medical services in addition to his existing role in charge of employee relations and personnel services.

Mike Metcalfe has become Head of Staff Development. In this new role he is responsible for ensuring Manweb has in place detailed programmes for developing staff and management potential and for effective two-way communications with all the Company's employees.

Arthur Ellinson is appointed Head of Regulation and Environmental Strategy, responsible for all regulatory issues including ongoing liaison with Offer and with the local Consumer Consultative Committee. In addition, Arthur will co-ordinate Manweb's environmental strategy and plans.

John, Mike and Arthur will report directly to Director, Corporate Affairs, David Vernon-Smith. In addition, Graham Morris has joined Corporate Strategy and New Business Development as Strategy Analysis Manager. Reporting direct to Head of Strategy Tony Smith, Graham has a key role in evaluating all aspects of Manweb's strategy.

David Vernon Smith said: "All four managers have made excellent contributions to their previous roles in the organisation and I am sure everyone will join me in wishing them every success in their new responsibilities."

TRADING Division has reorganised the regional shops structure with effect

from 1 November.

There are now three new Regions, each managed by a Regional Operations Manager (ROM). The Welsh shops have been divided into three Areas, headed-up by Area Shop Managers. These Area Managers, appointed from existing Shop Managers, are each responsible to a ROM.

Retail Manager Terry Keenan said: "This new structure will give each Regional Manager a more even split of sales, account collections - including customer queries - and staff. It will also enable them to be able to concentrate their efforts in those areas which have the greatest impact on sales, costs and customer service."

The new Regions and Areas are as follows:

Region 1

ROM - John Bell
- Bootle, Norris Green, Waterloo, Walton Vale, Kirkby, Southport, St Johns, Southport Superstore, Old Swan, Allerton, Garston, Edge Lane Superstore, Prescot, Huyton.

Area 1

- Caernarfon, Bangor, Pwllheli, Llangefni, Holyhead, Blaenau Ffestiniog, Porthmadog.

Region 2

ROM - Alan Beanland
- St Helens Superstore (opening 18 November 1994), Warrington, Frodsham, Runcorn, Widnes, Warrington Superstore, Nantwich, Winsford, Knutsford, Northwich, Crewe, Sandbach, Whitchurch.

Area 2

- Llandudno, Rhyl, Prestatyn, Colwyn Bay, Llanrwst, Ruthin, Corwen.

Region 3

ROM - Ian Johnston
- Birkenhead, Heswall, West Kirby, Moreton, Wallasey, Neston, Ellesmere Port, Chester, Chester Superstore, Wrexham, Wrexham Superstore (opening date to be arranged), Johnstown, Shotton, Mold, Flint, Oswestry.

Area 3

- Aberystwyth, Newtown, Barmouth, Tywyn, Machynlleth, Dolgellau.

POWER Marketing has announced the restructuring of Business Marketing and Sales into two regions - one English and one Welsh.

The new structure, which replaces the three existing Energy Sales Areas, is expected to be in place by early November.

The aim is to create a multi-functional sales force which is able to service the needs of Manweb plc, the Network, Supply and Gas businesses and the emerging new businesses, such as Manweb Energy Consultants Ltd, Telecoms, and Metering, by offering an improved customer service and sales function.

Regional Energy Sales Manager Bill Hatton will head-up the Welsh Region, and Cliff Haviland will be in charge of the English sales team.



Mike Norton with Gill McCrae who made Manweb's 2000th Service Quality Call.

'Exceptional' - that's N. Mersey

NORTH MERSEY, the first Manweb district to plug into Service Quality Call (SQC), has been rated as 'exceptional' in figures returned regarding calls made since 1993.

Since that date the District has made 721 calls, 434 (60.2 per cent) of which were rated 'exceptional'. A further 183 (25.3 per cent) were rated 'good' and 30 (4.2 per cent) emerged 'as expected'. The remainder indicated they were happy with the service provided but did not give a rating figure. These were recorded as 'nil rating'.

Quoting a monthly analysis from the District, Customer Service Co-ordinator Roy Jones said: "31 customers reported that the service was excellent/marvellous, 19 said staff were pleasant/friendly/polite/helpful and 14 said the service man was quick and efficient."

The scheme aims to monitor customers' reaction to their contact and dealing with Manweb and its various services by means of follow-up phone calls by Manweb staff.

SQC was introduced in June 1993 at Northwich Customer Service Centre. The goal is to provide Positive Memorable Experiences for customers while the Company collects actionable information about the quality of the service. The programme complements and supports Manweb's Customer Service Training Initiative.

Calls are now made following a range of customer transactions including card meter installations, supply alterations and cash or credit sales purchases in Manweb shops.

The calls are done from five districts, regional customer information centres and six shops.

North Mersey was the first district to implement the programme in its Engineering Clerical Section and reached a milestone recently when Gill McCrae made Manweb's 2000th Service Quality Call from the District.

Mike Norton, Clerical Section Manager at the District, said: "The SQC concept has given all the staff a sense of achievement.

We are very proud that North Mersey is leading the way with our customer call backs. The positive response from our customers has given the staff a real lift."

Now the District has set a target of 960 successful calls by March next year. "But I'm confident that with the enthusiasm and hard work of the staff we will surpass that figure," said Mike.

FINANCE DIRECTOR LEAVES

FINANCE Director John Astall is leaving Manweb, by mutual agreement, at the end of November.

After three years in the post it had become obvious, for a number of reasons, that John was not fitting comfortably with the Manweb culture and it was agreed that the best solution was for him and Manweb to go

their separate ways.

An announcement regarding his successor will be made in due course, but in the meantime John Couch, Kevin Healy and Dennis Hughes, the senior financial managers, will report direct to Chief Executive John Roberts.

Award for an above average apprentice

PETER ROBINSON, 18, an apprentice electrical craftsman at North Mersey District was selected for a Hillsborough Trainee Personal Development Award - a five day, residential, outdoor pursuits event at Mountain Ventures in Snowdonia.

One of only 24 to be selected against fierce competition, Peter was looking forward to his week of activity, including walking, canoeing and climbing, which began on 24 October.

He was nominated by North Mersey District Technical Services Manager Martin Davies.

The event, funded by the Hillsborough

Charitable Trust and run by Merseyside TEC, is open to nominations from suppliers of training from among their suitable trainees. The Awards are based on achievement in training, education and other contexts with primary emphasis on the progress of the individual rather than the level attained. Applications are judged by a panel representing the Trustees and the TECs.

On the nomination form Martin Davies wrote that Peter was a good and able student who works hard and shows interest. Referring to Peter's vocational skills, Martin said: "His instructors reported that he pays attention, participates well and produces good results - definitely above average ability."

He went on to say that Peter is popular with staff and participates in social activities.

Peter, who lives in Crosby and whose father Bernie is an engineer at Bridle Road, joined the Company two years ago.

"He has been an exceptional apprentice and has the potential to make an excellent craftsman. I would expect him to develop his skills even further," said Martin.

● Peter's brother Steven, 18, was an unfortunate victim of the Hillsborough disaster



Adrian and partner



Huw and partner

PWLLHELI PAIR MAKE A TV DATE

PWLLHELI Shop Manager Adrian Phylip-Jones and Sales Assistant Huw Williams, joined grave diggers, electricians, nurses, students and farmers in a light-hearted attempt to hook a partner recently.

And their antics will be revealed to the nation on television.

Adrian and Huw were selected as contestants for *Bacha Hi O' Ma* - the Welsh 'Blind Date'. The couple were prepared for the event by attending a local fun night, a special event staged by S4C, who select contestants for the series and give them a taste of the show - "a kind of endurance test," said an S4C spokesman.

"We had to endure a surfing competition based on an electronic 'bucking bronco' surfboard," said Adrian. "I managed to stay on longer than Huw, even though I'm a bit older than him," he joked.

In the 'Blind Date' style show three girls and three boys end up as partners, each set of couples having been determined by a series of questions. They then have to impress the audience sufficiently

to be chosen as their 'ideal' couple - the couple who will go on to win an exotic holiday.

The show's compere, Alwyn Sion, said: "I will be trying to keep an eye on the contestants as they look for a partner. Now the show is in its fifth year the contestants are beginning to learn the ropes and know how to make an extra effort to claim a partner and win the competition."

"Some go to great lengths to make an impression on the audience - by showing a leg or a tattoo or being clever or crafty - since the audience has the last word."

So how did Manweb's Pwllheli pair do?

Adrian managed to hook a beauty - Abigail from Aberystwyth. "But I didn't get very far in the competition. You're supposed to reach the top of a set of stairs by answering questions, but I stayed at the bottom," he confessed. Viewers will see Adrian's antics on screen in November.

As for Huw, well, you'll have to wait and see.

His programme will be screened in early January.

New gallery helps forge theatre links



CHECKING on the progress of building work at the new Manweb Gallery at Crewe Lyceum Theatre are (l to r): Councillor Jim Golding, Chair of the Lyceum Theatre Panel; Terry Keenan, Manweb Retail Manager; David Vernon-Smith, Manweb Director, Corporate Affairs; and Crewe and Nantwich Mayor Councillor Peter Birchall.

Manweb is supporting plans to increase audience capacity at the theatre, which is undergoing a major refurbishment, by sponsoring the gallery area. "The Manweb Gallery will enable the Lyceum to offer a broader range of ticket prices and continues our support for initiatives which increase the accessibility of the arts to all sections of the local community," said David Vernon-Smith.

Manweb Retail is publicising the sponsorship and forging close links with the theatre by running a colouring competition with its local shops. Winners, chosen by EastEnders actress Letitia Dean, will receive tickets to the Christmas pantomime, in which she stars.

Helping hand service

MANWEB has launched a new service aimed at helping customers who may have problems handling their domestic affairs.

The Helping Hand service will enable Manweb to contact a nominated third party - usually from a caring agency - in the event of an electricity bill not being paid. The carer can then check with the customer to ensure there are no problems.

The service will be targeted at people who may not have recent experience of

handling financial affairs, whose who are returning to 'Care in the Community', or people suffering from conditions such as Alzheimer's disease.

Manweb's Regulation Business Manager Tim Elliott said: "We are always looking for ways to improve the service we offer to our customers, particularly those who may have special needs. We developed the service in consultation with our local Consumers' Committee, and are delighted we can work together on such a worthwhile initiative."

Bob on board

■ Bob Hodson, Head of Business, Marketing and Sales, has been appointed to the board of INWARD, the regional development agency for north west England.

AWARDS LUNCHEONS FOR MANWEB DISTRICT EMPLOYEES



A LONG service award luncheon was held at the Oriol House Hotel, St Asaph, on 16 September, 1994, for Clwyd District employees and their partners.

Thirty-year awards went to Ray Ball, Metering Services Manager, and Haydn Davies, DRC Attendant.

The following received 20-year awards: Margaret Williams (Mrs), Clerk; Margaret Williams (Miss), Clerk; Alan Jones, Substation Attendant; Ivor Jones, Draughtsman; John Humphries, Assistant Engineer; Alan Jones, Clerk; and Noel Harris, Mechanical Fitter.



TWO Aberystwyth District employees attended a luncheon hosted by District Manager Alison Eakins, at which they were presented with National Vocational Qualification (NVQ) Awards.

Andrew Turner, now a joiner in Service Section at the District, and Lee Bishop, a linesman, both joined the Company as YTS trainees and progressed to complete four years each as apprentices.

Andrew's NVQ was in jointing and terminating distribution cables and Lee's in erection and maintenance of wood pole overhead lines.

Pictured at the presentation are, (l to r): Planning Foreman Joe Braddock, Lee Bishop, Alison Eakins, Andrew Turner and Planning Manager Emrys Hughes.

HOW THEY HAD A GO

By Jackie Unsworth • Pictures by Adrian Chesworth

BLIND and partially-sighted people from Aberystwyth and the surrounding areas had the chance to participate in a variety of sports – courtesy of Manweb.

The Company sponsored British Blind Sport's 'Have a Go Day', held recently at the University of Wales, Aberystwyth, when around 100 visually impaired visitors, friends and family members had the chance to tackle goal-ball, bowls, archery, judo, tandem cycling, swimming and various other sports.

A group of volunteers from Aberystwyth District Office gave up their Saturday to lend a hand and ensure the event – the first of its kind in mid-Wales – ran smoothly. The volunteers, Secretary Lynda Howells, her husband Geraint, Network Services Administrator, Meter Reader Helen Jones, Clerical Assistant Dwynwen Morgan and Clerical Supervisor Marion Thomson, helped register those taking part, acted as guides, ran a fund-raising raffle and generally mucked in!

Blind sports people were on hand to coach the participants, many of whom had never before had the opportunity to try some of the sports. First aiders from St John Ambulance were also present.

British Blind Sport's Fundraising Director Julia Scott said: "Thanks to Manweb, blind and partially sighted people of all ages from mid-Wales were able to have a go at sports they have never before had access to. The event demonstrated that the world of sport is not closed to visually impaired people just because of their lack of perfect sight."

She added: "In particular I would like to thank the volunteers from Aberystwyth District Office who gave up their spare time to help out and, hopefully, enjoy themselves at the same time."



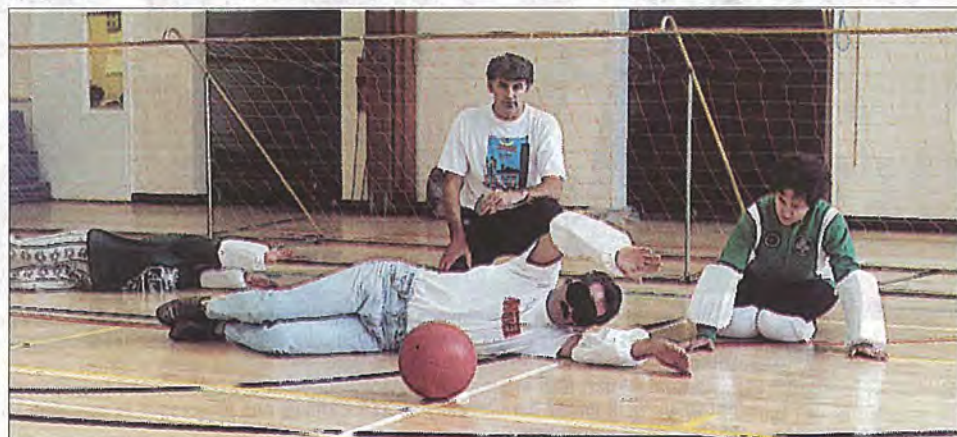
Pedal power . . . Meter Reader Helen Jones takes Michael James for a tandem ride.



Clerical Assistant Dwynwen Morgan helps archery novice Tabitha Croxford take aim.



Volunteers from Aberystwyth District Office gave up their Saturday to take part in the 'Have a Go Day'. Pictured (l-r) are Helen Jones, Marion Thomson, Dwynwen Morgan, Lynda and Geraint Howells, and Chester-based Public Relations Officer Jackie Unsworth, who also helped out.



Network Services Administrator Geraint Howells donned eye shades to block out all sight for a game of goal-ball with some of the blind participants. Like the other players, Gareth had to rely on sound to locate the ball as it rolled towards the goal.



This month Round and About visits Aberystwyth

Hywel helps them know the past

WHEN village old timers take a verbal trip down memory lane, one man who listens with great interest is Aberystwyth District Planning Engineer Hywel Evans.

For Hywel is something of a local historian. "Although I only dabble at it and I'm certainly not an expert," he says modestly.

At his home in Penrhyncoch, near Aberystwyth, Hywel has built up an interesting collection of documents, records, family trees, diagrams and pictures relating to the area and with a great deal of emphasis on the electricity supply industry.

Hywel, who has worked

for Manweb for over 39 years, relies on some of the older villagers for much of his information, a great deal of which is recorded in words and pictures on video tape. Hywel then uses this as background for talks to local groups, schools and societies.

When the Aberystwyth District newsletter featured an item on bringing supply to Dolgellau, Hywel was able to provide the information and even used 'Contact' as the source of some of his material.

In it he states that in 1934 "A foreman's pay on the job was 1s 8d per hour (old money) a linesman was paid 1s 2d per hour and a labourer's pay was 1s 0d (five pence today).

Ursula keeps up with the lads

IT'S all change for former sales representative Ursula Byrne as she tackles the challenge of her new post at Aberystwyth District – Trainee Engineer.

Now, graduate Ursula has her sights set firmly on obtaining qualifications towards her HNC, preferably before Christmas.

After 10 years working in the District Ursula was unable to move, for domestic reasons, when her job was relocated.

Later she was offered the chance to train as an engineer and decided to take it.

"I had already taken a basic open learning course in the discipline because I was interested in it, so this training wasn't completely new to me," she said.

As part of her training Ursula recently spent five months on secondment in Dublin, her home town, with the Electricity Supply Board where she worked in various sec-

tions. "I was surprised to find that there were many more females in engineering jobs over there than here," she recalls.

Back at Aberystwyth Ursula goes out on operational jobs with 'the lads'. She knows most of them through working there for so long and apart from taking a few leg pulls and a bit of banter is fully accepted and gets on well with the team.

"I've got to keep up with them, though, even when it comes to wading through streams or climbing over fences," she says.

Away from the world of engineering Ursula likes to unwind by dancing and is adept at Welsh dancing, Morris dancing and Irish dancing at which she is also a teacher.

And why is she so keen to get her engineering qualifications by Christmas – "I'm going to have a baby in January and if I haven't passed by then it will hold up progress in my career," she said.

MIKE



Mike with 1957 Rolls Royce Silver Cloud . . .



Will Holt – leading fireman with Machynlleth



Ron Davies, left, and John Williams, right, jo

BRINGS BACK THE GLORY DAYS

WHAT do a 1937 Morris 8, a 1957 Rolls Royce Silver Cloud and a present day Vauxhall Astra have in common?

Any one of them could be seen approaching Aberystwyth District offices with the familiar face of Mike Bunting behind the wheel.

For Mike owns all three. The Astra is his everyday transport but the other two are rather special, having been lovingly and painstakingly restored to their former glory by the Manweb Transport Fitter.

Mike's hobby began when he and a friend both went to buy the same car about 10 years ago. It was an Austin 10 that had caught their eye. Unfortunately his friend beat him to it so Mike had to look elsewhere for a car he could 'do up'. His luck was in when he called at a garage in Bangor and was told that an old lady just along the road was selling a 1937 Morris 8. Mike saw the car and did a deal on the spot, which cost him a mere £150. Today the gleaming, fully restored roadster would fetch at least £3,500. "But I'm not in it for the money, it's something I like doing, I just love to work on cars," said Mike.

That first purchase also heralded the start of the

Aberystwyth Vintage Society which Mike and his colleagues formed and which is still going strong today with over 40 members. Mike's next buy was the Silver Cloud. Although this knocked him back some £9,000, it is now worth more than £25,000. His main task with the 'Roller' was not the bodywork - "It was in quite good condition," he said. But after restoring the front seats and re-chroming various parts he had to rebuild the engine which was emitting too much smoke.

With the crankshaft and main bearings alone costing £2,000, the bill quickly mounted leaving Mike very little change out of £12,000. "Still, it's all worthwhile," he claims.

The Silver Cloud is often a feature at weddings when Mike, complete with chauffeur's outfit, drives the bride in style to the church. Both the Rolls and the Morris can be seen as a centre of attraction at shows up and down the country. Now Mike would like to start his next car restoring project but says he first needs to create more space at his Aberystwyth home. "Then I'll be looking for a Morris '10 of around 1937. That was a really lovely car," he enthuses.



... and the 1937 Morris 8.

In safe hands on land and sea

WILL HOLT is a retained fireman, John Williams is a lifeboat man and Ron Davies is not only a fireman and a lifeboat man but also a coastguard.

The three Aberystwyth District colleagues have clocked up many years service and attended scores of incidents in their action-packed vocations.

Will, Storeman at the District, has recently earned his 20 years' service and good conduct medal with Powys Fire Brigade, where he trains every week to prepare him for call-out to events of all kinds including oil spillages, sheep rescue, road accidents and of course fires.

Always ready to respond to his bleeper and on call out of working hours, Will's biggest test came when he was called to Harley Valley Beacon which is a bullet-testing range. A gorse fire covered

the 700 acres and the fire caused bullets to explode and tracer bullets to go off. At one time 72 appliances were in attendance. The job lasted all week with Will firefighting by night, sleeping in the engine and turning up for work during the day.

He's even attended crashed aircraft. "It's strange but when we practised and had lectures on crashed aircraft I thought we would never have to use that knowledge, but we attended two such incidents shortly after," he said.

Will, a leading fireman, is one of 16 retained firemen in

Machynlleth's 18-strong team who are called to about 80 incidents a year. "It's a relatively quiet station, though," he says.

Ron Davies, Production Supervisor at the District, who is also a leading fireman in the Borth Brigade, and Electrician John Williams, are both in the Borth Lifeboat Service. John is a helmsman, a position he's held for seven years and Ron is now Honorary Secretary in charge of the station where he has been involved on a voluntary basis for 40 years.

The pair have been called out to what they describe as run of the mill incidents including cliff falls,

bathers swept out to sea and small craft in difficulties.

They were recently involved in a 14-hour search for three men missing at sea in an open boat.

After searching throughout the night, the lifeboat finally picked up and rescued them the following day.

As a coastguard with 24 years' service Ron says: "We organise the search; the lifeboat men do it."

All three colleagues say there is often friendly rivalry between the various services, but they all have one thing in common - they are happy to be part of an important public service.

Dai's happy to be all at sea

SEAFARING Dai Davies, a joiner at Aberystwyth District, is not only a member of an award-winning lifeboat team but has also used his knowledge of the sea to help a rowing team to third place in a tough, prestigious race.

A helmsman with the Aberystwyth Lifeboat Service, Dai who has been with the crew for over 16 years, is used to turning out to deal with people trapped on rocks, fishing boats and holiday craft in trouble or missing persons.

Whether near the shore or far out to sea Dai and the team are ever ready to lend a hand. The lifeboat has attended about 30 calls already this year.

But the one Dai recalls most readily is the one that earned the crew the Ralph Agusted Award for the year's most meritorious rescue.

A call was received at the station to say that a man was in difficulty in a 16ft sailing vessel. With the weather having changed rapidly from calm to gale force 7 creating 10ft steep seas, the boat was drifting dangerously towards the rocks.

Dai's class C boat 'Otter' went to the rescue and assisted in taking the stricken craft to deeper waters before escorting her home. The ordeal lasted 18 hours.

Dai's rowing success was shared with Aberystwyth District Storeman Dai Slack.

The pair were in the Aberystwyth Rowing Club team competing in the race from Arklow, Ireland to Aberystwyth.

"It was our third attempt at the race and third time lucky as we rowed home to third place," said Dai (Davies). "Not bad when you consider that half our crew were over 50 - unlike us youngsters," he

joked. The gruelling race is over 70 miles, as the crew flies, but when you account for rowing across tides it becomes a 100-mile mission.

For the first two attempts at this once-every-two-years event Dai competed in home-made boats, first the 'Droig y Mor' (Dragon of the Sea) then the 'Seren y Mor' (Star of the Sea).

"That first race was the most exciting for me as it was the first and an unknown quantity; just our team in a new boat against the sea." The boats in this novel race are skiffs modelled on schooners of Cornish origin which used to race out to sea to pick up goods from the bigger boats.

The Arklow/Aberystwyth race, lasting about 17 hours, began as a challenge when the Secretary of the Arklow Lifeboat Service wanted to pit his oak-built rowing craft against Dai's 'home-made'

boats. Dai (Davies again) recalls another unique seafaring venture which resulted in a film - The Long Last Haul - with him doing the voice-over for the Welsh version. It was about the saving and restoration of an old lifeboat.

Dai explained: "The Curator of Swansea Maritime Museum received a call to say that an old fishing boat was about to be scrapped and burnt and was he interested in seeing it first."

He decided to take a look and discovered the legend TK100 which told him that the vessel was in fact a 1920 lifeboat.

Dai's lifeboat was called to tow the old vessel back to Aberystwyth where it was restored to its original appearance - the only example in the world, as far as Dai knows, of a self-righting, all sail lifeboat which had to rely on horsepower to pull it to the water.



jade.



Dai Davies on the Aberystwyth Lifeboat.

ROUND & ABOUT

This month Round and About visits Aberystwyth

Hywel helps them know the past

WHEN village old timers take a verbal trip down memory lane, one man who listens with great interest is Aberystwyth District Planning Engineer Hywel Evans.

For Hywel is something of a local historian. "Although I only dabble at it and I'm certainly not an expert," he says modestly.

At his home in Penrhyncoch, near Aberystwyth, Hywel has built up an interesting collection of documents, records, family trees, diagrams and pictures relating to the area and with a great deal of emphasis on the electricity supply industry.

Hywel, who has worked

for Manweb for over 39 years, relies on some of the older villagers for much of his information, a great deal of which is recorded in words and pictures on video tape. Hywel then uses this as background for talks to local groups, schools and societies.

When the Aberystwyth District newsletter featured an item on bringing supply to Dolgellau, Hywel was able to provide the information and even used 'Contact' as the source of some of his material.

In it he states that in 1934 "A foreman's pay on the job was 1s 8d per hour (old money) a linesman was paid 1s 2d per hour and a labourer's pay was 1s 0d (five pence today).

Ursula keeps up with the lads

IT'S all change for former sales representative Ursula Byrne as she tackles the challenge of her new post at Aberystwyth District - Trainee Engineer.

Now, graduate Ursula has her sights set firmly on obtaining qualifications towards her HNC, preferably before Christmas.

After 10 years working in the District Ursula was unable to move, for domestic reasons, when her job was relocated.

Later she was offered the chance to train as an engineer and decided to take it.

"I had already taken a basic open learning course in the discipline because I was interested in it, so this training wasn't completely new to me," she said.

As part of her training Ursula recently spent five months on secondment in Dublin, her home town, with the Electricity Supply Board where she worked in various sec-

tions. "I was surprised to find that there were many more females in engineering jobs over there than here," she recalls.

Back at Aberystwyth Ursula goes out on operational jobs with 'the lads'. She knows most of them through working there for so long and apart from taking a few leg pulls and a bit of banter is fully accepted and gets on well with the team.

"I've got to keep up with them, though, even when it comes to wading through streams or climbing over fences," she says.

Away from the world of engineering Ursula likes to unwind by dancing and is adept at Welsh dancing, Morris dancing and Irish dancing at which she is also a teacher.

And why is she so keen to get her engineering qualifications by Christmas - "I'm going to have a baby in January and if I haven't passed by then it will hold up progress in my career," she said.

MIKE BRINGS BACK THE



Mike with 1957 Rolls Royce Silver Cloud . . .

WHAT do a 1937 Morris 8, a 1957 Rolls Royce Silver Cloud and a present day Vauxhall Astra have in common?

Any one of them could be seen approaching Aberystwyth District offices with the familiar face of Mike Bunting behind the wheel.

For Mike owns all three. The Astra is his everyday transport but the other two are rather special, having been lovingly and painstakingly restored to their former glory by the Manweb Transport Fitter.

Mike's hobby began when he and a friend both went to buy the same car about 10 years ago. It was an Austin 10 that had caught their eye. Unfortunately his friend beat him to it so Mike had to look elsewhere for a car he could 'do up'. His luck was in when he called at a garage in Bangor and was told that an old lady just along the road was selling a 1937 Morris 8. Mike saw the car and did a deal on the spot, which cost him a mere £150. Today the gleaming, fully restored roadster would fetch at least £3,500. "But I'm not in it for the money, it's something I like doing, I just love to work on cars," said Mike.

That first purchase also heralded the start of the

Aberystwyth Vintage Society which formed and which is still going members. Mike's next buy was this knocked him back some £9 than £25,000. His main task was bodywork - "It was in quite good after restoring the front seats and he had to rebuild the engine with smoke.

With the crankshaft and main £2,000, the bill quickly mounted change out of £12,000. "Still claims.

The Silver Cloud is often a Mike, complete with chauffeur's style to the church. Both the Rolls seen as a centre of attraction in country. Now Mike would like to project but says he first needs to Aberystwyth home. "Then I'll be around 1937. That was a really lo



Will Holt - leading fireman with Machynlleth Brigade.

In safe land

WILL HOLT is a retained fireman, John Williams is a lifeboat man and Ron Davies is not only a fireman and a lifeboat man but also a coast-guard.

The three Aberystwyth District colleagues have clocked up many years service and attended scores of incidents in their action-packed vocations.

Will, Storeman at the District, has recently earned his 20 years' service and good conduct medal with Powys Fire Brigade, where he trains every week to prepare him for call-out to events of all kinds including oil spillages, sheep rescue, road accidents and of course fires.

Always ready to respond to his bleeper and on call out of working hours, Will's biggest test came when he was called to Harley Valley Beacon which is a bullet-testing range. A gorse fire covered

the 700 acres and the fire caught bullets to explode and tracer bullets to go off. At one time 72 appliances were in attendance. The lasted all week with Will firefighting by night, sleeping in the engine and turning up for work during day.

He's even attended crashed aircraft. "It's strange but when practised and had lectures crashed aircraft I thought would never have to use that knowledge, but we attended such incidents shortly after," said.

Will, a leading fireman, is one of 16 retained firemen



Ron Davies, left, and John Williams, right, join Dai Davies on the Aberystwyth Lifeboat.

Dai's ha

SEAFARING Dai Davies, a joiner at Aberystwyth District, is not only a member of an award-winning lifeboat team but has also used his knowledge of the sea to help a rowing team to third place in a tough, prestigious race.

A helmsman with the Aberystwyth Lifeboat Service, Dai who has been with the crew for over 16 years, is used to turning out to deal with people trapped on rocks, fishing boats and holiday craft in trouble or missing persons.

Whether near the shore or far out to sea Dai and the team are ever ready to lend a hand. The lifeboat has attended about 30 calls already this year.

But the one Dai recalls most readily is the one that earned the crew the Ralph Agusted Award for the year's most meritorious rescue.

A call was received at the station to say that a man was in difficulty in a 16ft sailing vessel. With weather having changed rapidly from calm to gale force 7 creating 10ft steep seas, the boat was drifting dangerously towards the rocks.

Dai's class C boat 'Otter' went to the rescue and assisted in taking the stricken craft to deeper water before escorting her home. The deal lasted 18 hours.

Dai's rowing success was shared with Aberystwyth District Storeman Dai Slack.

The pair were in Aberystwyth Rowing Club competing in the race from Ark Ireland to Aberystwyth.

"It was our third attempt at race and third time lucky as we rowed home to third place," said Dai (Davies). "Not bad when you consider that half our crew was over 50 - unlike us youngsters,



Backroom work keeps them going

GORDON SMITH is not exactly all at sea but he's instrumental in making sure some of his charges sample the life.

Gordon, of Clerical Network, Aberystwyth District, is Treasurer of the Aberystwyth Sea Cadets where his main role on the cadets' civilian committee is not only to keep the books but to help raise money to keep the corps going.

Gordon's backroom work helps the boys and girls in the 40-strong corps to stay in-

terested in this sea-based pursuit.

The cadets have their own boat in the town harbour and go rowing and canoeing as well as undergoing adventure training on the Sea Cadets' own ship the T S Royalist. "We have to raise over £150 per cadet to send three or four of them on the ship each year," Gordon explained.

Celebrating its 50th anniversary this year, the Sea Cadets' movement is run as a charity unlike the Army and Air Force cadets which are MOD funded.

Gordon helps to organise various fund-raising activities and acts as a link between the committee and the cadets by attending meetings twice a week.

Having lived in Aberystwyth for 22 years with 20 years' service at Manweb, Gordon sees his involvement with the Sea Cadets as: "Putting something back into the town. It also gives me something to do," he said.

Ironically, it is not at sea but on the land where Gordon and the cadets face one of their biggest challenges. Each year he accompanies a group of cadets to Holland to take part in the Nijmegen March, claimed to be the biggest gathering of international walkers in the world, attracting up to 36,000 from more than 40 countries including civilians, the military, police forces, numerous walking clubs and individuals who tackle treks of 30, 40 and 50 kilometres over sometimes tough terrain.

Successful completion makes heavy demands on participants' condition and perseverance and about eight per cent of the walkers do not make it to the finishing tape.

Over a quarter of a million spectators line the route into the city to see the walkers returning to a magnificent floral reception which enthusiasts say is what always draws them back to Nijmegen.

"It is challenges like this and the discipline of the Sea Cadets that help us to turn out useful, reliable and honest members of society," Gordon claims.

Training success for first aider



Jackie, right, practices first aid on colleague Lorely Lansley.

JACKIE LEWIS has skills she hopes she will never have to use - those taught by the St John Ambulance.

Now those skills have earned her the right to train others in vital first aid.

A customer service representative at Aberystwyth District, Jackie, who has worked for the Company for 21 years, has recently qualified as a St John Ambulance First Aid Trainer.

"It was hard going and based on student centred learning not on lectures or by the book," said Jackie. "One of their sayings is; 'you forget what you are told, remember what you see and never forget what you do'."

Jackie who has been a

first aider at Aberystwyth for five years, said: "We will now be able to carry out more of our own training in the district."

She also intends to run a small first aid course at her local stables where she enjoys riding.

To qualify as a first aid trainer Jackie spent four days at St John Headquarters in Chester. To keep up to date with ever-changing techniques and maintain her qualifications she will have to re-sit the examination every three years.

Jackie was quick to thank Manweb Nursing Sister Irene Jones for all her help and encouragement. "She was a great inspiration and without her I don't think I would have passed," she said.

ALAN DESERVES CREDIT

CREDIT for much of Aberystwyth District personnel's involvement with the Sea Cadets must go to Alan Carr the Wrexham-based Accounts Manager for Wales.

Alan, now the Sea Cadets' District Officer for Wales, has been associated with the organisation for over 37 years.

He first joined as a new entry sea cadet in 1957. By 1965 he had risen to Sub-Lieutenant and two years later achieved the rank of Lieutenant.

He gained his present position, Lieutenant Commander, in 1975.

Alan now commands 80 volunteer staff, 450 cadets and covers nine locations from Aberystwyth to Neath.

Another Aberystwyth man with long-serving connections with the Sea Cadets is Manweb Material Controller Kelvin Jones.

Kelvin, who first joined the organisation in 1983 is now Lieutenant at Aberystwyth in charge of over 30 cadets who meet on Tuesdays, Thursdays and at weekends.



POST BAG

THE MAGNIFICENT SEVENTH

Dear Editor,

By the time you read this letter, Ian Botham will have completed his seventh fund-raising walk on behalf of the Leukaemia Research Fund.

Beginning on Monday, 26 September at Goodison Park and ending on Saturday, 15 October at Yeovil, Ian's walk took him along the coastline of Wales, a long-held ambition since he started his walks in 1985. Over the six previous walks, Ian has raised a remarkable £2.8 million, that is £1,000 for every mile he has walked. The money raised from the

walks goes towards research, clinical fellowships, development and many other projects. Although the Fund is primarily concerned with research, it never forgets that it is people who get the disease, so we provide information leaflets for patients and their families, as well as special grants for equipment for people with leukaemia.

On the first day of the walk, Ian came through Chester and stayed overnight ready for his second stint to Prestatyn. There would have been collections on the day around the City Centre, but there are still opportunities to contribute to the Walk.

If you would like to have a collection in your department, or send in an individual donation, then please send it to either:-

Ian Botham OBE
c/o Leukaemia
Research Fund
43 Great Ormond Street
London
WC1N 3JJ

Anyone for the London Marathon?

Dear Editor,

I write to you in the hope that there are some frustrated, maybe surrogate athletes in your organisation, who would give their eye teeth to run in next year's London Marathon (2 April 1995). Places for this great event are as rare as gold dust, but I may be able to help. Let me explain.

I am a Trustee of Cancer Relief Macmillan Fund, which has been chosen as one of only two official charities for the event. With this nomination come 250 guaranteed places.

The skill of the charity is now to seek out applicants, who can extract valuable sponsorship from their family, friends, pubs, employer etc. (In some instances, companies have agreed to match pound for pound, whatever an individual raises on his or her own account.)

The record sponsorship for an individual stands at £442,000 (Chairman of Wellcome)! The average for the 25,000 runners stands at around £600.

For Macmillan's allocation, we are aiming at something between £2,000 and £5,000 per entrant, ie between £0.5m and £1.25m in total. The higher fig-

ure would launch 50 Macmillan Nurses, whose posts would then be funded by the NHS in perpetuity.

From just this race!

All bids need to be in to me by 2 December, and we will announce the winning applicants very soon after that.

The only 'rules of engagement' are that entrants must be over 18 years of age and sign a disclaimer to the effect that they are fit and responsible for their own health should an accident befall them.

If you require any more information, don't hesitate to ring my office, Tel: 071 932 8888.

Anthony Simonds-Gooding,
Chairman,
Still Price Lintas Ltd,
84 Eccleston Square,
London, SW1V 1PX.

or to:
Deborah Henry
Secretary
Chester & District Branch
Leukaemia Research Fund
c/o 1 Unity Passage
17/19 Lower Bridge Street
Chester
CH1 1RS.

Please make cheques payable to: LRF BOTHAM WALK.

Like Ian's Walks, the work of the Leukaemia Research Fund is long, painstaking and laborious, but slowly and surely it is getting there.

Today, thanks to successful research more and more patients of all ages survive... with children it is as many as seven out of ten.

YOUR VIEW

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

Write to: The Editor, Contact, Room 5E1, Manweb plc, Sealand Road, Chester, CH1 4LR, making sure you include your name and address or work location. All letters are dealt with in strict confidence and your name can upon request, be withheld.

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



SEEING HOW TO PREVENT POLLUTION



A MANWEB seminar at EA Technology's Capenhurst Business Centre looked at how ozone treatment can help prevent water pollution. The seminar included presentations from The National Rivers Authority, North West Water, and EA Technology specialists, as well as engineering and scientific products consultancy, GU Projects.

Pictured following the event are (l-r): Manweb Effluent Treatment Engineer Andy

Jones, Research and Technical Support Manager David Walker, Business Development Engineer Chris Liddicoat, Greg Turner of GU Products, EA Technology Senior Research Scientist Jim Hutchison, Trevor Fisher of North West Water, Lawrence Parr from EA Technology and Glyn Edwards, Quality Audit and Legislation Manager for National Rivers Authority North West Region.



Mersey Basin Business and Environment Achievement Awards winners are pictured with Manweb's Director, Power Marketing, Colin Leonard (centre left), The Duke of Westminster (centre right) and Mersey Basin Campaign Chairman Brian Alexander (to the right of the Duke of Westminster).

DUKE PRESENTS 'GREEN' AWARDS

NORTH West organisations have been recognised for their 'green-ness' in the Manweb-sponsored Mersey Basin Campaign Business and Environment Achievement Awards.

The Duke of Westminster presented three winners and six commended entries with their awards during a ceremony at the Maritime Museum in Liverpool.

The awards were divided into three categories – large organisations, medium and small organisations and agriculture. The winners received £1,000, a certificate and a specially-designed bronze statue created by Liverpool sculptor Stephen Broadbent.

Brian Alexander, Chairman of the Mersey Basin Campaign, said: "Those that have been honoured are just the tip of the iceberg. Many more companies and agricultural organisations, large and small, are working towards better environmental practices which also benefit the bottom line."

The winners were:

Large Organisation: Stoves Limited, Prescot, Merseyside – the UK's largest manufacturer of domestic appliances such as gas and electric cookers, built-in ovens and hobs.

Medium or Small Business: Gaskell Textiles Limited, Oswaldtwistle, Lancashire – specialist manufacturers of non-woven materials for the footwear trade and automotive industry.

Agriculture: Clive Gurney, of Austerson Hall, Nantwich – partner in a family farm of 112 acres bordering the River Weaver, with a stock of 124 milking cows.

Highly commended:

Large Organisations: Zeneca plc and The Associated Octel Company Limited, both of Ellesmere Port.

Medium or Small Organisations: Copes Vulcan Limited, Winsford.

Agriculture: E. W. H. Moore Partnership, Betley, Crewe, and D. M. Beresford and Partners, Stockery Park Farm, Holmes Chapel.

● The Mersey Basin Campaign is a 25-year £4 billion drive involving the public sector, private companies and voluntary groups to clean up the watercourses in the Campaign area, which covers Merseyside, Greater Manchester, Cheshire, South Lancashire and part of Derbyshire.

Disk scheme saves money

By Geoff Ravenscroft
Energy and Environment Manager

RECENTLY we began testing a new product which could save us thousands of pounds each year.

The product, a remanufactured laser print cartridge, is more environmentally acceptable than the traditional product because of its re-use.

The cartridges produce text when initiated by either a mainframe or stand alone computer.

A trial has begun at Head Office in the use of these cartridges which are 30-40 per cent cheaper than new cartridges and show no reduction in print quality.

Traditionally the Company has purchased new cartridges from the manufacturer. Now, in line with our policy of investigating recycling opportunities we have asked a manufacturer of remanufactured cartridges to work with us to ensure they are suitable.

The toner cartridges are known by the remanufacturing company, TBS Cygma, as multi-use. This term describes the system used to dismantle the returned cartridges, check, clean and replace any worn parts before reassembling them and filling them with toner which is more applicable to our use.

TBS-Cygma supplies some of the biggest companies in the UK, including five of the top 10 insurance companies and three of the top five banks.

To date our cartridges have been used throughout their lifetime – about 5,000 sheets, dependent upon the amount of text – and then disposed of to landfill. However, landfill charges are beginning

to increase significantly. It is only the toner which runs out; most of the cartridge is not worn at all and is suitable for multi-use."

The trial will be conducted over a three-month period – the time at which our more often used printers would be expected to need a cartridge replacement. A number of Hewlett Packard 2/3 and 4 series printers are being trialled.

Subject to a satisfactory trial, it is expected that multi-use cartridges will be introduced right across the Company as existing cartridges and their useful life.

A recycling box for used cartridges will be provided adjacent to a series of printers. This is a vital part of the system as it is essential that all used cartridges are returned to TBS-Cygma for manufacturing and later returned to us for another period of use.

Geoff Barden from Information Services reports that he has established a use for the disks which we buy as part of the licence for new software. "When a user requests software, we have always stored the family of disks purchased from the software house. The situation has now arisen that we have a year's supply of disks which we would not have been able to re-use without the Energy and Environment Manager's recycling initiative," he said.

Geoff has sent the disks for reformatting and they will be re-issued for use with our own unique recycled labels. The cost to the department will be about 20 per cent of the cost of new disks. The

disks will be issued in 10s under stationery item No. EDP872.

We have now completed trials into the use of grade D post consumer recycled paper.

This is a newsprint which has been de-inked and remanufactured into laser quality paper. Called Recyconomic, the paper has obtained the prestigious German Blue Angel mark of approval, indicating that the whole process of conversion into laser quality paper is completed in an environmentally responsible manner.

The paper is 20 per cent cheaper than our previous supply of paper made from wood pulp.

These initiatives clearly demonstrate that we can now be environmentally responsible and save money into the bargain.

If staff would like to provide me with ideas for future recycling initiatives, then I will take up the investigation required.

Please contact the Energy and Environment Manager on 2320 (office ID RAVENG).

SUPER DISCOUNT DEAL FOR EMPLOYEES

QUICKS OF CHESTER
TELEPHONE: 0244 320444

QUICKS
QUICK TO CARE

QUICKS OF SALTNEY
TELEPHONE: 0244 680468

Employee Discount Scheme

EXTENDED SERVICE
£89
(Fully inclusive of Parts, Labour and VAT)
SPECIAL SERVICE FOR EMPLOYEE DISCOUNT SCHEME

Parts and Accessories
10% off marked prices plus 10% off the fitting
(To qualify, parts must be purchased through Accessory Shop)

Repair work carried out on all makes of car.
SPECIAL RATE
£28.20 PER HOUR including VAT Normal Price £37.60

Rapid Fit
All prices include Parts, Labour and VAT
Tel: 0244 682999

Examples:
1986 on Metro 1.0
Budget Tyre 19.95
145 x 13 28.95
Prestli Tyre 34.95
Clutch 22.95
Brake Pads 31.90
Battery Full Exhaust System including Fitting and VAT Examples shown include 20% discount 54.95

Examples:
1989 on Fiesta 1.1
Budget Tyre 19.95
145 x 13 27.95
Prestli Tyre 34.95
Clutch 24.95
Brake Pads 34.50
Battery Full Exhaust System including Fitting and VAT 65.95

SMALL SERVICE
£39
(Fully inclusive of Parts, Labour and VAT)
SPECIAL SERVICE FOR EMPLOYEE DISCOUNT SCHEME

Accident Repair/Service Centre
• Free Courtesy Car on booking in.
• Recovery Service.
• Negotiable rates
Major Insurance Company Approved. RAC Selected

To qualify for the above discounts, you MUST produce your Employee Discount Scheme Card prior to any price being agreed, or when you book your vehicle into Quicks Service Department or Accident Repair Centre.

Prices effective from 1.3.94 and subject to change without notice.

QUICKS OF CHESTER
The Bridgegate, Lower Bridge Street
Chester CH1 1DX

QUICKS OF SALTNEY
Chester Road, Saltney
Chester CH4 8RU

MANWEB has arranged a fantastic discount deal for staff and pensioners with Quicks Garages in Saltney and Chester.

The discounts include servicing, repairs, and parts and accessories. To qualify, staff and pensioners must produce a special Employee Discount Card, available from Quicks. All you need to do to obtain a card is produce valid Manweb identification, such as an identity card, or salary/pension advice slip at Quicks.

Services include: £89 for an Extended Service (fully exclusive of parts, labour and VAT); Small Service, £39 (fully inclusive of parts, labour and VAT); Repair Work, special rate of £28.20 per hour, including VAT (normal price £37.60).

To qualify for the discounts you MUST produce your Employee Discount Scheme Card prior to any price being agreed, or when you book your vehicle into Quicks Service Department or Accident Repair Centre.

Quicks of Chester, The Bridgegate, Lower Bridge Street, Chester CH1 1DX, tel: 0244 320444. Quicks of Saltney, Chester Road, Saltney, Chester CH4 8RU, tel: 0244 680468.

NORTH MERSEY POWERS ON

AFTER their successes of 1993, the Manweb North Mersey Cricket Club had a hard task ahead of them for the 1994 season.

The team has 29 players who compete in the Liverpool Business Houses League and the IVS League. The team has several new signings; Ian Warlow, Manager at St Helens shop, Colin Ellis, Merit Trainer at Chester, and Peter Woods, Quantity Surveyor at Manweb Contracting Services Ltd, Birchwood. Once again team members who have moved to other locations, such as Peter Humphray, from Chester, Andy Cribbin, of Mid Mersey, Peter McKenzie and Dave Simons, MCSL Birchwood, con-

tinued to play. These players add to the excellent cricketers who are still based at the Bridle Road and Southport depots. The team is still managed by Dave Powell, of Statutory, Bridle Road, who once again has led them to success.

In the Liverpool Business Houses League the North Mersey team finished the season as Third Division champions. This is the third time in the four seasons since joining the Business Houses League the team has gained promotion. Only one league game was lost and that was only by two balls. In the Senior Cup they reached the semi-finals, eliminating a First and Second Division side on the way. The success continued in the IVS League and they won the Charity Shield, the Plate Cup Final and reached the semi-final of the Challenge Cup. They were also runners-up in the League after losing just one match. A total of 25 games were played during the season.

North Mersey played their usual two friendly games against Liverpool District. The Districts each won a game in two of the most relaxed matches of the season. The North Mersey team claimed the Cup after the Liverpool team kept it last season after losing the cricket match but winning the quiz after the second game was rained off.

Team Manager Dave Powell said: "We once again thank District Manager Mike Jones and Customer Services Manager Len Cornah for their continued support and are determined to win further promotion next season."

Win for HO anglers

DESPITE fielding a strong team, Dee Valley District was beaten by Head Office in the annual Trout Fly Fishing match, held recently at Meadow Farm Fishery, Mickle Trafford.

The winner of the 'best bag' was Barry Harrison, of Head Office, who weighed in with 10lb 5oz. His best fish weighed 3lb 12oz.

The Dee Valley Trophy - the Colin Bowyer Cup - was won by Colin Bowyer with a bag of 8lb 8oz. Second place in the Dee Valley team went to Huw Phillips, followed in a close third by John Humphreys.

Second place in the Head Office team was taken by Graham Houghton.

Although not all the anglers managed to catch fish, everyone enjoyed themselves and the day was a great success.

Anyone interested in this annual event should contact Keith Griffiths on 0978 841230.

And finally . . .

MANWEB Golf Society Assistant Secretary Ian Stockdale has issued a big thank you to all members for their support during the year.

He reports that the society AGM will be held, as usual, in March next year. "This is a good social event and all golfers are encouraged to attend. We will issue more details nearer the time," said Ian.

Final positions and total points in the Order of Merit for the President's Shield 1994 were:- S. MacKenzie 39; H. Watson 22; S. L. Carr 19; R. Wilkinson 17; K. Sudlow 14; R. Norfolk 12; W. D. Jones 12; J. Nolan 12; R. Morgan 11; K. Spencer 10; J. T. Mayers 10; A. Redhead 10; F. Adamson 9; A. Heathwood 9; I. D. Stockdale 9; D. Atkinson 9; L. Butterworth 9; A. D. James 9; N. Clarke 8; A. Fox 8; L. Rigby 8; I. K. Rodger 8; S. P. Roberts 7; F. T. Edwards 6; A. E. Mellor 6; T. J. Morris 6; M. Pearson 6; R. Bramhall 5; T. Gopsill 5; L. Heesom 5; D. Raiswell 5; G. Bent 4; K. Chidlow 4; R. J. Barclough 3; R. MacKenzie 3; G. Norbury 3; M. Potts 3; D. Read 3; B. Attwood 2; D. Croston 2; D. Griffin 2; J. B. Smith 2.



The winning team in the Plate final played at Hightown in August. Back row: Kevin Bartley (North Mersey), Dave Simons (MCSL), Alec Lloyd (North Mersey), Peter Marchbank (North Mersey), Ian McNab (North Mersey), Peter Woods (MCSL), Colin Ellis (Chester), who was injured. Front row: Andy Cribbin (Mid Mersey), Dave Powell (North Mersey), Ian Warlow (St Helens Shop and Man of the Match) and Tony Rogan (Captain)

OBITUARIES

WE regret to report death in service of Donald Seliarts and Kenneth Roberts.

Donald Seliarts, 63, who joined the Company in 1979 and was a craftsman joiner in Technical Services at Oswestry District, died on 25 September. He leaves a widow.

Twenty-eight-year-old Kenneth Roberts of Manweb Contracting, Wrexham, who joined the Company in 1988, died on 22 September. He leaves a widow and two children aged eight and six.

* * *

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

George Perkins, who died on August 3, was a Chargehand Meter Operative in Clwyd before retiring in 1985.

Frederick James Speed was a Gatekeeper in Security at Head Office before retiring in 1979. He died on August 8.

Harry Furness, who died on August 11, was a Shop Supervisor in Dee Valley before retiring in 1975.

Fred Thorp Shortridge, a Storekeeper at Ivy Street, Colwyn Bay, until retirement in 1975, died on August 13.

Dilys Price Jones, who died on August 26, was Shop Manager in Aberystwyth before she retired in 1989.

Henry James Huxley, who retired in 1981 at Oswestry, where he was a Foreman, died on August 26.

Harry Betteley, a Labourer in South Lancashire until retirement in 1974, died on August 28.

Frank Basford, who died on August 28, was a Linesman's Mate in Crewe before retirement in 1972.

Frank William Bailey, a Meter Operative in Dee Valley until his retirement in 1984, died on August 29.

Frank Cross, who died on August 29, was a Labourer in Mid Cheshire until he retired in 1977.

Dennis Ashton, a General Duties Assistant in Oswestry before his retirement in 1991, died on August 30.

Joseph Arthur Winchester, Group Manager at Head Office until his retirement in 1978, died on September 10.

Norman Hardman, who died on September 14, was a Mate in Warrington until he retired in 1973.

Yvonne Lillian White, who retired in 1980 from North Mersey, where she was a Clerical Assistant, died on September 17.

Norman Ormson, an Instrument Inspector in Mid Mersey until his retirement in 1975, died on September 25.

Ellis Goronwy Pritchard, who died on September 27, was a Linesman in Gwynedd before his retirement in 1974.

Albert Mark Birtles, a Craftsman in Clwyd until he retired in 1990, died on September 28.

William Hudson Evanson, who died on September 30, was a Meter Reader/Collector in Liverpool until his retirement in 1991.

Mildred Mary Levoi, a Secretary in Area 2 until her retirement in 1971, died on October 2.

George Rowland Cotterell, a Chargehand Electrician in Dee Valley before retirement in 1979, died on October 2.

Iorwerth Morris, who died on October 4, was a Stores Foreman in Dee Valley until his retirement in 1989.

More than a year in Provence

I RECENTLY came into contact with Bill Wallwork, a senior Manweb manager who used to write for 'Contact' on his retirement, reports John Powell, Social Secretary of Manweb Retired Managerial Staff Association.

I did not know Bill during his career, I worked in another Area of the Board. I made contact with him through the Association when I write to members about activities we organise. Knowing my wife and I were hoping to be in the Provence area in September, I asked if we could visit and was pleased to be able to do so.

Bill is 83 now but still very active and has to be as the nearest shop is about five miles away! I enclose a photograph (above) of him and his wife, Margaret.

On retiring from Manweb in 1970, Bill, who was the Area 1 Commercial Officer, and his wife Margaret set off from the UK in a Mercedes motor home to tour the world.

From various locations Bill sent accounts of their travels to 'Contact' and quite a few Manweb staff both present and retired will remember 'Wallworks' Wanderings' in the staff magazine.

This year in September, whilst touring France in our caravan, my wife Muriel and I paid a visit to the Wallworks and enjoyed lunch with them at a rural restaurant on a hot sunny afternoon in the beautiful hills of the Luberon valley in Provence. Not for Bill and Margaret 'A Year in Provence', they have lived there in their small hillside village for



14 years where the population is only 65.

Recalling their world tour which included Europe, Kashmir, Australia, Mexico and a year in the USA, Bill expressed his sadness about the total loss of the motor home on their way back to England. It was totally wrecked in the hold of a ship when the cargo broke loose in a severe Atlantic gale. His main regret was the loss of 3,000 photographic slides taken on his journeys.

Not to be outdone, after returning to the UK they purchased a caravan and started to tour France. Eventually, after doing some part-time work in Lyon, they gravitated to Provence, found the village of their choice and settled down there.

They wish to be remembered to and send their regards and best wishes to friends and former colleagues.

How they saw stars

AN afternoon visit to Jodrell Bank on 21 September introduced Manweb (Chester and Head Office) Retired Staff Association members to modern astronomy.

They saw displays devoted to satellite communications, weather monitoring and space research as well as a presentation on the planetarium.

Outside the centre they saw the 'tree park', comprising some 30 acres, planted with trees and shrubs, including a collection of crab-apples, whitebeam and rowan.

Overhead the Mark 1 Radio Telescope

was keeping watch. "It was a pleasant journey of discovery," reports Hon Treasurer Carmel Austin.

Future excursions include:-
23 November - Galleries Shopping Centre, Wigan

9 December - Christmas Dinner
The excursion list for early 1995 will be published as soon as arrangements have been finalised.

For further information, dinner tickets and/or bookings, please, contact Carmel & Bert Austin on 0244 347762.

FOR SALE

Bentley Piano, recently tuned; £350 ono. Tel: Wrexham 0978 354894.

Atari Mega STE with the following spec: 4Mb main memory, external 52Mb hard drive, second 720Kb floppy, stereo replay sampling hardware, and hundreds of pounds worth of software, covering programming, business and leisure. PC emulator board - 80286. All this for £500. What a bargain! Please ring 051-638 3515 for further details.

Camera, automatic Canon AE1 body plus Canon lens FD50mm 1:1.8SC with skylight filter (IB), Canon wide angle lens FD28mm, 1:2.8 with filter IB, Canon zoom lens 70-210mm 1:4 plus carrying case; £215 ono. Contact: Mr F. J. Carney on 051-427 6247.

1982 Piper 1400L, 5-berth caravan and awning, double

glazed, fully electrified 12v/230v, Calor gas hob, gas/electric fridge. Accessories - spare wheel, wheel clamp, step, Porta potty, gas fire, waste water container and aquaroll. New tyres all round. Price £1,200 ono. Tel: Int 790 2158. After 6pm 01978 821137.

Champion Pedigree Persian and Siamese kittens. Registered and vaccinated. Tel: Sandra on 780 2146 (Gwynedd). Evening 0286 672357.

Man's Racing Bike - Dawes Fox, handbuilt, 10-speed, 21in. Hardly used, as new. Ideal Christmas gift; £100 ono. Tel: 0942 43840 (evenings) or int. ext. 700 2090 (daytime).

A Christmas Gift to someone who has everything or a luxury for someone who takes their cooking seriously. Boxed and unused, 12-piece state of the art German saucepan set, capsule bottom and belly-shaped to cook with a small amount of

FREE ADS

water, ovenproof, glass lids and 24ct gold trims. Must be seen. Retails at 2995DM; £300 ono. Tel: 051-355 5032 after 6pm.

Brand New Gas Hob. Brown 'New World', still in box with instructions; £75. Philips floor-standing hood hairdryer; £18. Tel: 0978 364677.

Cane settee and 2 chairs for patio, excellent condition (floral design covers); £130 ono. Tel: 0745 822080.

Ball Gown. Full length Berketex ball gown, size 12, midnight blue, halter neck. Matching three-quarter-sleeve jacket. Rarely worn; £25. Tel: 0352 781443, Internal 700 3076.

386 PC, mini tower case, 2mb RAM, 265mb hard disc (NOT doubled!), twin floppy drives, SVGA card with 16.7 million colours. Panasonic monitor, mouse, keyboard, joystick, Dos, Windows. Software and manuals; £425. Contact Ian Stockdale on 700 3076, or 0352 781443.

ACCOMMODATION

House for Sale, Plas Goulbourne, Wrexham. Two bedroom mews style house. Fully fitted kitchen, gas central heating, double glazing. Gardens front and rear, allocated parking space. Ideal for first-time buyers, viewing a must; £43,950. Daytime Tel: 740 2158. Evening Tel: 0978 361228.

Wanted Lodger. Professional female sought to share fully furnished and well-appointed house with central heating and all mod cons. Only 10 minutes walk from Sealand Rd Retail Park and Town Centre. Ample parking space and within easy reach of all amenities (local shops etc). Weekly rent is £35 to £40 plus bills (rates and other charges already included in rent). Non-smoker preferred. If interested please call Chester 372639 after 6pm.

652449) or (Home - 0244 544771).

Professional Photographer. Weddings or Portraits, framed for walls or portfolios available. Studio or outdoors, children or families. Let me create your wedding album. Peter David Studio, Wrexham. Friendly service assured. Tel: 0978 263448 (Pete or Pat).

Maths Tuition. School, college or mature students. Tutor with Cambridge degree available to give personal supplementary tuition/coaching in pure and/or applied maths at all levels of ability or study, eg elementary, GCSE, A-level, HNC/HND. Very competitive rates. Based in the Wrexham area. Contact: Gordon Park. Tel: (0978) 759581.

Saxophone Tuition. Tuition available for school, college or mature students. From absolute beginner to intermediate (Grade 4). The rudiments of music theory and practical sax playing. Hire or purchase of alto/tenor saxes also available. Competitive rates. Contact: Gordon Park. Tel: (0978) 759581.

Sax Swing Band for Hire. From jazz classics to ragtime, blues to soft-rock, this four-piece sax and rhythm line-up is able to satisfy most tastes when it comes to parties, functions, music festivals, etc. If you have something in mind. Contact: Gordon Park. Tel: (0978) 759581.

Furniture Polishing & Restoration. Colours matched, house interiors. Free quotations. Contact Gavin Pye on 0378 262513 or 0978 846539.

Free Cabouchon Jewellery. Free jewellery to people who act as sales agents by introducing the Cabouchon range to others. Party Plan Hostesses are also required. Cabouchon offers a superb range of elegant, designer style jewellery. The collection is nickel free and of first rate quality. Guaranteed. With prices from £3.99 to £120, there is something for everyone. A full colour 70-page catalogue is available. (4 First Class stamps, refundable with order). Would you like to earn an extra £100 a week or more for a few hours of your time? If you want your own jewellery business, we can show you how. Free training is provided to help you succeed. For information pack on becoming an agent, a hostess or the business opportunity, write to: Al Davies, Network Services, Queensferry, or Dee Sales Ltd, The Mount, Brynford, Holywell, Clwyd CH8 8HB. Tel: 0352 712408. Ansaphone if out.

HOLIDAYS

Llandudno - Branstone Hotel. Licensed, satellite TV, close to shops, pier and prom. B&B from £14.50 per person. Special breaks available eg 3 nights from £59 per person half board, 2 nights B&B from £27.50. To make your reservation telephone Jan or Geoff Cole on 0492 876448 and don't forget to mention Contact.

Seychelles - for a holiday which is unhurried, uncrowded, unspoiled. Stay in a guest house standing in a 5-acre garden with its own beach. Details when you ring 0928 732530.



Pictured with children at the Early Learning Centre Nursery are (l to r) Doreen Taylor, Nursery Manager; John Knowles, Manweb Union Representative; Bill Tubey, Liverpool District Manager; Margaret Boyd and John Woods, Manweb Union Representative.

MEMBERS of Liverpool District Forum have been on their rounds again distributing cash and goodwill around the community on behalf of the Liverpool District staff.

Money awarded following two accident-free months and money donated at social gatherings was presented to three charities; The Early Learning Centre, Netherley, Twins and Multiple Births Society, Liverpool and Whiston Hospital

DISTRICT DOES THE ROUNDS

Burns Unit. Liverpool District Manager Bill Tubey said: "I am sure that all these dedicated people will put the money to good use for the benefit of others. All three members of the Forum were particularly impressed by the work done by these people on behalf of the local community."



NORTH Wales Ski Club for the Disabled was given a fund-raising boost when Manweb donated a microwave oven.

The microwave will be used as the main prize in a Christmas raffle to raise funds for the Ski Club, which meets monthly at the ski slope at Plas y Brenin, Capel Curig. Manweb's Clwyd District Manager John Hampson is pictured (front right) presenting the microwave to Peter Maxwell, Branch Chairman of North Wales Ski Club for the Disabled, watched by club members.

VEHICLES

Suzuki - Katana 750cc. A reg. Taxed and MOT'd. New tyres, chain and sprockets. Full history known. 14,500 dry miles. Very reliable and quick. 100% genuine and standard; £1,650 ono. Tel: 051-638 5581.

Sierra Sapphire, 87, 1.6L, E reg, 'Lasar Line' alarm. Tax & MOT Feb 95. Rosso red, alloy wheels. Good condition; £1,700 ono. Tel: 0492 872164 after 6pm.

Ford Escort 1.3. Taxed & MOT. Ghia interior. Tidy, very reliable; £575 ono. Tel: 0745 855994.

PERSONAL

Furniture Loose Covers. Handmade to measure, tailored for 3-piece suites. 180 easy-care, labour saving, washable, drip/spin dry, non-iron fabrics. Fitted on delivery (limited area). Cheshire, Wirral, Merseyside, South Manchester. 17 1/2% discount for Manweb staff and retired personnel. (Quote MWB). Brochure write, Furnishing Options, PO Box 110, Warrington WA2 7DR. Tel: 0925 240027 inc evenings/weekends.

Quality Wedding and Portrait Photography at highly competitive prices. Why pay more for the photos you want? For full details or estimates contact: Ken Smyth (Work - 0244

The Annual General Meeting of the Retired Members Section of Unison Manweb is to be held on Thursday, 15 December 1994 in the Mersey Room, Head Office, Chester.

The meeting will commence at 2pm when a Christmas buffet will be available.

Due to space limitations we have had to hold 'They said it' customers' letters until next month.

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

(BLOCK CAPITALS, PLEASE)

.....

 Name

Work place (or retired)

Tel:

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



Phil's on the centre spot

WHILE Manweb Engineer Roger Nock was getting to grips with a giant hot air balloon as part of the Manweb Community Challenge turf-cutting celebrations (see picture page 1), youngsters from Kirkby participated on a smaller scale.

They released hundreds of balloons into the air during the ceremony, which was kicked off by former Liverpool midfielder Phil Thompson.

Phil, pictured (left) with Manweb's Chief Executive John Roberts, has given the Manweb Challenge team a big boost by agreeing to be patron of the Play and Resource Centre, to be built

on the former Kirkby Town Football Club site.

The Manweb Challenge team - Mike Jones, Len Cornah, Alison Eakins, George Range and Bob Steventon - are trying to raise £750,000 in cash or in kind to build the much-needed facility.

The initiative, which is being supported by Knowsley Play Forum and the Borough Council, will provide training, nursery and play facilities, and equipment for loan to local play schemes.

Anyone wishing to help with the fund-raising should contact Len Cornah on 710 2203.

Question time for Dee Valley experts

THERE were more questions than answers when youngsters at a Wirral school wanted to know about electricity.

The enterprising nine to eleven-year-olds at Gorsthills County Primary School, Great Sutton, when faced with a project on electricity decided to ask the experts . . . Manweb.

That's why Dee Valley Customer Service Manager Bob Douglas found over 30 letters from the children in his morning mail recently.

The letters requested help in completing the project and each one contained a number of relevant questions.

Questions

Among the questions were: How much electricity does our school use in a day?

How much electricity does Ellesmere Port use?

Where does electricity come from?

How fast does it travel?

When you turn it off does it go straight away?

How many volts in a pylon? and

How many switches does it take to turn off all the electricity?

"That last question is going to be difficult to answer," said Bob, "but we will do our best."

To reward the youngsters' enterprise Bob says he will either arrange for them to visit the District offices or arrange for a Manweb presentation at their school.

"Unfortunately, we can't respond in this way to all schools. We will have to treat each case on its merits," says Bob. "But it is a good customer relations exercise as well as being an opportunity to put over the safety message."

FIRST CLASS EFFORTS IN FACE OF FLOODS



Quickly on the spot (l to r) Brian Stevens, Liverpool District, Keith Hornby and Paul Parnell, North Mersey, Southport Road, Lydiate, is in the background.



Plugging the culvert.



The scene, looking across Southport Road towards Hickson Avenue.

WHEN floods ravaged homes in a Merseyside town Manweb staff were quick to the rescue.

A call from Merseyside Fire Service, early on the Saturday morning of 7 October, alerted North Mersey District that properties in nearby Maghull were severely flooded.

Paul Parnell, the District's Standby Engineer, rushed to the site to find what was clearly a major incident.

"It seems that a culvert under the Leeds/Liverpool Canal had burst. This, added to the heavy overnight rain, had resulted in devastating floods," said Paul.

Nearly 200 properties had been flooded as well as the Manweb substation at Southport Road, Lydiate.

North Mersey District immediately put emergency plans into operation. Staff were mobilised to man the district office while others hurried to the stricken area fearing that the network had been damaged.

By mid-morning they had de-energised the high and low voltage networks.

Inspection

By 2.00pm the Fire Brigade and British Waterways personnel had pumped most of the water away allowing inspection of the properties.

Of the 200 or so houses only 50 had suf-

Pictures by retired engineer TED BOSTOCK

fered internal flooding. The rest had had their gardens submerged under 4ft of flood water.

Assistance

North Mersey staff along the staff from Contracting Services and Trading set up and manned the corporate caravan as a focal point and control room. They were able to offer advice and assistance to residents and co-ordinate an initial survey of properties.

They eventually visited every home to arrange cut out and meter changes, and the installation of a double pole isolator. Street lighting cut outs were also changed. With help from colleagues in Liverpool and Mid Mersey Districts the Manweb team restored all supplies to the meter position by 9.00 that evening.

The following day Network Services completed the work and Manweb Contracting Services staff visited every residence offering advice and where necessary, repairs on a rechargeable basis.

Manweb staff remained on hand for the next few days to help reassure residents who may have had further worries or problems.

North Mersey District Network Operations Manager Andy Stubbs said: "We attended a follow-up meeting along with representatives of the residents, the Police, the Fire Brigade, the National Rivers Authority and British Waterways and Gas Board.

Ovation

"All was not harmonious however, there was a hostile reception for some, but I'm pleased to say Manweb came out of it very well and in fact received a standing ovation."

Later, local MP Sir Malcolm Thornton contacted the Company to record his thanks and praise Manweb staff for their 'first class' efforts in restoring electricity supplies.