

# NEW ENERGY COMPANY AT YOUR SERVICE

BY  
GRAEME  
COOPER



Pictured (l-r) are Jim Stanway, Andrew Wright and Keith Nord of Manweb Energy Consultants.

**MANWEB has launched a new business aimed at providing an integrated approach to energy use.**

Manweb Energy Consultants Ltd will offer a range of impartial energy consultancy services on a paid for basis, which will complement and extend Manweb's current efficiency advice services.

As well as a service to customers the new company will provide specialist back up to Manweb's Energy Sales staff.

Initially Manweb Energy Consultants will concentrate on site energy use, reduction of power purchase costs and active management of purchase agreements.

General Manager is former Mid-Cheshire Energy Sales Manager Keith Nord, who brings a wealth of expertise to the company. A graduate in building technology, Keith was Clwyd County Council's Energy Efficiency Officer before joining Manweb as a Technical Development Engineer.

Manweb's Corporate Business Development Manager Dr Andrew Wright is a director of the new company, having worked in energy consultancy for several years before joining Manweb, and Director, Power Marketing Colin Leonard and Finance Director John Astall are also on the board.

The team is completed by Economic Analyst Jim Stanway.

Contracts for work worth around £25,000 have already been secured with leading public and private sector organisations, and energy consultancy is set to be a growth area in the future.

Both the European Community and electricity watchdog Offer are keen to promote energy efficiency, and with Manweb already a leader in this field the establishment of a 'stand alone' consultancy is a soundly based financial decision.

Keith Nord said: "This is a profitable area of business for us, and our customers have stated that they have a real need for energy consultancy services. They trust the Manweb name, and will be able to obtain our services through Manweb's Energy Sales Account Managers as well as direct from us."

## Wind farm – England's biggest yet

WORK has commenced on Manweb's second wind generation venture with a ground breaking ceremony at Coal Clough near Burnley, Lancashire.

When completed this will be England's largest wind farm, and it is being developed by Wind Resources Ltd — a company formed by Manweb Generation Holdings Ltd, South Western Electricity and Sir Robert McAlpine subsidiary Renewable Energy Systems Ltd.

Wind Resources Ltd was responsible for Manweb's first generation project launched ear-

lier this year at Carland Cross in Cornwall. Manweb Contracting Services Ltd will carry out all on site electrical installation.

The wind farm is scheduled for completion by February next year. Twenty-four wind turbines will produce a total output of 9.6 megawatts — enough to power 7,500 homes.

Pictured following the ceremony at Coal Clough are (l-r) Manweb's Director, Power Marketing Colin Leonard, South Western Electricity's Power Negotiation Manager Gerry Swarbrick and Dr Ian Mays of Renewable Energy Systems Ltd.



## DOUBLE DELIGHT FOR SUE

HEADING for some fun in the sun are super Sales Assistant Sue Wilson, pictured with her fiance, Manweb

Electrician Paul Clair.

Sue, who works at Norris Green Shop, recently scooped the top prize of a fortnight's holiday for two in Thailand in a Zanussi sales initiative.

Boyfriend Paul, who is based at Bridle Road, Bootle, encouraged Sue to take part in the competition. And when Sue was presented with her prize, Paul had yet another proposal for her... that they should use the holiday as their honeymoon!

The couple are planning their wedding in February, when they will be jetting off for a sunshine break.



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# CallCenter – an Aspect of customer care

AMONGST the many new requirements brought about by the regionalisation of Power Marketing was the obvious need for a telephone call handling system — an Automatic Call Distributor (ACD) — to cope with around 4,000 customer enquiries received every day by each region.

These calls are being handled by a group of 100 staff representatives in each region.

With this requirements for 100 ACD systems per region, there was an opportunity to review ACDs in the market place and upgrade to a more flexible and feature rich system which would give Manweb a more competitive edge for the future.

To provide this improved customer service, a significant investment in new equipment had to be made.

## Best-suited

In early 1992 the Communications Network Section in the Head Office Data Centre were asked to specify the equipment best suited to meet the ACD requirement for Income and Power Marketing, and future business needs.

An ACD is a specialised telephone switching system that primarily handles a large volume of incoming calls. The ACD distributes enquiries among the CallCenter representatives according to predetermined routing plans.

Usually, calls are distributed to representatives who have been available the longest.

When the ACD receives an incoming call, it searches for the first available representative. If a representative is not immediately available, the ACD may play a delay announcement or search alternative groups for another representative.

When that person is located, the call is connected. The ACD

BY  
**TONY  
TIMMINS**  
Telephony  
Engineer

often introduces the call to the representative with an announcement that identifies the type of call and where it originated.

After joint reviews with the Regional Account Managers of systems available, there followed an in-depth analysis of systems from four suppliers. Two manufacturers were short-listed and presented their proposals. Manweb eventually chose a system that integrates call, voice and data processing — the Aspect CallCenter manufactured by Aspect Telecommunications Ltd.

Aspect was chosen for a number of reasons. Firstly for its call handling ability and ease of use, to improve existing customer service and provide enhanced future needs, and secondly, Aspect's impressive dedicated and professional approach from sales and installation to training, ongoing support and development.

The Aspect CallCenter is an intelligent fully digital ACD with an integrated voice subsystem. The Aspect CallCenter features include:

- \* flexible call routing capabilities
- \* real time performance and trend analysis
- \* digital telephone with 80 character LCD display
- \* wall mounted text display to broadcast real time information and staff information bulletins
- \* an integrated voice subsystem that provides:

- delay announcements
- caller prompts
- voice messaging
- on-line help (affectionally called Doris)

- tutorial for training
- digital music on hold
- an application bridge to enable customer data systems on the mainframe computer to communicate with the Aspect CallCenter. This will support inbound and outbound call routing, terminal display and database enquiry.

The Aspect Teleset (telephone) was considered to be the most user friendly and easiest to operate, giving the representative more time to concentrate on talking to customers.

The Aspect CallCenter has the built in ability to interface with our mainframe computer to provide sophisticated outbound dialling techniques for telemarketing type applications, for example debt collection, sales follow-ups, customer surveys.

## Importance

Training of CallCenter Managers, Supervisors and representatives in the use of the new technology was of prime importance to the success of implementing the CallCenter, and has been carried out by Aspect staff most effectively.

Training for the CallCenter Managers and Supervisors took place at Aspect's headquarters at an early stage of the installation process. They were instructed how to use the database on the ACD and how to get the most benefit from the system.

Immediately following the course the Aspect trainers came on site to assist in the database input and to provide additional training, including teaching supervisors to train their own staff in the use of the Telesets.

Warrington went live on September 14 closely followed by Prenton on September 21. Communications Network staff from the Data Centre, together with Customer Accounts staff with the help of Aspect completed the project in under six months, which is no mean feat for a project of this complexity. The Wrexham Aspect is installed and ready to go but due to building alterations will not now go live until early December.

## Efficiently

Early experiences of the Aspect CallCenter indicate that the customer calls are handled more efficiently. Lost calls, for instance, have been reduced from 1,300 to 245 on a typical busy day at one of the Regions. Customers are being given the opportunity to leave a message for representatives to call them back, within an hour, if they are not answered within a predefined period. This is proving very popular with customers, with about 140 messages per day being left.

In the days of more demanding customers, utility regulators, and more competition, Manweb must work harder to maintain its competitive edge. Aspect CallCenters are another forward looking development that will aid the Company in achieving its goal of being the UK's top regional electricity company.



Telephony Engineer Tony Timmins (left) and Alex Hutter of Aspect visit the CallCenter at Warrington. They are pictured with CallCenter Manager Carmel McCarth and (seated) Jayne Kewn, CallCenter Representative.

# SERVICE IS KEY TO CENTRES

MANWEB's customer service moved into top gear when the company's first two regional Customer Information Centres were formally launched in Warrington and Prenton.

Housed in the existing District Offices the centres were created by bringing together staff from Customer Accounts offices in five districts. Mid-Mersey, Mid-Cheshire and North Mersey are served from Warrington, while Prenton covers North Wirral and Liverpool.

The remaining centre, based at the Manweb office in Rhosyllen, Wrexham and covering Wales, will be formally opened later this year,

the three centres between them serving the whole Manweb region.

A combination of staff training and advanced technology will eventually allow the centres to handle all customer telephone contact with the company.

The emphasis in the Customer Information Centres is very much on delivering first class service, and Head of Income Bob McMahon has been closely involved in setting them up.

He said: "My job is to create an environment in which staff will be willing and able to provide extraordinary customer service. The new centres are the first step along the long road to that goal and I am proud to have had the opportunity to work with all my colleagues in achieving such a great deal in such a short time."

Supported by Regional Customer Accounts Managers Edna Lambert (Warrington) and Kevin Mawdsley (Prenton) staff at the two centres have shown an exceptional level of flexibility and cooperation both to cope with the change and take on board new skills.

They have been helped by new equipment including a state-of-the-art automatic call distribution system and personal computers for all Customer Services Representatives. Office layouts have also been rethought to encourage the development of team spirit.

But the key ingredient for success is people, and, says Bob, the 'backbone' of the centres is training. Each one has its own training facility, which is already proving a great success.

Bob said: "Everybody concerned should be rightly proud of what they have achieved and we can now move forward together to dazzle our customers with our service. Thank you sincerely to all those people who have made things happen."



Pictured at the opening of the Prenton Customer Information Centre are (l-r): CallCenter Manager Judith Morgan, Director Power Marketing Colin Leonard, Regional Customer Accounts Manager Kevin Mawdsley, Customer Liaison Manager Brian Carman, Training and Projects Manager Karen Connor, Accounts Control Manager Sally Conder and Bob McMahon, Head of Income.



At the opening of the Warrington Centre are (l-r): Customer Liaison Manager Chris Walker, CallCenter Manager Carmel McCarth, Director Power Marketing Colin Leonard, Regional Customer Accounts Manager Edna Lambert, Training and Projects Manager Kate Walker, Head of Income Bob McMahon and Accounts Control Manager John Lawes.

## CONTACT

The newspaper for staff and retired employees of Manweb plc, Sealand Road, Chester CH1 4LR, telephone 0244 377111.

If you've an idea for a story or photograph, write, phone or come and talk to Editor Jackie Unsworth in Public Relations, Room 5E1, Head Office, ext. 2090, or Graeme Cooper on ext. 2099. At the following locations you can talk directly to one of Contact's District correspondents.

- Liverpool: Margaret Walsh, ext 4141
- Mid-Mersey: Mike Townson, ext 2231
- Dee Valley: Kath Sadowski, ext. 2183
- North Wirral: Janet Ford, ext. 2360
- Mid-Cheshire: Diana Wood, ext 2117
- Clwyd: Min Williams, ext 2187
- Gwynedd: Hefyn Thomas, ext 2250
- Oswestry: Cherry Garbett, ext 2201
- Aberystwyth: Keith Jones, ext. 2202
- Hoyle Training Centre: ext 251

# Energy efficiency the key to new offices

BY  
GEOFF RAVENSCROFT  
ENERGY AND  
ENVIRONMENT MANAGER

GREEN  
ISSUES

**Manweb**

## Company Energy Policy

*The Board of Manweb plc aims to reduce the Company's energy consumption to the lowest practical level commensurate with the effective operational needs of the business, which in turn, will reduce our expenditure and environmental impact.*

*We aim to achieve this by:*

- \* *introducing procedures for controlling energy consumption with a planned approach to the optimisation of our energy performance and ensuring that correct operating procedures are implemented for all the Company's locations.*
- \* *providing an energy awareness programme for all staff, emphasising the benefits of energy efficiency*
- \* *investing in cost effective energy efficiency projects and incorporating these measures into our services and buildings*
- \* *providing regular energy management reports to our staff and shareholders with details of performance changes, improvements made, targets to be achieved and future objectives.*

*John Roberts*

Chief Executive September 1992

★ **MANWEB** Chief Executive John Roberts is pictured (left) presenting a framed copy of the Company's Energy Policy to Director Network Services Howard Kirkham.

Mr Kirkham is the main board director with responsibility for ensuring Manweb strives to use energy efficiently in the Company's offices, depots, shops, substations and the transport fleet.



THE refurbishment of the Regional Accounting Department's new offices at Dee Valley District, Rhostyllen, is now well underway and being carried out by Property Services.

Tom Blundell from Head Office is the Engineer responsible for co-ordinating all the aspects of the work and for ensuring the offices will be ready for occupation.

These offices incorporate many energy efficient techniques not previously used at the same time at one location. The air conditioning is fully integrated with a Building Energy Management System (BEMS) to ensure comfortable heating or cooling conditions as the season dictates.

The system optimum starts the air conditioning. This means that the inside and out-

side temperatures are compared and, in conjunction with the start of office hours, the software within the BEMS computes the latest time to switch the air conditioning on so as to ensure the correct temperature before staff begin to arrive.

As winter approaches the system learns to switch the air conditioning on sooner and as spring gets nearer, the air conditioning comes on later.

Thus energy efficiency is assured as the offices are maintained at the correct temperature only during normal working hours.

Undersink instantaneous water heaters ensure a constant water temperature at the tap. When the tap is turned on, water at 60C is mixed with mains cold water and the result is water at 43C from the tap.

Passive infra red controllers which sense body heat will be fitted in the gents' toilets to prevent water flushing to waste when not required outside office hours, weekends and Bank Holidays.

## Staff to be put in the picture

THE cameras were rolling at Manweb during October, when an energy efficiency film was being produced for the Company by Quest Videos.

Entitled 'Getting Switched ON to Switching OFF', the video shows how we are ensuring the efficient use of energy in our offices, and is presented by Judith Hann, who appears on BBC TV's Tomorrow's World programme.

The 12-minute film will be shown to all staff during the series of Environmental Roadshows being held during November and December.

The video is also suitable for showing to

Manweb customers (domestic and non-domestic), schools, conservation groups and any other interested organisations.

**Don't forget — 'Get Switched ON to Switching OFF'.**

## Collective help sought

BY now, all staff should have received at their home addresses a personal copy of Manweb's Energy Policy Statement.

If we all heed the Chief Executive's statement, we can collectively help save the Company money and lessen our effect on the environment.

## Detector

Offices will also have passive infra red controllers on the fluorescent lights. As staff approach their desks, the detector situated in the ceiling will switch on the lights above the desks.

If staff leave their desks for more than 15 minutes, for instance at lunch time or when they go home, the lights will automatically switch off. Staff will not have to wave at the controller — their body heat is sufficient to keep the lights on!

The conference room will be fitted with active infra red detection controllers. When the lights need to be off during a slide show, the presenter will be able to point an infra red hand held controller at the detector.

Corridor lights will be kept on during office hours by the BEMS system. Outside security lights will be controlled by a photo electric cell, sensitive to darkness approaching, and the BEMS. Thus lights will be on when it gets dark and off at a time determined by the BEMS.

The Energy Manager at Rhostyllen will control the air conditioning times and temperatures, and the lighting times from a personal computer situated by his desk.

## Network

Staff entering the offices outside normal working hours, for example in a network emergency, will have a push button over-ride switch to give up to one hour's use of the lights.

So, how much more efficient will the offices be?

Savings of 20 per cent in water usage are anticipated, while the high frequency fluorescent lights will save 23 per cent over the fluorescent lights usually fitted. The presence detection controllers will save up to 50 per cent of lighting costs.

## ON THE ROAD TO STAFF INVOLVEMENT

MANWEB is to stage a series of roadshows throughout November and December to talk to staff about environmental issues.

The roadshows, due to begin at Queensferry Depot on November 9, have been organised following publication of Manweb's first Environmental Report, which every employee should by now have received.

The programme of presentations, due to finish on December 16, will cover Head Office, every Manweb District, depots including Llangefni, Pwllheli, Llandudno Junction, Mold and Southport, and also Manweb Contracting Services Limited's regional offices.

There will be two roadshow presenters — Manweb's Energy and Environment Manager Geoff Ravenscroft, who will deal with Network Services and Energy Management Issues, and

By  
**JACKIE UNSWORTH**

Regulator Liaison Officer Roderick Manson, Secretary of Manweb's Environmental Working Group, who will cover the more general policy issues underlying the Environmental Report.

"Eighty presentations to over four and a half thousand staff in five weeks is an intimidating schedule for us but it is a measure of Manweb's commitment to meeting staff concern over the Company's failure to communicate what it is doing about environmental matters," said Roderick.

"We want to involve staff in developing our

environmental policies, as well as informing them of what is happening."

The presentation will outline Manweb's corporate commitment to the environment and address issues raised on the environmental aspects of Health and Safety, training and communication, which the recent staff survey showed to be a matter of concern to employees.

There will also be a short video on Energy Management, and the role staff can play in reducing Manweb's consumption of electricity and water, and also in promoting environmental awareness outside the Company. Progress being made on in-house recycling schemes will be covered.

At the end of the presentation staff will have the chance to air their views and ask questions during an open forum.

# WE MUST DO BETTER TO BECOME A LEADER

**THE Electricity Association's Annual Safety Report for 1991/92 has just been published giving an overview of safety within the industry.**

The principle objectives of the Report are:

- To enable the EA Board to take an overview of safety within the industry regarding both employees and the public.
- To identify broad trends in accident data at industry level.
- To facilitate, within companies, an appraisal of safety performance in the wider context of national accident data.

Only accidents involving absence from work of more than three working days are reported to the EA by all its member companies.

During the year under review there was a significant reduction in this type of accident over the previous year.

What was encouraging was that the accident rate (accidents per 100 employees) fell significantly to 1.5 from 1.73 in 1990/91. Fatal accidents to company employees also fell to two from five last year. Similarly, fatal accidents to members of the public arising from access to overhead lines, substations and other installations also fell significantly to 20 compared with 36 during 1990/91.

For the regional electricity companies alone, the accident incidence rate was 1.83 compared with 2.07 for the previous year. The rates for individual companies were spread over a wide range, from 0.89 to 3.06, and within that range some companies improved and others deteriorated over the previous year.

Unlike the Reports published pre-privatisation, no individual company statistics are provided. However, with Manweb's accident rate for 1991/92 at 3.0 for three-day accidents, we are certainly near the foot of the REC league table and have much to do to achieve the very creditable performance of some other RECs.

Looking at causes of accidents, 'Persons Falling' accounted for 27.9 per cent, 'Handling Objects' 25 per cent and 'Electricity' accidents five per cent. Comparing these with our own statistics, in those same categories ours were 29 per cent, 19 per cent and eight per cent respectively.

Major injuries (as defined by the Health

and Safety Executive) accounted for 6.7 per cent of total accidents. In Manweb this percentage was five per cent. None of our staff was involved in a fatal accident, nor were there any fatal accidents to members of the public coming into contact with our plant and equipment in the Manweb region.

With half of 1992/93 gone, there are positive signs of real improvement in our safety performance. So far, Manweb's accident rate for three-day accidents is 1.24 per cent and for all-time lost accidents 2.7 per cent — a significant improvement so far over last year.

At this rate we are above average, but to be one of the leaders of the pack we must do even better during the second half of the year. This means a realisation for all of us — from senior managers down — that safety is everyone's responsibility.

Safe working is secured only by patient and unremitting efforts and we must adopt the underlying belief that all accidents, ill health and incidents are preventable.

## SAFETY



# Now Safety Year gets the Manweb message

**TO mark the European Year of Safety, Hygiene and Health Protection at Work 1992, an awareness day for local industry and commerce was held at the end of October.**

The event, focusing on health and safety, was held at the Merseyside Maritime Museum at Albert Dock, Liverpool, and was opened by the Duke of Westminster.

Manweb was one of the sponsors of the event which was organised, with financial backing from the European Commission, by the Merseyside Construction Safety Group, Merseyside Innovation Centre Ltd and the Merseyside Occupational Health and Safety Group.

The event covered aspects of safety and occupational health at a fairly basic level

BY  
**COLIN HERBERT**  
CORPORATE HEALTH  
AND SAFETY MANAGER

with presentations in the form of short talks, videos and display panels.

A number of stands inside the museum were occupied by sponsors and the organising groups, and Manweb took the opportunity to use its new display caravan, recently purchased by Network Services, which was

sited outside the museum together with ICI's display caravan.

Our message was aimed mainly at people working on construction sites and reinforced the need to take care when carrying out excavation work near cables and when working in proximity to overhead lines.

The video 'Alive or Dead' and the training package 'Danger of Death' were used to promote these important messages.

It is hoped the event has had a significant impact on health and safety on Merseyside well beyond 1992.

## CROSSWORD NUMBER 5

### ACROSS

- Syrup produced in refining sugar (7)
- Author of 'The Count of Monte Cristo' (5)
- The Count of Jazz (5)
- And 12 Across. Italy's most famous campanile (7,5,2,4)
- See 10 Across.
- Power of perceiving future events (6,5)
- Its currency is the Schilling (7)
- British actress, most famous as Lady Bracknell in 'The Importance of Being Earnest' (5)
- Plant with bright daisy-like flowers (5)
- Dustin Hoffman won an Oscar for this film (4,3)

### DOWN

- King of Troy at the time of its destruction by the Greeks (5)
- Unbleached cotton cloth (6)
- Two-winged insect of the order Diptera (3)
- Vegetable with a globular root (6)
- Equipment by which a horse is fastened to a cart (7)
- Garden plant with showy flowers and brightly-coloured leaves (7)
- Leafless shoot by which some climbing plants cling (7)
- Something left in a will (7)
- Beginning (6)
- Cigar made in Cuba (6)
- Ruling people of medieval Peru (5)
- Yellowish-brown colour (3)

SOLUTION ON PAGE 12



In control... HGV Driver Ray Harrison operates the Hiab lifting gear.



Ready for lift off... North Mersey Civil Foreman Bert Miller (left) and the Manweb team prepare to hoist the generator over the wall.

# Power lift to Malawi

By  
**Jackie Unsworth**

**A REDUNDANT electricity generator will soon be powering a hospital in Africa... thanks to a Manweb 'operation'.**

The Royal Liverpool University Hospital Trust is donating the old standby generator from the city's former St Paul's Eye Hospital to the Queen Elizabeth Hospital in Malawi, where it will provide vital emergency back-up.

Liverpool District Manager Bill Tubey answered a plea from the Trust for Manweb's help in dismantling and lifting the heavy equipment from St Paul's, which is now closed and up for sale, and packing the generator in crates ready for shipment overseas.

Ted Bostock, 2nd Engineer (Operations), who masterminded the move, said: "Power cuts in Malawi are a regular problem for the hospital, but this generator will power the whole building and keep important functions working."

"We were delighted to lend our support for this scheme, which will enable the Queen Elizabeth Hospital to maintain a reliable and vital electricity supply."

Staff from Liverpool and North Mersey Districts were involved in the operation. After the Trust's own electricians had disconnected the generator, the Manweb team moved in to dis-

mantle the fuel tank, exhaust system and control panel.

The generator was housed in a small room and after it was dismantled, the equipment, weighing a hefty two-and-a-half tons, had to be dragged outside on skid plates and hoisted by Hiab lifting gear over a high wall and onto the back of a Manweb truck.

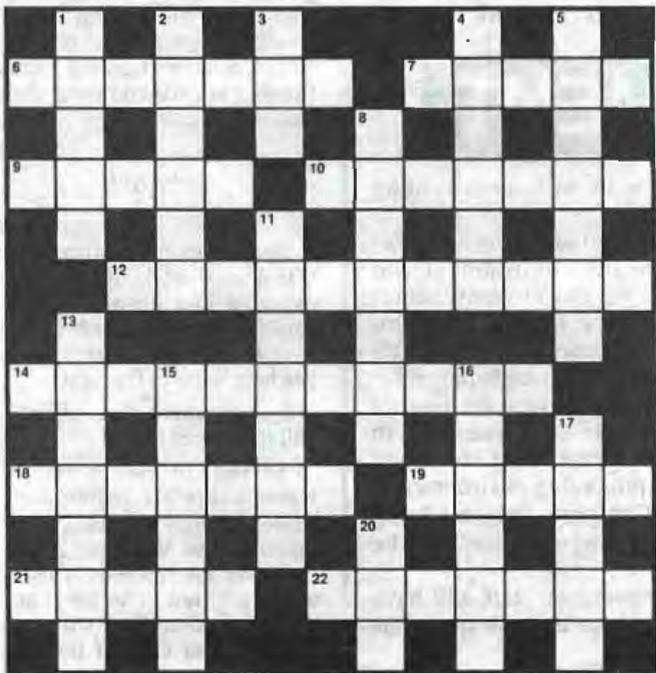
Everything went like clockwork and the generator was soon on its way to Bridle Road, Bootle, where North Mersey District's Civil Staff were to crate up the equipment ready for shipment.

After being checked over by an engineer from Canterbury-based manufacturers Puma Power Plant, the generator was transferred to Lister Drive Depot in Liverpool for temporary storage before setting off for Malawi courtesy of the VSO Shipping Company, which waived the shipment costs.

Ted Bostock's team for the operation comprised: Fitters Colin Wilson and Bob Walker, and HGV Driver Ray Harrison, all from Liverpool District, and, from North Mersey's Civil Section, Foreman Bert Miller, Jim Penny, Vince O'Gorman, Colin Heaton and Tim Power.



Up, up and away... Manweb uses heavy lifting gear to remove the two-and-a-half ton generator from the St Paul's Eye Hospital site.



# AFTER 'D' DAY ...it's Release day

NEXT month sees the second anniversary of the Electricity Flotation — and this has particular significance for shares acquired by Manweb employees under the Free and Matching Offers held in Trust.

Under the Matching Offer, provided you applied and your application was accepted, you received two free shares for every share you purchased. The maximum you could buy was £220.80 worth of shares which, at the flotation price of £2.40 per share, amounted to 92 shares.

The shares purchased — called investment or bought shares — will be automatically released into individuals' names after December 10 1992, free of any income tax liability.

A notice of allocation issued in December 1990 to all employees who acquired shares under the Free and Matching Offer provides full details of the

By Don Kilgallon  
Assistant Company Secretary

shares held in Trust (see copy reproduced right).

There is nothing you need to do, as the process is entirely automatic. But employees having investment shares should be aware that they will be receiving share certificates from the release this December.

On receipt of the share certificate, the shares will be yours to deal with as you wish.

In January, after the investment shares have been released, all employees who have shares remaining in Trust will receive a new statement showing the quantity being held.

These remaining shares are the free shares acquired under the Free and Matching Offers and

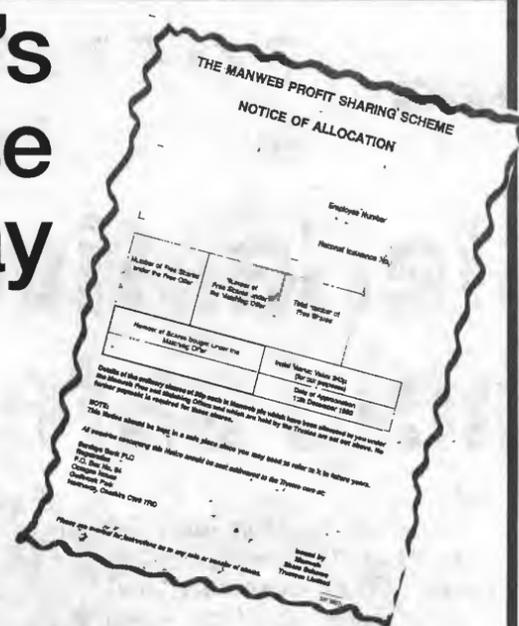
which have to remain in Trust until December 1995 if liability to income tax is to be avoided.

However, they can be taken out of Trust prior to December 1995, but this will involve transfer fees and will mean an income tax liability.

If, despite this, you wish to sell the free shares which are held in Trust or have them transferred into your name, you should contact our registrars who will provide you with details of how this may be done and of any associated transfer costs.

If you have specific queries on your personal investment or taxation situation, then you should contact your professional advisor, bank manager, stockbroker, accountant or tax office.

Our Registrars are: Barclays Registrars, PO Box 34, Gadbrook Park, Northwich, Cheshire, CW9 7RD; telephone 0606 40440.



## Generation is going greener

REVOLUTIONARY changes in the generation scene are taking shape within Manweb's area. The emphasis is now on greener generation, using gas-fired power stations and harnessing the power of the wind.

A wind-farm understood to be the largest in the world, excluding America, is being built by Ecogen at Llandinam, south west of Newtown in Oswestry District. It will comprise 103 windmills scattered over the mountain, each housing a 300kW generator.

The total output capacity of about 31 MW will be connected into our 33kV network and it should generate enough power to supply about 25,000 houses.

The new Llandinam 5-switch outdoor substation is actually on the route of our existing 33kV overhead line, and so no new Manweb overhead lines were needed. It is hoped the site will be fully connected by Christmas 1992.

Ecogen has another windfarm nearing completion at Rhyd-Y-Groes, in the far north of the Isle of Anglesey between Wylfa Power Station and Amlwch in Gwynedd District. This is being tee-connected into the adjacent 33kV system between Amlwch and Cemaes Bay.

The installation has 24 wind turbines, each of 300kW giving a maximum output of about 7 MW, and is expected to supply about a quarter of the island's domestic electricity.

### Development

At Cemmaes in Aberystwyth District, about 10km north east of Machynlleth, National Windpower is completing a windfarm also with 24 turbines and an output capacity of 7 MW. The District has run a new 5km 33kV overhead line from Cemmaes Road Substation up to a new 'indoor/outdoor' substation at the mountain site.

Another National Windpower development is going ahead at Llangwryfon, almost on Manweb's southerly boundary 13km south of Aberystwyth. This will have 20 turbines giving an output capacity of between 6 and 7 MW.

Additional 33kV switchgear is being installed at our Llanilar Substation, making it a 4-switch substation, and a new 7km overhead line is being built from Llanilar to the windfarm, which should be operational early in the New Year. Again, a 33kV 'indoor/outdoor' substation is being built at the windfarm.

A variety of fascinating new technical problems emerged in association with the connection of these windfarms. Most existing conventional power stations have synchronous generators, which rotate at 'synchronous' speed, matched and 'locked into' the 50 Hz frequency of the public network.

### Different

The windfarm generators, however, are not conventional synchronous generators, but are 'asynchronous' machines. Essentially they are induction motors driven marginally above synchronous speed, and their technical characteristics are quite different.

Because in certain weather conditions the wind generators could frequently cut in and out, much thought has to be given to voltage variation or 'flicker' on the public network.

Another consideration has been the effect on transformer tap-changers and their control devices when for the first time power flows from the transformer lower voltage to the higher voltage side instead of flowing in the usual direction for which they were designed.

New protective gear schemes have been drawn up to cater for the new circumstances. In particular we have

Generation Connection  
Manager Brian Mather looks  
at some of the exciting  
generation developments in  
Manweb's region.

to ensure that the wind generation shuts down in the event of failure in the Manweb mains connection, otherwise there is risk of the wind turbines alone supplying the public network, creating consequent earthing, voltage and frequency problems.

Exciting developments are also underway on Deeside, where National Power is now constructing a 500 MW Combined Cycle Gas Turbine Power Station adjacent to Shotton Paper Company, programmed for completion in late 1994.

The installation, to be fuelled by natural gas, consists of two 166 MW gas turbines, the exhaust gas from which is fed into two waste heat recovery boilers driving a 176 MW steam turbine.

It is understood that Deeside will be one of the world's most efficient power stations. Power will be



Revolutionary changes... One of the 24 wind turbines at Cemmaes in Aberystwyth District.

transmitted into the National Grid Company's 400kV Deeside Substation, and the effects on Manweb's network are being studied.

Also on Deeside, on the site of the former Connah's Quay Power Station, PowerGen has applied for planning permission to build a 1,350 MW combined Cycle Gas turbine Power Station for commissioning in 1995.

All these developments, together with other enquiries for connection of hydro and landfill gas generators, and projects outside Manweb's area, are providing plenty of interest and stimulating challenge to Manweb's staff in various Divisions.

I would like to thank the many staff who have made their contributions to these projects, often working to amazingly tight deadlines, but keeping them successfully to programme.



Outside Manweb's substation which will provide site supplies for construction of National Power's new 500 MW generating station near Shotton Paper on Deeside. Pictured (l-r) are Manweb Project Engineer Alun Jones, Electrical Fitter Peter Bowker and Draughtsman Martin Washington.

## MARKET RESEARCH PANEL WANTED

MANWEB is recruiting a panel of 1,200 customers to help the company with important market research. They will be asked to read their electricity and gas meters each week and give details of their consumption to Manweb.

The customers will be chosen at random from across the region by an external agency, and Manweb employees or their families and friends are free to take part if they are approached.

Market Research Manager Tony Harper explained the thinking behind the scheme. He said: "The aim of the exercise is to help in planning tariffs and network development by improving the precision of the company's forecasting. Regular reports from analysis of the customers' readings will go to the Forecasting Section, as well as Pricing, Income and Network Services."

In addition to the regular weekly meter readings people recruited to the panel will be asked to provide details of the appliances they use. This will help Manweb assess the likely effect of different tariffs and model the timing of peak loads.

The panel will operate for the next few years, giving continuity in the information gathered, and as a certain number of people will inevitably move out of the area, new panellists will be recruited.

Tony Harper said: "We hope members of staff, or their friends and relatives will help us keep the panel up to strength and we will, over time, be writing to employees in an area where a panellist has moved out, asking if they would care to join the panel."

All panellists will be invited to nominate a charity to which Manweb will make regular donations, or will be able to join in a series of competitions for prizes to compensate them for taking the trouble to assist Manweb.

**POST BAG**

# Reflective logos help safety drive

Dear Editor

I READ with interest your article 'White Blob' (Contact, September 1992) about 'The clean modern look'.

I read an article not so long ago in The Guardian regarding vehicles colours and the following list was given:

- White, black and red — most accidents
- Yellow and brown — the least accidents

**Editor's note:** We couldn't have yellow or brown vehicles because these colours do not fit in with our corporate identity. It is also much easier for us to buy white commercial vehicles, as this colour is more readily available.

With safety in mind we have made ours more visible to other road users by incorporating reflective red Manweb logos.

Our vehicles are looking bare at the moment but new livery has just been approved by the Executive. These advertising panels will take about two months to produce, so expect to see them on Manweb's vehicles early in the New Year.

## Thanks for understanding

Dear Editor

MANY of you will know that my wife Barbara was critically injured in a 'hit and run' incident on September 27 on the last day of our holiday in Greece.

Barbara is presently in the Maelor Hospital in Wrexham and is making slow but, we hope, significant progress. On behalf of my family, particularly our two children Mandy and Scott, could I thank all my friends and colleagues in Manweb and the Trade Unions for their messages of support, cards, flowers and prayers which have helped to sustain us over the last few weeks. In particular, the support and understanding of my own staff and colleagues in 5E1, Head Office, has been invaluable to me.

Mandy (Shaw), who formerly worked in Information Services, gave birth to our first

## Take notice

Dear Editor

FOLLOWING your lead article in the October issue, 'Achieving Extraordinary Customer Relations', I think the following notice seen on a local factory wall is worthy of passing on to ALL members of staff:

Remember it's the customers that pay your wages,

The company merely handles the cash.

S Davies  
Mid Cheshire District

This was submitted by an insurance company from a 10 year period.

The point I am making is that before choosing the colour of vans, what research is done, if any?

Whilst wanting a clean, modern look, can we have a safe one?

B Emberton  
Building Section  
North Wirral District

grandchild, Jessica, on October 15 and she has asked me to thank her former Manweb colleagues for their cards, flowers and congratulatory messages. I am sure that Jessica will play a significant part in aiding Barbara's recovery.

Once again, many, many thanks.

George Harrison  
Employee Relations Manager

## Staff Privilege

Dear Editor

MAY I take this opportunity to introduce Ascott's of Chester. I have recently taken over a long-established photovideo store, here in St Werburgh Street, Chester (opposite the Cathedral) and have pleasure in bringing you information about our new A1 Privilege Card. This is available to the staff of businesses in Chester, which enables holders to obtain a five per cent discount on all your photographic and video purchases.

This includes cameras, camcorders and binoculars, as well as film, tapes and even developing and printing services.

We are offering a free film to everyone applying for our A1 Card. Simply call in and collect your free A1 Card and your FREE FILM.

There is no obligation to buy anything, although at these very special terms we feel sure you will not be able to resist saving money.

We very much hope you and your colleagues will take up our offer.

Richard M Ascott  
Managing Director  
Ascott's of Chester Limited  
31 St Werburgh Street  
Chester CH1 2DY

## Drop a line

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

Write to: The Editor, Contact, Room 5E1, Manweb plc, Sealand Road, Chester CH1 4LR, 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).

## SEEN IN CYPRUS

MANWEB's latest venture into wind generation? Fortunately not, says Regional Contracting Manger Ray Appleton, who spotted this mini 'windfarm' while holidaying in Cyprus recently!



Derek Dulson (right) of Meadowbrook Nursing Home developer D W Dulson Ltd receives his Beta Category One Award from Lord Roberts (right) is Chan Parkinson.

Manweb PEP and Beta awards result

# WINNERS ON THE WAY TO 'NATIONAL'

A LEISURE centre, a spark plug company, a nursing home and a medical devices manufacturer were the winners of this year's Manweb PEP and Beta business energy efficiency awards.

The awards were presented by former Energy Secretary Lord Parkinson in a special ceremony hosted by Manweb Chief Executive John Roberts at Chester's Moat House International Hotel.

The PEP (Power for Efficiency and Productivity)

By Graeme Cooper

awards are made to businesses who have electrical process or service to improve performance.

The Beta awards recognise designers and constructors of commercial and public buildings who succeeded in achieving improved internal environments while reducing energy costs.

Winner of the PEP Category One award



Sandbach Leisure Centre's new heating and ventilation system won the Beta Category Two A Cheshire County Council.



PEP Category Two Award from Lord Parkinson (left) and John Spark Plug Manufacturing Director Hector Birdwisa.



Induction heated stirrer and transformer in operation at Innovative Technologies, PEP Category One winner.

Manufacturers with up to 100 employees was Innovative Technologies of Winsford, who used an electrical heating process to improve efficiency in the manufacturing of medical adhesives.

PEP Category Two winner, for companies with over 100 employees, was Champion Spark Plug, of Upton, Wirral who replaced gas fired kilns with electricity, giving improved product quality and reduced labour and energy costs.

In the Beta awards Category One for new buildings was won by the Meadowbrook Nursing Home in Gobowen, Shropshire. Underfloor heating, heat recovery ventilation and low energy lighting were among the features which enabled Meadowbrook to achieve estimated space heat savings of 40 per cent.

Beta Category Two for refurbished buildings was won by Cheshire County Council's Sandbach Leisure Centre. New heat recovery heating and ventilation eliminated the need to run these services 24 hours a day. Better humidity control was also achieved, along with annual cost savings of around £12,000.

Each of the PEP and Beta winners received a £1,000 award.

PEP highly commended entrants were: in Category One, The Premier Chain Company Ltd from Mold, and, in Category Two, ABB Capacitors of Ellesmere Port. PEP Commended entrants were horticultural company Dibley's Efenchtyd Nurseries of Llanellidan in Category One, and, in Category Two, A P Precision Hydraulics Ltd of Liverpool.

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The winners will now go on to take part in the National PEP and Beta awards.

## HE HELPED TO KEEP MANWEB IN TOP FOUR

**DIRECTOR Denis Farquhar has retired after 37 years with Manweb.**

Former Director, Network Services, and prior to his retirement Director, Technical Strategy, Mr Farquhar joined Manweb as an Assistant consumer's Engineer on Load Development, Supply and Contracting.

He progressed steadily through the ranks, gaining experience which proved invaluable in establishing Manweb's integrated network as unique in the industry and putting in place the company's long-term strategy for improving and refurbishing the system well into the next century.

Speaking on Mr Farquhar's retirement Chairman Bryan Weston said: "Manweb has been applauded in several quarters in the City for its strength of management expertise and Denis's technical ability, and the leadership he has demonstrated in his division played a significant part in Manweb's successful flotation on the Stock Market and in keeping us consistently in the top four share prices."

As Technical Engineering Manager Mr Farquhar guided the development of a comprehensive proposal for communications systems, the introduction of new

metering equipment and of computer-aided design and draughting. He also worked closely with manufacturers in developing innovative equipment to enable advantage to be taken of new technologies in shaping Manweb's distribution networks for the future.

Popular with staff in Districts and Head Office Mr Farquhar received numerous retirement gifts including DIY equipment and crystalware.

Pictured wishing a long and happy retirement to Mr Farquhar (right) are Bryan Weston (left) and Chief Executive John Roberts (2nd right) with Mrs Anne Farquhar and son Robin.

## CHANGING FACES



## End of the line for Peter



**IT was the end of the line for System Manager Peter Hartley when he took early retirement from the Central Field Unit at Prenton.**

Peter, pictured (front centre) with his wife Valerie and CFU Manager Dennis Davies and surrounded by colleagues, joined the electricity supply industry in 1957 as a student apprentice with the Central Electricity Authority, which later became the CEEGB.

During this time he studied at Salford University and gained an honours degree in engineering.

In 1964 Peter joined the CEEGB's Carrington Transmission District and five years later started work in the Manchester Grid Control area, based

at Roseneath, Manchester.

In 1979, when the 132kV assets were transferred to Manweb, Peter joined Manweb's Transmission Section as the System Engineer, and three years later went on a 12 month secondment to Head Office System Management.

With the formation of Central Field Unit, Peter, who lives in Heswall on the Wirral, became the System Manager in 1989.

In his spare time Peter has an active role with the scouts movement, is a keen caravanner and has recently become a personal computer enthusiast.

His many friends and colleagues presented him with an aerial for his caravan and an anglepoise lamp, and wife Valerie received flowers.

## Cheers to Marian

**TAKING early retirement from Manweb this month is Dee Valley Clerical Assistant Marian Jones, who has completed a total 36 years' service with the electricity supply industry.**

Marian, who is due to leave on November 15, is based in the Network Division at Rhosyllen. Her daughter Kim also works at the District Office, within the Accounts Department.



## Good luck Stan

**ONE of Denis Farquhar's final duties before retiring as Director Technical Strategy was to make a presentation to 1st Engineer Stan Wood.**

Stan, of the Network Services Planning Section at Head Office, has retired from Manweb and Mr Farquhar presented him with gifts including a midi stereo sys-

tem on behalf of colleagues.

Mr Farquhar (2nd left) is pictured wishing Stan (2nd from the right) good luck for the future, watched by (l-r) 1st Engineer Trevor Smith, Generation Connection Engineer Peter Thomas, Stan's wife Vera and Planning and Operation Manager Alan Laird.

## Time for Terry



**DEE Valley Painter Terry Thomas called 'time' on his career with Manweb when he took early retirement after 16 years' service.**

Terry, who has worked at both Rhosyllen and New Crane Street, is pictured (front centre) receiving

a carriage clock from Substation Section Manager Terry Gopsill (left), watched by colleagues.

Married with a family, Terry's hobbies include birds (the feathered variety!).

His daughter Fay Thomas works within Network Services at Rhosyllen as a Clerical Assistant.

## THEY'RE PLEASED WITH PROGRAMME

**ABERYSTWYTH Retired Staff Association is well on its way through another successful programme of events, all of which have been well supported, writes Association Chairman Maldwyn Evans.**

The April talk by Mr Jackie Day on old Aberystwyth District, illustrated by slides of old postcards, got everyone discussing the way things used to be and the meeting went to overtime.

Visits to Oswestry and Powys Castle in May and Hereford and Wye Valley in June took the programme up to a delightful day at the Garden Festival Wales, Ebbw Vale, in July.

A production of 'The King and I' at Theatre-

y-Werin was the local Summer Show and 35 tickets were taken in a block booking. The show was extremely well produced and the evening voted a big success.

Shrewsbury Flower Show was the venue for August and one of the few fine days of the month coincided with the visit.

Only Secretary Rene Morris held the secret of the mystery trip on September 10, and Mali Hamblin correctly guessed the destination was Dinorwic Power Station, thereby earning a free lunch. Stops were also made at Caernarfon and Porthmadog.

The slate caverns at Llechwedd, Blaenau Ffestiniog, with the addition of a stop at Betws-

y-Coed, was the late autumn attraction on October 15, and the Christmas shopping trip this year will be to Merry Hill, Birmingham, on November 26.

Builth Wells hosts the Royal Welsh Winter Fair on Tuesday December 8, and a trip there, together with Christmas lunch at Aberystwyth District Office, by kind permission of District Manager John Brown, will complete the December events.

Talks by Mr Gareth Rowlands on January 14 and the Rev. John Jenkins (subject 'Ghosts!') on February 18, take the programme up to the AGM on March 25.

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# Manweb PEP and Beta awards results

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Sandbach Leisure Centre's new heating and ventilation system won the Beta Category Two Award for Cheshire County Council.



**CONCLUDING** our series on the Regions that make up Manweb Contracting Services Ltd, this month we focus on the Special Projects Group, based in Central Region's office on Wrexham Industrial Estate. In future editions we'll be looking at the progress being made by the new Contracting Company

# CONTRACTING GOES HI-TECH

AFTER three years of searching for the most modern computer system that would suit an expanding Contracting Company and help fulfil its aims to be top for quality, efficiency, profitability and customer service, the old Contracting Section of Manweb plc established a Project team managed by David Cousins to assess and develop the products available on the market into an integrated Financial Control and Job Costing system.

The aim was for MANWEB CONTRACTING SERVICES LIMITED to have a computer system that would eliminate duplication of records by having a database that incorporated all its activities in Domestic, Commercial and Industrial Markets, and enable the staff to process an enquiry from Marketing through to the design, estimation and ordering stages and then to production planning, control of operation and costs, to a successful profitable completion of work and a cheque from a satisfied customer, who is ready to give repeat orders and pass on recommendations to others.

There was no such system available on the market, but it was evident that if the best individual software programs available could be linked together, MCS Ltd could be ahead of its competition.

## RESEARCH

The project team studied past Committee reports on available programs and after much research and involvement by staff, it was decided to use the expertise of Midlands-based Engineering Technology who supply systems to 80 per cent of the leading services contractors, and operate an active policy of integrating other market leading systems to fulfil specialist areas. Strong links already existed between Engineering Technology and Unisys, the computer hardware company that developed a lead-



Special Projects Manager David Cousins (2nd from the right) with members of his team (l-r) Sally Bazeley, Judith Hunt, Brian Attwood (MCS Accountant) and John Wolfendale.

ing Financial Job Control and Accountancy package called CONAX over the last 20 years, and it was decided to build on this association to develop the integrated package for MCS.

## TEAM EFFORT

After the decision was taken on the path to take, extensive testing and evaluation was undertaken by Sub-Project teams under the guidance of a Steering Committee, headed by Manweb Contracting Services Managing Director Allan Littler, using Contracting staff and expertise from the other sections of Manweb, in particular Trading Accountant Simon Melville, with his experience of the RICS package. Special Projects Manager David Cousins and Brian Attwood the MCS Accountant, together with the whole Contracting team, are delighted with the assistance given to them by colleagues in other Departments, who have always been willing to help and provide advice.

Financial Controller John Couch and Carole Westley, Financial Projects Manager, have ensured that the new system stays within the confines of Corporate Accountancy, and strengthened the Contracting team by seconding Judith Hunt to the Project. Judith has been testing the product in close liaison with Admin teams at each Region and has received guidance from Stuart Carr, Internal Audit Projects Manager, who, when the need arose, has introduced the steadying influence of his department.

Two of Business Systems Manager Martin Bazeley's staff, Joe Caldwell and Oliver Mellish, have overseen the Hardware and Software implementation and Debbie Catterall, Commercial Solicitor, has given advice on Contracts, Procurement and Conditions. Derrick Percival from Management Services has joined the project team and in the latter stages Telephony Engineer Tony Timmins, Data Network Coordinator Colin Wilson and Communications Network Liaison Officer David Kenyon have worked miracles to ensure that British Telecom has provided the communication lines so vital to the project to keep the new company in close contact with the main business.

Contracting's own Regional staff have been used to evaluate individual aspects of the overall scheme and John Wolfendale, a Contracting Engineer from Bootle, has been trained to manage the system.

## THE SYSTEM

The main computer is a Unisys 6000/65z which will be sited at the new Central Region, Redwither Road, Wrexham Industrial Estate, and will be accessed from the local Novelle network and via kilostream lines to a network at the new Northern Region Office at Birchwood Industrial Estate,

Warrington, and a network at the new Western Region Offices at Abergale. The kilostream lines form a triangle between the three offices to enable re-routing of data should one line be down. There will also be mainframe access by emulation. The system is capable of being run from any of the local networks should there be a failure on the main computer. The vital main software is written in Progress, a fourth generation language which, in the event of a power failure, can recover, only losing the last incomplete transaction which is identified and requested for re-input. The whole system is backed up by four uninterruptible power supplies.

## OPERATIONS

The system will be live at the end of December and when fully operational will provide information from its Marketing Database to the Design and Estimating package for all types of work. Minor work will be entered into the "domestic" package which will handle all work from enquiry to invoicing, reporting all financial aspects to the Conax Accounting system. Major work will form individual Contracts on Conax and the Contracting Engineer will be able to obtain up to date information to compare committed and actual costs with estimates. The marketing Database as well as building up comprehensive customer and contact profiles, will execute and monitor marketing campaigns and also feed the Maintenance Programme. Managers will be able to request instant reports on productivity, performance, work in progress, turnover and profitability for any sectors or the whole of their business.

## BENEFITS

David Cousins said: "Following the development of this integrated package and the assured commitment of the staff, Contracting will be an expanding business, despite the recession.

"Benefits gained will be improvements in efficiency, cash flow, procurement, work in progress, profitability, quality and customer service.

"To achieve this there is still a lot more work to do, but given continued help from friends in other departments, it will succeed."



Andrew Shaw (centre) from Warrington Borough Council is given a guided tour of the Minor Projects Control Unit at Birchwood. With him are Contracting Manager Guy Wilcox (left), Administrator Angela Edmondson, and Neil Walsh, Contract Manager.

# Surprise-surprise at open day

OCTOBER 7 marked a day to remember for Manweb Contracting staff with the official opening of the first new regional Contracting office.

Now home to the combined regions of Northern and Eastern, the new office at Birchwood near Warrington is referred to simply as Manweb Contracting Services' Northern Office.

Manweb plc colleagues had a chance to tour the new Birchwood base when they attended a champagne reception. Manweb Contracting Services Managing Director Allan Littler was asked to officially open the building, which has actually been occupied by Northern Contracting since June, and the ceremony was full of surprises!

Watched by visitors from Districts and Head Office, Allan unveiled a brass plaque officially naming the building after him — Littler House!

He was then asked by Contracting Managers Ray Appleton and Guy Wilcox to don a pair of size 11 wellington boots and plant a commemorative ornamental Chinese cherry tree outside the main entrance.

There was a heart-stopping moment when, as Allan dug into the soil, he unearthed a section of electric cable. But it turned out to have been 'planted' there as a joke!

The following day, present and potential customers had an opportunity to visit Birchwood. Up-to-date technology, such as the new Estimating and Design systems being used by Contracting, was demonstrated and customers also had a chance to discuss the new Company, work procedures and progress on the Quality Initiative.

Contracting Manager Guy Wilcox said: "The day exhibited a very positive response from customers who were delighted at the opportunity to ask questions and demonstrated great interest in the activities of Manweb Contracting Services."

Guests who attended included representatives from the National Rivers Authority, Pilkington,

## BY CHERYL STEVENSON

the Borough Councils of Halton, Warrington and Wigan, along with neighbours from the Birchwood business estate.

Three days of celebrations ended with Contracting staff and their partners staging an evening party in a marquee temporarily erected on the Birchwood site.

Much of the success of the occasion was due to the organisation skills of Jean Pennington, Administration Manager at Northern Region, and Leslie Lewis, Catering Manager from Mid Mersey District who, with his staff, provided an excellent buffet on all three occasions.



Branching out... Manweb Contracting Services Managing Director Allan Littler plants a tree to commemorate the official opening of the Birchwood office.



Administration Supervisor Paula Kinsella (left) and Contracting Manager Ray Appleton (2nd from the right) with some of the customers who attended the open day at Birchwood.

**ROB SKINNER reports on developments at Hoylake Training Centre**

# Training for a new act



Manweb Trainer Bob Wilson (centre) gives advice on reinstatement to trainees Mike Ray (left) and Brian Cotgrave (right).

**HOYLAKE Training Centre is now facing brand new responsibilities, due to the implementation of the "New Roads and Street Works Act 1991" — set to change the face of British roadworks for the better!**

The Act, which will be fully operative by January 1993, affects all companies that conduct street works.

Manweb, like other RECs, comes under the scrutiny of this act when digging joint holes, erecting power lines, making service connections and laying cables. As such it has to comply with its rules and regulations.

Don McRae, Skills Centre Manager at Hoylake, said: "The main new provisions affecting Manweb, involve the reinstatement of sites, or in other words leaving it all in good order after completion, and also to make sure all staff receive the required levels of training and qualification. This is where we at Hoylake come in."

The Training Centre has duly administered a 'Roadworker Training Facility', in line with the new legislation, to make sure that all staff are fully aware of their new responsibilities.

At the moment, the local authorities make sure that the road is left safe and sound after street works have been conducted, but now the company carrying out the work, for example Manweb, is responsible.

This forms a large part of the training at Hoylake, which is currently underway. The Training Centre has also been given the power to assess and award national qualifications in this field on its own judgement.

To do this approval was gained from The City & Guilds of London Institute in August of this year, and now they can qualify staff to carry out street works, excavation and reinstatement.

## Tasks

Don McRae continued: "We have a training structure that splits the tasks into nine different units. Each is focused on a specific aspect of the job, for example, how to avoid underground pipes and power lines when excavating. The units are combined to create five certificates that we can award to staff. Each one is a licence enabling them to carry out a specific part of their job."

With over 500 operatives and 50 supervisors to train, Manweb has a mammoth task on its hands. The act stipulates a period of between two and five years within which time all companies must comply with the new legislation.

The attitude at Hoylake is very forward thinking. They are on schedule to complete staff training within the next 18 months.

As Don McRae commented: "I am confident that we will be one of the first centres in the country to complete this training."

"Once this is achieved, we

intend to establish Hoylake as an external facility, through which we will sell our expertise in this field to other utilities."

Now that responsibility for reinstatement has shifted away from local authorities, individual companies will be liable if they do not make a satisfactory job.

The act brings with it a new regime of inspection to ensure that reinstatements do stand the test of time. Each one will be inspected two years on from completion.

Should the reinstatement not meet official requirements, the site will be re-excavated and reinstated for a second time. Another two year test period is then applied.

In addition to reinstatement the act will mean new standards in all other aspects of road works. Such as excavation, signing and guarding of sites.

Once all staff are fully qualified they join a National Register, set up and administered by a company called SCOTVEC.

As members, they will receive personal ID's — proof that they are licensed to carry out this work.

Don McRae said: "This is an excellent opportunity for Manweb to demonstrate how well it can complete permanent reinstatement. With good training and enthusiastic staff we can show that Manweb will make a better job of it than the local authorities!"



Sean Bell tries his hand at crazy paving, at the Road Worker Training Facility, Hoylake.



Making a first class job! Thoran Jones demonstrates how to lay kerb stones correctly.

## LEARNING FOR A SPECIAL TASK

**TWELVE ex-contracting staff have joined a new jointer training programme at Hoylake Training Centre that will equip them with the skills necessary to undertake a special network services task.**

With their new skills they will be joining an initiative to undertake service refurbishments. This will involve bringing all meter positions and wiring, most of which is about 40 years out of date, up to modern design.

The training will furnish them with a range of jointing and overhead line skills. Don McRae, Skills Centre Manager at Hoylake commented: "The trainees spend an initial four weeks at Hoylake, where they

learn basic skills, using meter position equipment and laying service cables. After this, they will spend six weeks in a District to gain practical experience.

"They then return to Hoylake, for another six weeks training in cable jointing. Before qualifying, they must also spend a final period of six weeks putting their knowledge into practice back in the Districts."

Once they have completed their training, they can go onto further courses to gain a wider range of skill and experience. The ex contractors were given the option to join this training scheme when Manweb Contracting became an independent company.



Trainer George Deakin (left) inspects the handiwork of Dave Colman of North Wirral, in the art of Cable Jointing!

## OBITUARIES

**IT is with sadness that Contact reports the death of Dee Valley Linesman's Mate Nigel Williams, who suffered multiple injuries in a motor cycle accident.**

Nigel, 24, who was based at Rhostyllen, died in hospital on October 18 after an emergency operation. His girlfriend, who was riding pillion, survived the accident, which happened in Llandudno.

Staff at Rhostyllen were stunned by the tragedy. Nigel's boss, Refurbishment Engineer Ian Garbett said: "He was an extremely popular and hard working employee, and we have lost a friend as well as a colleague. Nigel will be sorely missed and our sympathy goes out to his family."

**We are sorry to report the deaths of the following retired Manweb employees.**

Roy Anthony Powell, 57, who died on August 18, worked as an Admin Assistant at Mid Mersey before retiring in 1988.

Cledwyn Hughes was a Chargehand Electrician at Mid Cheshire before retiring in 1976. He died on August 18 aged 80.

Frederick Robert Williams, 72, who died on August 20, was a Meter Attendant at Clwyd before retiring in 1982.

Albert Robertson, who died on August 20 aged 53, retired in 1991 from North Wirral District, where he was a General Duties Assistant.

James Henry Walker, who died on August 22 aged 77, was a Clerical Assistant at Dee Valley before retiring in 1977.

Arthur Parr, 78, who died on August 23, retired in 1977 at Mid Mersey, where he worked as a Meter Reader/Collector.

Leonard Riley, who retired in 1981 at Liverpool, where he was a Craft Operative, died on August

24 aged 75.

Frederick Roberts, 68, who died on August 25, was a Switchboard Attendant at Dee Valley until retiring in 1989.

Hugh Gerard Cunningham, a Chargehand Linesman at Clwyd until retiring in 1968, died on August 28 aged 69.

Joseph George Martin, who died on August 28 aged 76, retired from North Wirral in 1977, where he was a Shop Supervisor.

John Hugh Oliver Colley, 74, who was a Foreman at Aberystwyth until retirement in 1982, died on August 31.

Brian Gledhill Baxter, 82, who died on September 1, was an Energy Sales Engineer at Clwyd before retiring in 1975.

William Douglas Garner, who died in September aged 73, was a Jointer at Mid Mersey until retiring in 1979.

John Joseph Roberts, 63, a Jointer's Mate at North Mersey before retiring in 1991, died on September 5.

Herbert Winston Woodall, who died on September 7 aged 51, retired in 1991 at Dee Valley, where he was an Electrician.

Thomas Emllyn Evans, 72, who was a Shop Supervisor at Dee Valley until retirement in 1985, died on September 13.

Evan William Rhystyd Davies, who died on September 25 aged 69, retired in 1987 at Aberystwyth, where he was a Driver.

Thomas Gill, 81, who died on September 29, was a Mate at Liverpool before retiring in 1971.

Dorothy Mutch, who died on October 3 aged 82, was a Clerk at Liverpool until retiring in 1969.

Arthur Edgar Blore, a 2nd Assistant Engineer at Head Office until retiring in 1971, died on October 3 aged 84.

Glyn Davies, who died on October 11 aged 64, was a Foreman at Dee Valley until retirement in 1990.

# TAKING STOCK

BY  
GEOFF  
STANDRING

IN 'Taking stock' this month we look at the 'ups' and 'downs' of Manweb plc's share price from April to October 1992, and discuss some of the factors that could have contributed to these trends.

Of particular note during this period was the way in which the RECs share price sometimes moved in the opposite direction to the FT-SE 100 index. This is shown on the graph.

For comparative purposes the final installment of 70 pence, which only attached to the quoted share price on September 7, is included throughout the period.

Following the upward and downward trends on the graph:

(a) Upward Trend Rise of 22 pence

The base rate was cut by half of a per cent.

The FT-SE 100 index rose 85 points during the same period.

(b) Downward Trend Fall of 28 pence

The possibility of tighter regulation coming to the electricity if British Coal was privatised was making the institutional investors rather nervous.

(c) Upward Trend Rise of 26 pence

During this period the 'package' of electricity stocks was being split, ie the 'package' (a weighted mixture of all the RECs) was being sold by some investors, who were then buying individual REC stocks. Manweb was one of the recommended stocks to buy, and thus was a beneficiary of investment following the package split.

Manweb announced its results for the year ended March 31 1992 on June 18. Although the expectation of increased profits was already 'built-in' to the share price as a result of analysts' detailed forecasts, the shares did attract a lot of buying interest at

this time.

During this same period the FT-SE 100 index fell 200 points, amidst general economic worries!

(d) Downward Trend Fall of 41 pence

The overall trend during this period was a fall in price.

However on July 7 the shares rose 14 pence following the disclosure of the new pricing policy agreed between the regulator and the National Grid Company. This policy (three per cent below inflation) was not as severe as originally expected.

On July 13 the shares went 'ex-div' which theoretically would have 'stripped-out' 12.8 pence (the amount of the 1991/92 final dividend) from the share price.

The FT-SE 100 index fell a further 145 points. The index had fallen 14 per cent in 10 weeks!

(e) Upward Trend Rise of 28 pence

The pound was coming under increasing pressure and with threats of a rise in interest rates, investors in the equity market looked again for the defensive qualities, such as a perceived 'safer' dividend yield, to be found in the REC shares. Some commentators quoted the utilities as currently being one of the safest buys in the UK stock market.

With the pound under increasing pressure in the foreign exchange markets the FT-SE 100 index fell a further 63 points.

(f) Downward Trend Fall of 28 pence

With general uncertainty in the stock market as a whole, and following the recent rise in price, the inevitable profit-taking occurred. Meanwhile the FT-SE 100 index recovered by 100 points, as the stock market gained some confidence from the Bank of England's move to support the pound.

(g) Upward Trend Rise of 40 pence

There was a degree of 'technical adjustment' as investors began to focus on the RECs in their fully paid status (from Sept 7). The focus was on buying.

The RECs' and Generators' prices were buoyant amid speculation that a long-term coal supply contract for 'cheaper' coal could soon be agreed. Most commentators were predicting strong upward pressure across the electricity sector once the deal was signed.

(h) Downward Trend Fall of 34 pence

No coal deal was signed. The surprise cut in German interest rates and the Italian Lire devaluation provided much needed support to sterling and helped lift the UK equity market. The FT-SE 100 index rose 220 points.

As the rest of the stock market took off, the utilities came in for some profit taking.

(i) Upward Trend Rise of 32 pence

Wednesday September 16 was 'Black Wednesday'. Britain withdrew from the ERM.

Initially the FT-SE 100 index fell 130 on the day, but this fall was reduced to 50 points after a temporary hike in interest rates... not so 'black'.

This was followed by a reduction in interest rates, as the pound 'floated' outside the ERM.

It was expected that the market would weaken in the absence of further interest rate cuts and a prolonged recession.

The REC shares were seen as a 'safer' investment.

If you have any further queries on these matters, your professional adviser, bank, tax office or building society will probably be best placed to help you.



Inside the recovery vehicle are Manweb's Settlement Manager Neil Magill (left) and Mike Cook, TEAM's Senior Support Analyst, who is loading a data backup cartridge during system restoration.

## Mobile TEAM ready to assist

A 'TEAM' effort will come into play in the event of a computer catastrophe at Manweb.

The Head Office Data Centre's Disaster Recovery Project has recently signed a contract with TEAM Recovery, who will provide a specialist mobile recovery service if Manweb's computer equipment becomes unusable in a disaster situation.

The need for a contract of this sort was identified by the Data Centre and Power Marketing, whose Settlements System is totally computerised.

TEAM Recovery was chosen because the company offered a professional service at a competitive price.

Following the initial success of a test earlier

this year at TEAM's Walsall office, it was decided that the mobile service should be further trialled at Manweb's Data Centre.

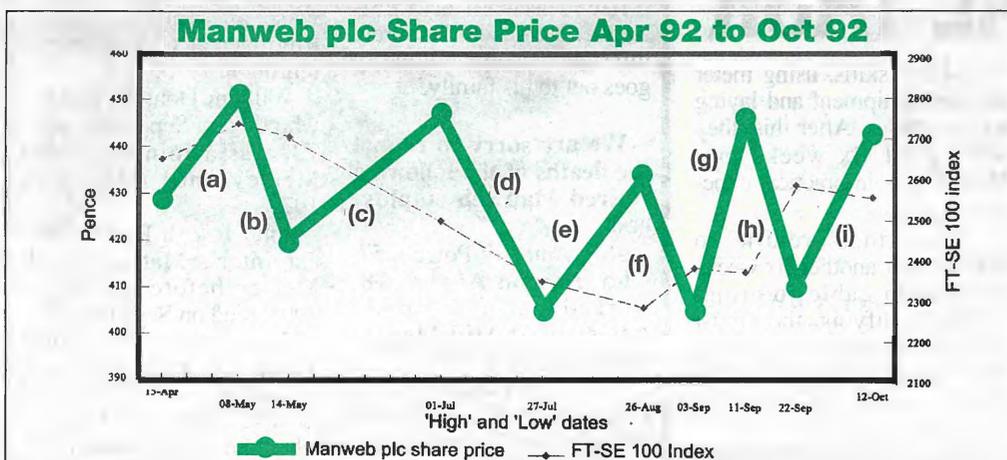
Over two days a tight testing schedule was followed, using relevant data backups to recover the system in question. The test was a complete success, and all the objectives were achieved.

Following on from this, a further trial using the mobile service is planned this month alongside the proposed Mainframe Computer Disaster Recovery test.

Disaster Recovery Co-ordinator Mark Pearson said: "The success of the test is a tribute to the hard work of both Information Services, Power Marketing and Civil

Engineering staff involved in the project, along with TEAM Recovery for providing an excellent mobile facility in which to perform the recovery operation.

"Future tests will be used to develop and enhance the recovery procedures to enable us not only to reinstate the system at Manweb, but also at our Mainframe Disaster Recovery site at IBM Warwick."



## Report ready

COPIES of the Annual Report and Accounts of the Electricity Supply Pension Scheme for the year ended March 31 1992 are now available and displayed on notice boards.

The Report contains an insert which gives a separate report on the Manweb section of the Scheme.

Any member, prospective member or beneficiary may obtain a copy of the Report from the Pension Section, Manweb plc, Room 5E1, Head Office, Sealand Road, Chester CH1 4LR.

## GRANTING WINTER WARMTH

MANWEB, in association with the national energy efficiency charity, Neighbourhood Energy Action, is launching a new scheme designed to help people stay warm this winter.

The Manweb scheme aims to explain and promote the grant aid which is available for low-income households under the Government's Home Energy Efficiency Scheme, and will establish a £10,000 fund to supplement those grants where necessary for households within the Manweb region.

It is run in association with Neighbourhood Energy Action, the national charity which tackles the heating and insulation problems of elderly and disabled people, single parents and other low-income households.

Leaflets explaining who is entitled to the grants, and listing the names, addresses and contact numbers of NEA's Regional Network Installers who carry out the work, will be circulated to all Manweb customers with

## Manweb fund will help those hardship cases

bills and statements over the next three months.

Government grants cover most of the costs of door and window draughtproofing, and loft, tank and pipe insulation, but there is a small client contribution required which, for households on a very tight budget, sometimes cannot be found. To deal with cases such as these, Manweb has established a fund of £10,000 from which the customer contributions will be met.

Installation of the various insulation measures on

offer through this scheme could produce a considerable saving in the amount of heat lost from the average house, and a possible cost saving on energy bills.

Director Power Marketing, Colin Leonard said: "We are pleased to be working with Neighbourhood Energy Action in the promotion of Energy Efficiency in the Home.

"It is crucially important that people are made aware of the grants that they are entitled to, ensuring that they are saving energy and keeping warm this winter. Like NEA we are particularly keen to help elderly and disabled people in our region, and we welcome this opportunity to make our contribution."

NEA Director, Andrea Cook said: "The Government's Home Energy Efficiency Scheme (HEES) provides grants for 240,000 households each year, but many people cannot meet the cost of the client contribution. Manweb's support, both financially and through its promotion of HEES, will make warmer homes accessible to people in need."

## AWARDS WELL MERITED

TWO members of staff from Oswestry District recently received their certificates for BTEC HNC Electrical and Electronic and Micro Electronic Engineering.

Mr Peter E Davies who gained 10 Distinctions and 2 Merits is shortly being seconded to Live Line Training and Mr Graham W Jones who gained 3 Distinctions and 9 Merits commences the Engineering Training Scheme on October 6, 1992.

Peter (left) and Graham are pictured with their certificates.



# ALL THE DRAW WINNERS

**THE lucky number 1299 earned J L Milne, of Contracting, the top prize of £300 in the EEIBA's September draw. The other winners were as follows:**

£200 - J M Parry, retired (2493); £150 - S F Hughes, Head Office (417); £100 - B L Baker, Head Office (2456); £75 - W E Roberts, retired (1897) and C A Jones, Head Office (342); £50 - K W Tibke, retired (2132), W H Davies, retired (1753) and B M Rider, retired (633); £30 - C Wilcox, Mid Mersey (2319), M Giblin, Liverpool (1193), J G Mackenzie, Head Office (2762), E Barrow, retired (728) and M Edwards, Head Office (386); £25 - B Mather, Head Office (619), D Walley, Mid Cheshire (2732), A Sarsfield, retired (1583), B A Owens, retired (377), R P Glover, Liverpool (1186) and D W Cooley, retired (329).

The previous five months' winners were as follows:

**APRIL:** £300 - J M Parry, retired (2493); £200 - J I Jones, retired (766), £150 - K E Jones, retired (283); £100 - R Slack, retired (1545); £75 - J Croft, Head Office (912) and M E Hamblin, retired (1694); £50 - A M Dentith, Head Office (435), D C Holland, retired (140), DC A Jones, Gwynedd (1687) and P S Williams, Head Office (310); £30 - B Pealing, retired (2315), C C Williams, retired (1927), R Haley, Clwyd (648), F G Whisker, retired (1958) and A Davies, Head Office (824); £25 - F Hannah, retired (81), A Griffiths, Dee Valley (327), W A Jones, retired (1609), E Fishwick, retired (2221) and W B McDonald, Head Office (2796).

**MAY:** £300 - A Berrington, retired (191); £200 - S Floyd, retired (1489); £150 - C A Moorhouse, Head Office (781); £100 - K Sinclair, retired (620); £75 - S M Timmins, retired (102) and P W Dewar, Head Office (997); £50 - C N Cubbin, Head Office (981), L A Carr, Dee Valley (1613), A G Evans, retired (1936) and R A Harding, retired (2301); £30 - A Phyllip-Jones, Gwynedd (2713), D Coker, Liverpool (2546), G A Williams, retired (2311) and L E Calvert, retired (2087); £25 - A Barber, Mid Cheshire (1232), T M Keenan, North Mersey (816), G A Jones, retired (1647), B L Baker, Head Office (2456) and A A W Hawley, retired (2035).

**JUNE:** £300 - J W Bingham, retired (1847); £200 - E Coult, retired (2248); £150 - G Ravenscroft, Head Office (654); £100 - A K Sutton, Head Office (460); £75 - P Barrow, retired (904) and W Evans, retired (1851); £50 - M M Le Voi, retired (1887), A Roberts, retired (1812), L Stenton, retired (698) and H J Bird, retired (1739); £30 - P Byrne, Head Office (114), G A Bent, Head Office (933) and B M Hampton, retired (1392); £25 - T C Butcher, Aberystwyth (2516), M Connolly, retired (1563), O Sliverston, retired (2264), A Birch, Gwynedd (2528), F H Pomeroy, Clwyd (1028), K A Edwards, retired (180) and A Crawford, retired (1631).

**JULY:** £300 - D Hughes, Dee Valley (326); £200 - N Woodall, retired (1766); £150 - G I Hodrien, North Wirral (2683); £100 - E A Bold, retired (2288); £75 - P A Baron, Dee Valley (400) and R Trowler, retired (1360); £50 - C Jones, retired (2340), M Garman, retired (1560), J Kadiri, North Wirral (2412) and T Rimmer, retired (1773); £30 - J Huyton, North Mersey (2658), and M I Hutchinson, retired (2055); £25 - L Thomas, retired (2077), W A Grieves, retired (2455), M Jones, retired (884), V A Wickerson, Clwyd (1029), D N Pierce, Head Office (609), J E Pringle, retired (2031), W H Davies, retired (1753) and B W Alcock, retired (1700).

**AUGUST:** £300 - I Williams, retired (2721); £200 - J G Roberts, retired (1830); £150 - G Hackett, retired (1201); £100 - A Roberts, Gwynedd (1917); £75 - E Johnson, retired (248) and E B Boswell, retired (494); £50 - M E Jones, retired (1623), A F Dudley, retired (38) and G J Grady, retired (784); £30 - M T Roberts, Contracting (1282), P McNorton, retired (2383), R G Monk, retired (1894), I D Basford, Head Office (282) and A Birtwistle, retired (26); £25 - N J Penston, Mid Mersey (1547), C Edge, Dee Valley (716), R J Isherwood, Dee Valley (668), A Davies, Head Office (491), G Bellis, retired (2448) and M D O'Sullivan, Dee Valley (1311).

# FREE ADS

## HOLIDAYS

**Llandudno - Branstone Hotel**, privately owned and licensed. Bookings now being taken for Christmas, all inclusive 3-night break, £149 per person. Or why not greet the New Year in style, 2-night break including gala dinner and champagne celebration, £89 inclusive. Special offer during December and January for Contact readers (excluding Christmas and New Year) £12 per person bed and breakfast. Evening meal also available at £5 per person. To make your provisional reservation tel. 0492 876448 and don't forget to mention Contact.

**South of France - Frejus**, 6-berth mobile home on 4-star site with all facilities. Available May 1993 to September 1993. For details tel. 0686 625355 (evenings).

**North Wales - B&B** en suite accommodation in converted barn, within area of outstanding natural beauty. Ideal base for walking, fishing, riding etc. Tel 082 42 4047 (Ruthin).

**Machynlleth - B&B** self catering cottage situated outskirts of historic Mid Wales town. Sandy beaches of Aberdovey and Borth easily accessible. Sleeps 5 + cot, from £130 - £160 p.w. Ring Mrs Powell on 0654 702206.

**French Alps - Between Annecy and La Clusaz**. To let, a traditional Alpine farmhouse set high in the lovely Maningod Valley. Fully modernised accommodation on one level, three bedrooms, sleeps 6-8. Large open plan kitchen, dining and lounge area with balcony and large verandah. New shower room, separate toilet. Stunning views of the Aravis mountains. Skiing, tobogganing, skating in winter. Walking, sailing, swimming, riding in summer. Call P Moray on HO ext 2311 or Mrs Bennett on 051 342 7334 for availability and photos.

**Caravan - 6-8 berth** sited on Greenacres Holiday Park, Morfa Bychan, Porthmadog. Fridge and gas cooker, fitted kitchen. Clubhouse, heated swimming pool, tennis courts, bowling green, children's playground. Tel 0691 773708.

**Falaise - Normandy**, 18th Century farmhouse, large gardens, tastefully restored. Near historic market town, sleeps 4-6, from £100 pw. Tel. 0244 317820.

**Pwllheli - North Wales**, detached bungalow, sleeps 6. Superb views, fully equipped, inclusive of linen and electricity, convenient to all amenities. Tel. Pwllheli 612353.

**Colwyn Bay - Swiss style Chalet**, sleeps 6, electric heating. Bathroom, flush toilet, fridge, colour TV, garden and parking. Situated in beautiful woodland dell near Eirias Park and beach. Weekly rates or weekend or mid-week breaks. Tel. 051 678 9854.

**Caravan - Luxury 6-berth**, Talacre Beach, nr. Prestatyn. All amenities, satellite TV, award-winning site, club, sauna, swimming pool, tennis bowls, horse-riding, etc. Tel. Sue Wilson on 051 531 8755 or int. ext. 710 2338.

**Cumbria - Newly appointed cottage**. ETB 4-key commended. Peacefully situated on small farm. Hadrian's Wall area. Sleeps four. Short breaks available, open all year. No pets. Tel: 0228 75650.

**Caravan - Towyn**, near Rhyl, six berth, two bedrooms, shower, fridge, fully fitted. From £75 per week. Tel: 0978 362615/352653.

**Pony Trekking - and farm holidays**. Accompanied one hour to full-day treks for novices or experienced riders. Holiday cottages available. Self-catering, bed and breakfast or half board. Licensed restaurant open to non-residents. Lunch, afternoon tea, dinner. Private parties catered for. Further details: Hwyfya Ddafydd Country Farm Holidays, tel. Colwyn Bay 516965.

**Algarve - privately-owned villa** set in large gardens in the Monique Hills. Split level dining room, good kitchen facilities, utility room, two good-sized bedrooms, terraces with garden furniture. Panoramic views of the west coast 24kms away. Swimming pool, maid service food hamper provided. Flights arranged. Tel: 0352 86709 or fax: 0492 540457.

**Port Grimaud - Six miles St Tropez**. Four/six berth caravans with electricity, hot and cold water, shower, on three star hotel site. Luxury coach travel from most areas. Tel: 0670 712399.

**Porthmadog - Holiday bungalow**, sleeps six. Black Rock Sands five minutes' drive. Convenient Ffestiniog Railway, Snowdonia National Park. Contact C. Jones, 2 Meadow Drive, Porthmadog. Tel: 0766 512519.

**Anglesey - Self catering and coarse fishing holidays**. Two lakes on 15-acre site overlooking Snowdonia. Touring

caravans and tents welcome. Brochure available, tel: 0248 713410.

**Blackpool - Kenley Hotel**. Small, friendly and licensed. Excellent home cooking, most rooms en-suite. B&B from £12 per night, E.M. optional. Ring Pat or Graham on 0253 46447.

**Weston-super-Mare - Static caravan** on farm. Six berth, separate double bedroom, shower, toilet, TV etc. All season price £70 per week. Tel: 0934 750 292.

**South of France - 6 berth mobile home** near to Monaco, Nice, Cannes, St Tropez, all facilities on site, swimming pool, restaurant, bar, shop etc. Further details from Malcolm Williams, Tel: 0544 267579.

**Dolgellau - Traditional farmhouse** cottage set in a seven acre smallholding in Snowdonia National Park. Sleeps seven plus cot. Tastefully modernised, fully fitted kitchen inc. dishwasher and microwave. Storage heater and large inglenook fireplace. Ample parking and grounds. Kennel for pet by arrangement. Easy access to mountains and sea. Beautiful scenery and walks. Prices from £100 to £220 per week. Tel: 0341 423912.

**Llandudno - Rosaire Private Hotel**, family-run and situated in lovely garden area of town, yet close to all entertainment and shops with no hills to climb. Free car park. Tea/coffee making facilities, some en-suite rooms available, excellent home cooking, served at separate tables. Tel: 0492 877677 or write for brochure to Mr and Mrs G Evans, 2 St Seiriols Road, Llandudno, Gwynedd LL30 2YV.

**Anglesey - B&B/self catering summer let**. Secluded farmhouse with panoramic views of the Snowdonia range. Within 10 minutes of the main town Llangefni and sandy beaches, idyllic for bird watchers. Tel: Bodorgan (0407) 840038.

**Snowdon - Quiet valley**, modern flat with all facilities. Sleeps four. Beautiful views, free fishing. Contact Mrs A. Bohannon on 0286 85537.

**Caravan - New 31', 6/7 berth**, all mains services. Gas, electricity and colour tv included. Sited on Haven's Ty Mawr Holiday Park near Abergele (Dragon Awards). Free entertainments, heated indoor swimming pool, family club, disco, children's Tiger Club etc. Near all major resorts. Tel: Chester 372860 for details. Families only, sorry no pets. Discounts for Manweb employees and families.

**Toomargoed, Rhyl - Take that break** you've been promising yourself. Relax in a family hotel and enjoy good home cooking and fully licensed bar. Weekly rates for B&B and evening meal, weekends or mid-week breaks. Ring Len or Sandy on 0745 334103 or 677 3003.

**Sailing Holidays - Artemis Comet's 850 (28ft) bareboat charter**, Moody 37, bareboat or skippered charter. Corfu based. Tuition available. Full inventory. Contact H. J. Hargrove on 0270 67556.

**Orlando - Florida**. To let, luxury holiday home on Buenaventura Lakes Golf and Country Club (15 mins from Disneyworld). 3 beds, 2 bathrooms, will accommodate up to 8 persons. Private swimming pool. Use residents' golf club. Full management service on hand. For further details ring 051 625 8202.

**Lanzarote - Playa Blanca**, 1 bed villa on small development with pool, bar, tennis court, luxury kitchen, lounge, private garden with BBQ. Available May and November. Tel. 051 336 8678

**Snowdonia - Bungalow near Harlech** with wide sea views, 3 double bedrooms with bunk/playroom with 6 bunks. Ideal for 1 or 2 families. TV, garden and ample parking. Prices from £150 to £250 per week. Tel: 051 336 1709.

**North Wales - six berth caravan** to let, fully equipped, peaceful countryside, 6 miles from Bala, £10 per day. Tel: 049084 208.

**Pembrokeshire - Country bungalow** near beaches. Sleeps 5, pets welcome. Ring 0437 731375.

**For Charter - Luxury 56ft steel ketch**, Uisce Beatha. Join us for the holidays of a lifetime cruising the beautiful Hebrides and West Coast of Scotland. Visit the islands of Jura, Mull and Skye. Luxury crewed yacht for 6 guests. No experience necessary, skipper looks after you. Good food and company in a relaxed atmosphere. Also ideal for incentives/promotions for staff and clients. Brochure on request, including details of winter season in Canaries. Telephone: Melford Charters on 051 207 4069.

**Jersey - Channel Islands**. The Willows Hotel, Grand Vaux, St Saviour, Jersey JE2 4NB. New, purpose-built hotel, completed May 1991. One and a half miles from St Helier, situated in the

lovely Grand Vaux Valley. All bedrooms en-suite, colour television, radio, direct dial telephones, tea and coffee-making facilities. Economy 7 electric heating, hair driers and shaving points. Choice of menu, also self catering apartment. Ten per cent discount to Manweb staff and retired employees. tel. 0534 36267.

**Ruthin - B&B** in converted barn. En-suite, private sitting room, excellent area for pony trekking, walking, fishing etc. Tel. 08242 4047.

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

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

**Llandudno - Hollybank Edwardian Hotel**. Small, friendly, non-smoking, elegant licensed hotel. Central position and with own car park. Full central heating and spotlessly clean. Spacious comfortable en-suite rooms with free colour TV and drinks facilities. Dinner optional - excellent cuisine. Nightly or weekly terms. Reductions for OAPs and children. SAE please for brochure to Mrs. R. Antrobus, Hollybank, St. David's Place, Llandudno LL30 2UG. Tel. 0492 878521.

## FOR SALE

**Caravan - Sprite Musketeer 1984**, 4/5 berth, fridge, cooker, electric, fully equipped, one careful owner, £195 ono. Tel. 0704 212688.

**Ideal Christmas Present - Traditional hobby horses**, hardwood stove, British Standard eyes, foam and fur fabric heads, leather bridle, £25. Contact Robert on North Wirral int. ext. 750 2430.

**Pram - Silver Cross hard bodied**. Detachable body, v.g.c. Two-tone brown, £100. Tel. 0244 816629.

**Three Bridesmaids Dresses - Peach**, plus headdresses. Fit age 3 and 10 and size 10. £150 - will separate. Also, gas fire, £40, electric fire, £5, electric guitar, £30, gent's suit, chest 38", £5, gas cooker flexi hose, £6, French glass green lampshade, £5. All good condition, tel. 051-639 5400 or 051-639 5511.

**Electronic Organ - Hohner D160**, little used and indistinguishable from new, £1,495 (current list price £2,995). Phone Brian Mather on HO int. ext. 2460 or Mold (0352) 740745.

**Hornby 00 - 8ft x 4ft track layout**, siding, tunnel, cutting and accessories, £30. Tel. 051-525 1646.

**Racing Bike - Peugeot 10-gear traditional**, 21in frame, as new, £80 ono. Tel. 051-525 1646.

**Model Railways - 00 gauge Hornby**, Bachmann, Peco, Airfix etc, new and 2nd hand. Priced to sell. SAE for lists to: Gareth Price, 'Hafan', Ffordd Peniel, Ffestiniog, Gwynedd LL41 4LP. Tel. 076676 2451 evenings and weekends.

**Hardy 10ft - Favourite Carbon Spinner**, as new and only £175. Bruce and Walker Hexagraph 14ft, Walker Salmon Fly AFTM 10-12 unused, £250. Kingsmill (hand made in Ireland) 14ft Salmon Fly AFTM 10 (usually £325) to clear only £175. Other rods available. Contact Gareth Price on 076676 2451.

**Spectrum - 128+2 computer**. Two microdrives and 20 cartridges, interface 1, multiface 128, Echosoft compatible keyboard with software, mouse and Artist II, 20 games. All in perfect working order with relevant manuals included, £100 ono. Contact Paul Cardin on 051-637 0679.

**Gas Shower - Multipoint 'New Team'**, unused and in box, £90 ono. Contact Mrs Cardin on 051-638 7301.

**BBC Computer - Model B** with over £100 worth of games, £150. Also Casio, Casio TCN CT-600 keyboard, very good condition. Cost £500 but will sell for £275. Tel. 0244 819110.

**Amstrad Eight Printer ribbons** for 9512 WPC. One strike type, unused. Printer upgraded - hence sale, usual price £3.82 each will sell for £1.50 apiece or £11 the lot. Tel. HQ ext. 2090 or 0942 43840 (evenings).

**Wedding Dress - white satin**, full skirt, size 14. Price £250 (cost £444 new). Also two peach figured satin bridesmaid dresses with underskirts, one to fit age 2-3, other to fit age 11-12, £75 each. All professionally made. Contact Peter Willows in Rhyl Stores, Clwyd int. ext. 770 2274, or 0745 339354.

## WANTED

**Dead or Alive!** - East European motor cycles and parts, preferably non-runners, for North Wales club activities. Age and rust not a problem, must be cheap. Or if you run one of these machines and would like to know more about the club, just give us a ring. Dave for Cossack and Neval on 0244 821933, Steve for MZ, DKW Puch on 0352 758351, James for Jawa, CZ on 0352 752049.

**CELLPHONE - Portable/mobile telephone**. Must be off air time, Also wanted, Ferguson BSB satellite receiver. Must be in working order for spares. Tel. Ray Smith on 051 639 3294.

## PROPERTY

**Detached Bungalow - Two bedroom** in quiet residential park in St Asaph. Living room, morning room kitchen and bathroom. Attached garage. Room for loft extension. Easily manageable gardens to front and rear, £51,750, including fitted carpets. No chain, vacant possession. Tel. Gordon. 0244 660859.

**Wallasey - 4 bedroom house** in Rice Lane. 2 entertaining, large kitchen, £35,950. Tel. Graeme Cooper. Head Office 2089.

## LEISURE

**Fishing Trips - and pleasure cruises** aboard the DTI vessel 'Cerismar' out of Beaumaris, Anglesey. Wreck, reef and general fishing. Pleasure cruises to Puffin Island. Competitive prices from £35. Full time skipper owner David Jones, 2nd Coxswain Beaumaris Lifeboat and member of the National Federation of Charter Skippers. Contact D. A. Jones on 0248 810746.

**Sea Fishing - On board Miranda** out of Holyhead, Anglesey. Deep sea, reef or wreck fishing. Trips arranged for 4 to 12 hours, licensed and insured for parties of 12. Boat hire from £50. Rods, tackle and bait available. Contact Kevin Wright, Miranda Sea Angling, Mon Eilian, Moelfre, Anglesey, Gwynedd. Tel. 0248 88459.

**Deep Sea Fishing - Pwllheli**, North Wales. Starlight offshore 27 turbo, fully equipped. Tel. Mark Lewis: 0925 860269.

**Fly Fishery - Gweryd Lodge**, Llanarmon-yn-Ial, Mold. Superb fly fishing on a great 122-acre lake. Boats for hire. Contact John Stowell on 08243230.

**Guided tours - Walks and talks**. Discover more about the Merseyside area in the company of Brian King, a registered blue badge Mersey Guide. Find out about its fascinating history, architecture, development and the famous people who made it all happen. Tel. 051-526 4032.

**Tennis - Liverpool Electric Supply Tennis Club** welcomes new member, established or beginners. Club sessions Sunday am/pm and Wednesday evenings. League matches played mid-week evenings. Contact Ken Rigby at Lister Drive, int. ext. 2170 or 051-254 1900.

## PERSONAL

**Painter - Decorator, artexing**, property repairs. Free estimates, tel. 0244 549375.

**Plumbing - Installations and repairs**. Quality bathroom suites supplied and fitted, tiling if required. Competitive rates. Tel. G. Davies on 0244 372860.

**Quality - Replacement windows, doors** and conservatories, UPVC hardwood, aluminium. Free estimates, all work guarantee, 10% discount for Manweb employees. Tel. 0244 549449 or 0352 758793 after 5.30pm.

**County Wills - Make a Will**. There is now a convenient method of making your Will. A consultant visits your home at a time to suit you. Private and confidential, anywhere in the Manweb area. Get a leaflet from your District Office or contact County Wills, 0477 33447.

**Astrological Charts - Cast and interpreted**. Approximately 2,500 words. Topics include general personality, mind, emotions, relationships, career, family. Personal astrological aspects used. This is not sun sign waffle. Would make an ideal birthday gift. £15. For more details or sample phone Sheila Walsh on 051 480 4524.

**10% Discount - To all Manweb staff**. Suits 'U' and Juliano Italia, two shops within the Albert Dock, Liverpool. Suits 'U' (formerly above 'L' for Leather) now at 5 Britannia Pavilion, Albert Dock, 051 707 0980. Juliano Italia, 14 Britannia Pavilion, Albert Dock, selling designer suits, jackets, shirts, etc. from Milan,

PLEASE PRINT YOUR FREE AD. ON THIS COUPON OR ON PLAIN PAPER

(BLOCK CAPS PLEASE)

Name.....

Work place (or retired).....

Tel: .....

Send to: 'CONTACT' FREE ADS, MANWEB,

SEALAND ROAD, CHESTER CH1 4LR

**Genoa and Naples**. Fantastic styles, competitive prices. Both shops open 7 days a week, 10am to 6pm, free parking.

**Wedding Photography - Capture** the informal pictures of bride, groom, guests, etc. that the official photographer misses. Let me be your 'back-up' photographer on the special day. 80 7.5" x 5" photos chosen from 100, £70. Contact Ken Smyth on H.O. int. ext. 3207 for details.

**Photographer - Professional wedding** and portrait. Let me create your wedding album, portfolios or portraits. Reasonable rates. Contact Matthew Harman on H.O. int. ext 2777 or 0978 263448.

**Wedding Videos - Your most important** day saved forever. High quality colour and sound, a real professional service giving you just what you want. One price, no extras, everything throughout the day captured but no one embarrassed too much! 20 per cent discount for staff. Please ring if you would like to see examples - no obligation - Gemini Videos, 051 645 1549.

**Crazy Caricatures - The ideal gift** for any occasion, leaving parties, retirements, etc. 10 per cent discount for Manweb staff. Contact Sandra on 710 2332 (North Mersey int.).

**Artist - Portraits painted**. No charge if customer is not satisfied. Tel. 0248 355592.

**Crystal Karaoke - Laser**, for private parties, office parties, weddings, etc., reasonable prices from £45. Tel. 0352 770 429.

**The Ferries - Manweb's own trio** are available for your Manweb function. Please contact P. Keenan, Q'erry internal 4216 if you require first class live entertainment.

**A&R Photographic - For your high quality** wedding photographs and family portraits at highly competitive prices. Contact Ray Rowland on Chester (0244) 376369.

**For all your floor and wall tiling**, contact J. W. French on 0492 583347 or Glyn Jones at Flint Shop. Over 30 years' experience.

## VEHICLES

**Humber Sceptre - 1963 Mk1, MOT June '92**. Non runner, ideal for restore project. Was used daily last 10 years. Tel. P. Willows on Clwyd int. ext. 770 2274 or 0745 339354.

**Kawasaki GPz 305 - Red**, July 1991, only 6,000 miles. Cheap to run and insure, £1,550 ono. Tel. Dave Roberts on HO int. ext. 2066 or 0244 660878 (home).

**Astra GTE - F-reg**, 35,000 miles, showroom condition, alarm, service history, £4,500 ono. Contact L. Mather on St Helens 815919.

## TUITION

**Driving Lessons - Robin Jones School** of Motoring. Department of Transport approved driving instructor. Member of the Institute of Advanced Motorists, ROSPA Advanced Driving Certificate. Member of the Motor Schools of Great Britain. Special discount for Manweb members. Beginners to advanced, motorway course, dual control Metro. Free pick-up service. For details tel. 0831 584643 (daytime) or 051 339 8135 (evenings).

**Guitar Tuition - Howard Evans, B.Mus.** - classical guitar tuition in Aberystwyth area. Music reading and all aspects of playing and performance techniques. Associated Board examinations. Contact W M Evans, 0970 86755.

# SPORT

## ON COURSE BUT OUT OF LUCK

MANWEB'S budding motorcyclist Andy Miley has been burning rubber recently at the Isle of Man Grand Prix — an amateur competition on the notorious TT circuit.

Andy, a Fitting Foreman at Liverpool District Office made a trip to the Isle of Man at the end of August, to train and compete in the newcomers class of this race, but unfortunately luck was not on his side! After a magnificent practice run that put him high in the winning stakes, Andy's luck changed. In the first of his two races he experienced engine trouble and had to retire.

### Pounding

Demoralised but determined, he replaced the engine with the one he had used in practice. Once again, it did not last the course, due to the pounding it had taken during training.

Other courses that Andy has conquered include Oulton Park, Aintree and Brands Hatch. Andy said: "My fascination with bikes actually started when I lost my road licence due to

By Rob Skinner

speeding, and decided that it would be wiser to stick to racing off the road! Despite my problems at the Isle of Man Grand Prix, I hope to be racing a lot more in the near future."



Andy Miley and bike, after his recent trip to the Isle of Man.

## Pushing off to swell project funds

STAFF from Manweb's Narrow Lane Depot, Llandudno Junction, joined youngsters from Ysgol Gogarth, Llandudno, in a sponsored wheelchair push around the Great Orme.

The event was organised to raise funds for the Lydia Evans Hydrotherapy Swimming Pool Project at the school, and Manweb's team effort brought in £250. This was boosted by a further donation from Manweb's Charity Chest of £150 — the maximum amount available under the scheme which matches £ for £ the fund-raising efforts of employees.

Taking part in the event were Mike Wagstaff, Barry Stephenson, Brian Williams, Nick Brown, Robbie Hughes and Steve Hughes.



Putting their best feet forward for charity... Manweb staff were among those taking part in a sponsored wheelchair push around the Great Orme.

## ...and swinging out for charity



A FUND-raising effort really went with a swing when Oswestry staff teamed up for a Celebrity-Amateur Golf Tournament in aid of the North Shropshire MacMillan Nurse Cancer Relief Appeal.

A massive £8,000 was raised by those who took part in the event at Hawkstone Park Golf Club.

Oswestry District Manager Mike Jones (2nd left) and celebrity player Geoff Parsons, the Olympic high jumper (centre) are pictured with Manweb team members Martin Lloyd, Dennis Hughes and Syd Pugh.

## Squash call

CALLING all squash players! Next year's ESI Championships will be hosted by National Grid at Redwood Lodge, Bristol from 26-28 March. If you would like to represent Manweb please phone Graham Slatter on Head Office ex 2827 for further details.

## Put your ideas on show

NEW Crane Street Depot is hoping staff from other areas of the Company and retired employees will 'float' some good ideas their way.

The Depot is entering two floats in the Lord Mayor of Chester's Show on May 15 1993 and the theme is 'transport through the ages'.

Section Manager Cliff James said: "Does anyone know of any old vehicles associated with the electricity supply industry that might be available on the day?"

Any offers or suggestions to Cliff James or Sandra Parker at New Crane Street.

Ambassador 2000



## SIX SUPER CHRISTMAS HAMPERS TO BE WON

THREE lucky Ambassador 2000 members realised they had everything to gain when they entered the September incentive.

Margaret Dunn, Salesperson, Chester Shop, Gill Hill, Clerical Assistant, Network Services, Clwyd, and John Lloyd, Shift Electrician, North Wirral, were our first winners.

By just entering a valid lead in the month of September they are now looking forward to a weekend in Boulogne, enjoying the delights of this typically French town.

You could be our next winner.

It doesn't always have to be the other person!!! Why not enter our next promotion — Festive Treat.

Christmas may seem a long way off, but it's never too early to plan ahead. Therefore any valid lead submitted between November 2 and December 4 will be entered into a Prize Draw. There are six prizes in the November incentive, and six lucky winners will each receive a Marks & Spencer Luxury Assortment Christmas Hamper worth £100.

The hampers are an exercise in unashamed indulgence, combining such classics as a luxury Christmas pudding, a fully iced cake, delicious black cherries in kirsch, and Champagne, all presented in an exclusive reusable picnic basket.

Don't forget... the more leads you put in the more chance you have of winning.

If you would like any more information concerning these prizes please contact Sharryn Tracey on Head Office 2811.

## Sorry John

OOPS! In last month's Contact we carried a report about long-serving Manweb staff and incorrectly said that John Ashton, Utilities Manager with Manweb Contracting Services Ltd, had completed 20 years' service when, in fact, he has clocked up 30 years in the industry.

## CROSSWORD SOLUTION

### ACROSS

6. Treacle 7. Dumas 9. Basie 10. Leaning 12. Tower Of Pisa 14. Second sight 18. Austria 19. Evans 21. Aster. 22. Rain Man.

### DOWN

1. Priam 2. Calico 3. Fly 4. Turnip 5. Harness 8. Begonia 11. Tendril 13. Bequest 15. Outset 16 Havana 17. Incas 20. Tan