

# CUTTING THROUGH THE RECESSION



Peter and Diana Owen with (left) North Wirral District Manager Phil Ramsey.

**MANWEB Contracting Services Limited has undergone a major reorganisation in a cost-cutting move to beat the recession.**

The company is determined to make a profit this financial year, despite an uncertain economic climate in the electrical contracting industry.

MCSL's Managing Director Allan Littler said: "The recession shows no sign of relenting, and without this restructuring we would make a loss in 1993/94 — something we are determined not to let happen."

Since May this year the management team has been analysing the best way to organise and run the business. As a result, the new-look MCSL will comprise: Major Contracts — Large jobs, estimating, HV work. Local Works — Domestic, utilities, street lighting, supported by a small marketing, systems and accounting function.

Inside these two business units, individual businesses will be set up, each operating with their own manager, work team, customer service standard and profit targets.

Allan Littler said: "In order to speed up the process we have streamlined the senior management. Former Regional Contracting Manager (Southern Region) Arwel Lloyd will be seconded to concentrate on new business opportunities for Manweb plc and MCSL.

"After six months Arwel will return to MCSL, when one of the other managers will be seconded in order to

## Company determined to make a profit

maintain the momentum of change and ensure wider development."

Guy Wilcox will lead Major Contracts while Ray Appleton is in charge of Local Works. Roy Haley heads Marketing and Quality, David Cousins runs Systems, and Frank Cullinane is responsible for Financial.

Allan said: "The MCSL business needs everyone's support during this critical phase of our development. It is imperative for MCSL to achieve profitability and demonstrate to the outside world that Manweb can run both regulated and unregulated business successfully."

## Plans to help Peter progress

By Jackie Unsworth

NORTH Wirral staff have rallied round to help a colleague who was injured in a freak road accident.

Peter Owen, of the Building Section at Prenton Way, was paralysed from the chest down after being thrown from his bicycle when it hit a soft drinks can which had been tossed carelessly into the road. He is now being treated at Southport Hospital's Spinal Injuries Unit.

Up to his accident Peter had been a keen cyclist and mountaineer and also enjoyed skiing.

North Wirral District Manager Phil Ramsey, who has visited Peter in hospital, said: "This accident has devastated his life. Peter was cycling to work when it happened. It was a terrible tragedy."

Although progress is slow, Peter has shown some signs of improvement. At first he was unable to even hold a cup, but he has regained movement in his fingers.

In the meantime his workmates have begun a massive fund-raising campaign to help buy Peter a specially adapted motor caravan so that, even confined to a wheelchair, he can still enjoy outdoor activities.

Phil Ramsey said: "The target is £35,000 and I'm hoping staff elsewhere in Manweb, not just North Wirral, will help to raise the funds needed.

"Before the accident Peter, who has always been a very active person, and his wife Diana were planning mountaineering and cycling trips. At least with a motor caravan they will still be able to get out and about."

### Rehabilitation

Peter spent both his 55th birthday and 34th wedding anniversary in hospital. He faces months of gruelling rehabilitation and uncertainty about whether he will make a full recovery.

His wife Diana spends each day at her husband's side at the Spinal Injuries Unit. She said: "We must take everything one

day at a time.

"We hope to be able to join in mountaineering meetings with our friends all over the country. We hope to buy a vehicle big enough to accommodate Peter's wheelchair, and although we couldn't take part in climbs, we would still feel involved."

And Peter said: "Little things that people take for granted are a major task for me. I have to re-learn balance, for example.

"I would like to make people aware of the dangers of drinks cans so that if anyone sees one lying in the road they will remove it."

Anyone wishing to help raise funds towards a motor caravan for Peter should contact either District Manager Phil Ramsey or Brian Emberton, of the Building Section at North Wirral. Donations can also be made direct to: The Peter Owen Trust Fund, National Westminster Bank, Account Number 46509976-84.

EMF and health Page 2

The fight against fraud Page 3

Super KO contest Pages 6 & 7

Can Colin Cap it? Page 10

On course for a better life Page 12



The wind farm site at Llangwryfon

# PRAISE FOR WIND FARM SUCCESS

With the emphasis on greener power generation, Manweb's Aberystwyth District was pleased to receive a letter of thanks for its contribution to the successful completion of the area's latest windfarm.

Two windfarms are now in operation in Abersytwyth District.

The first, at Cemmaes in the north of the district between Machynlleth and Dolgellau and the other at Llangwryfon seven miles

south of Aberystwyth.

The 'thank you' letter came from Wind Energy Group, a subsidiary of National Wind Power who own both the windfarm sites.

The scheme was designed by Emrys Hughes, Planning Manager at Aberystwyth who had the initial contract with Wind Energy Group.

dence with Wind Energy Group during the project.

"Aberystwyth industrial staff built the 33kV overhead lines with switchgear and protection at both ends of the line, involving connectors into our network," said Graham Hough. "I would like to pass on thanks to all those who have helped in this successful project."

The district has run a 5km 33kV overhead line from the Cemmaes Road substation to a new indoor/outdoor substation at the Cemmaes mountain site and a 6km line at Aberystwyth. About 750m of cable was jointed at the Llangwryfon site and 200m at Cemmaes.

Llangwryfon has 20 turbines with a total output of 6 megawatts. At Cemmaes there are 24 turbines generating a 7.2 megawatts output.

NB. 24 wind turbines will produce enough energy to power 7,500 homes.

## Involved

Other Manweb staff involved in the project were Graham Hough, Project Engineer who ordered all the plant and equipment and co-ordinated the project, including all testing and commissioning up to the final switch on. He was assisted in the commissioning by Hywel Evans, Planning Engineer and John Welsh, Protection Design and Support Head Office.

Simon Lavin, Contracts and Supplies, Head Office, completed all correspon-

RECENT media coverage of alleged links between electric and magnetic fields and cancer has raised concerns among staff and customers as to whether there are health risks attached to using or being near electrical equipment. Here,

with the help of Manweb's Medical Adviser Dr Peter Burke, we look at the facts on electric and magnetic fields (EMF), and provide advice to staff on how to best respond to enquiries from concerned customers.

MANWEB's Medical Adviser, Dr Peter Burke, has responsibility for Corporate Health and Safety issues within the company, and is in touch with the latest research on the effects of electric and magnetic fields. This research is carried out by the National Grid Company on behalf of the electricity industry as a whole.

Dr Burke says: "As a responsible company Manweb is supporting research into EMF with the National Grid Company and the Electricity Association. Although there is no evidence to link EMF with ill health, if there is any possibility of this, it is obviously a matter which concerns us. We are fully committed to the health and welfare of the public and our staff, and, as well as supporting research, we provide the public and our staff with accurate, up to date and unbiased information about EMF and health, dealing with the issues on a straightforward and open basis.

"The following information may be of use in helping our staff both understand the facts about EMF and help them deal with customers' concerns in the best way."

## What are EMFs?

The letters EMF stand for electric and magnetic fields. Both are generated when an electric current flows along a conductor such as a wire. Although they have different properties and are measured differently, they are usually considered together. Most of the recent public concern over alleged health risks actually arises from magnetic, rather than electric fields, where claims have been made that exposure can lead to cancer and other illnesses. Magnetic fields are usually measured in units called microtesla.

## NRPB Guidelines

In the United Kingdom, a body which is completely independent of the electricity supply industry, the National Radiological Protection Board, sets down clear guidelines for safety standards relating to EMF. Sir Richard Doll, who first made the association between smoking and lung cancer, is Chairman of the NRPB Advisory Group. The electricity industry vigorously complies with NRPB guidance.

# EMF & HEALTH — THE FACTS

By Graeme Cooper

## Typical Exposures

Everybody comes into contact with electric and magnetic fields every day. First, everybody is constantly exposed to a 50 microtesla field generated by the earth's magnetic core. Domestic appliances such as vacuum cleaners, hair dryers and electric drills produce quite strong magnetic fields at close distances — 500 microtesla 3 cm from a vacuum cleaner, for example — but these diminish quickly with distance. At 1 metre, the magnetic field for the same vacuum cleaner would measure only 0.15 microtesla. The maximum magnetic field exposure from 400 kV overhead lines is around 40 microtesla, and for 33 and 11 kV lines 6 microtesla. Overhead lines do, however, produce strong electric fields (1 microtesla = 10 milligauss (mG).

## Research into EMF

More than 10,000 scientific papers have been produced on EMF in recent years. The findings of all this research are inconclusive. No direct link between cancer and EMF has been shown, and there is no known way that EMF could cause or promote disease.

## The Doll Report

The worldwide research into EMF has recently been reviewed by a National Radiological Protection Board Advisory Group chaired by the distinguished scientist Sir Richard Doll. The Group concluded that

the findings reviewed provided no firm evidence of a cancer risk from EMF.

## Public Concerns

Our customers can naturally become concerned by media reporting and speculation about EMF, especially when overhead lines run close to their homes or their children's schools. Recent press coverage has also focused on substations and even meter positions within homes.

It is therefore Manweb's policy to provide accurate, up to date, and unbiased information on this subject, and deal with the issue on a straightforward and open basis.

## The Electricity Companies' Response

Through the Electricity Association, all the UK electricity companies contribute to the funding of research into EMF. A directing committee chaired by the National Grid Company considers EMF policy issues, and a network of EMF Liaison Officers has been set up to exchange information about EMF.

## Here are some guidelines for answering any queries on EMF.

DO report all conversations on this subject to your company EMF liaison officer.

DO make sure you notify your EMF liaison officer if you see comment in the local press on the issue, or if you hear of any other significant local interest.

DON'T evade customers' enquiries, but NEVER, EVER provide an answer if you aren't sure of your facts. It is critical that you don't feel you "have to know everything" about the subject, so avoid getting bogged down in detail. If you're not certain of the answer say so, at the same time promising to get back to the questioner as soon as you can. Then consult with your manager or EMF liaison officer. If necessary they will get back to the customer.

Refer questions from the media to the Public Relations Department, who have the necessary information to answer any points raised. If you cannot transfer the call take a number where the journalist can be reached and contact the PR Department so that they can call back.

DON'T get involved in public meetings on the subject, except with the specific approval of your EMF liaison officer.



# TEAMWORK ON SHOW

Manweb made its presence felt at the 1993 Anglesey Show, thanks to a strong team performance from Bangor Shop and Gwynedd Network Services. Staff worked together to produce one of the best Manweb exhibition stands ever at the two day event.

## Successful

According to Ian Johnston, Region 3 Operations Manager, "It was one of the most successful stands we have had in a number of years."

Lynda Hughes, Manager of Bangor Shop, and her staff produced an exciting stand packed with appliances, and free gifts. Microwave demonstrations kept the Network Services staff in a steady supply of hot-does all day, whilst

two competitions to win mountain bikes and a washing machine produced a huge number of entrants.

The Network Services team produced some mock-up overhead power cables, and offered the brave or foolhardy a chance to go up in a 'Simon' hoist, to get a bird's eye view of the cables. How did the fearless Ian cope? "It was very frightening!" he admitted.

Pictured receiving their prizes from Region 3 Operations Manager Ian Johnston (centre) are (l-r) Chris Rickards, mountain bike winner, Margaret and Hayley Fitton, washing machine winners, and Barbara Roberts, mountain bike winner. Also pictured are Lynda Hughes, Bangor Shop manager (2nd left), and Lesley Bollington, Assistant Manager (centre).

Manweb's EMF Liaison Officer is Phil Hughes, Safety Engineer in Corporate Health and Safety. Either Phil, or his fellow Safety Engineer Derek Jackson are the people to whom enquiries on EMF should be referred. Phil is on ext. 2293; Derek, ext. 2240. Press enquiries should be passed to Public Relations, Hunt Group, No. 4106.

## MANWEB SUPPORTS MERSEY AGENCY

MANWEB has become the first private sector sponsor of the Mersey Partnership, the recently formed development agency.

The Partnership, which was launched in April with core support from Merseyside Development Corporation, Merseyside Training and Enterprise Council, local authorities and other agencies, will receive funding towards a three year marketing programme aimed at attracting inward investment to the area. In addition, Manweb is to provide a full-time secondee — Steve Griffin — from the beginning of October to assist with business development and targeting.

Steve, 40 who joined Manweb in 1969 was for the last 18 months TSV Manager at Warrington Energy Sales.

As a major sponsor, Manweb will receive a place on the Board of Directors. This will be taken by their Finance Director, John Astall and will enable Manweb to be fully involved in the work of the Partnership at every level.

Announcing the deal, John



Steve Griffin

Roberts, Manweb's Chief Executive said: "As one of the region's major utilities, Manweb is pledging its support for the Mersey Partnership because we see it as a major step forward in bringing together business and community interests on Merseyside, to speak with one voice, for Merseyside."

"The newly acquired EC Objective One Status is a major opportunity to accelerate the renewal and redevelopment of the economic fabric of the region. We believe the Mersey Partnership offers the ideal framework to provide a focus for this renewal and to present a united front to the critically important investor market. We are delighted to be able to play our part and look forward to working with Christopher Gibaud, Chief Executive of the Mersey Partnership, and his team."

Christopher Gibaud commented: "Manweb's support is the first major commitment of private sector backing for our work and will send out the important message that we are not a temporary organisation — we mean serious business. The Partnership Board is very grateful for this support and for the impact it will have in terms of resources, research and lobbying facilities."

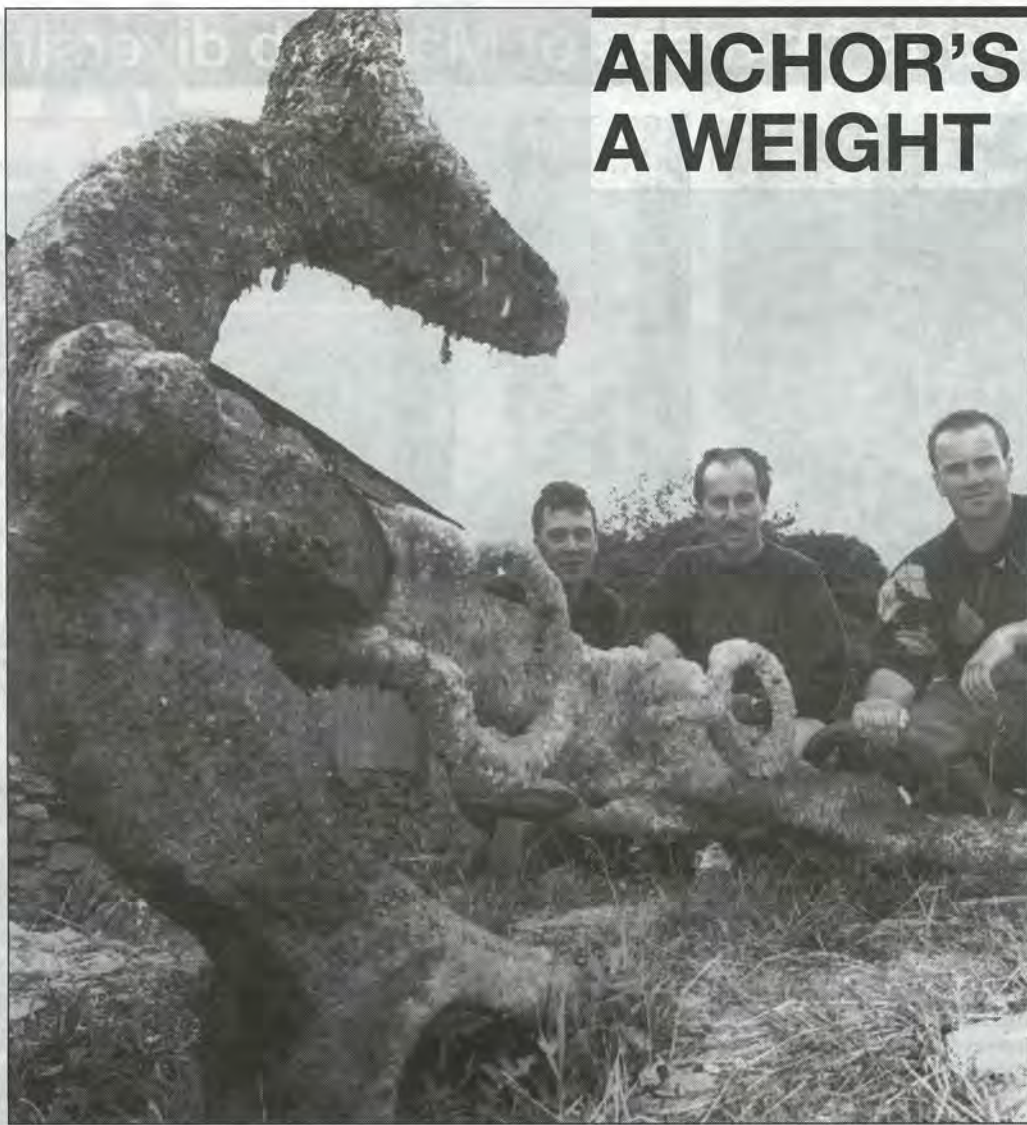
"Steve Griffin is a very experienced project manager and will add considerable weight to our team. The close working relationship which will develop between Manweb and the Partnership, with John Astall's help, will benefit our clients enormously."

"I thank Manweb for its considerable foresight and sincerely hope that all those interested in the future prosperity of Merseyside will follow Manweb's lead and support the Mersey Partnership and its initiatives."

Steve who was an Industrial Development Engineer in Liverpool and has experience with Energy Marketing, Contracting and Management Services, said: "This association between Manweb and the Mersey Partnership represents an exciting new challenge which I am looking forward to meeting."

The sponsorship package, which is to take immediate effect,

## ANCHOR'S A WEIGHT



DIVING can be a sport fraught with hazards, but when the deep yields its secrets it can all be worthwhile.

This what Linesman Jonathan Shaw, from Gwynedd District, found when he recently unearthed some treasure — quite literally.

Jonathan, a keen diver for ten years, found his treasure off the coast of Anglesey, at Moelfre. Was it gold, or Spanish doubloons?

Well, not quite, but the anchor Jonathan uncovered is possibly from a Spanish galleon that went down off the coast hundreds of years ago.

In order to bring the heavy anchor to the surface Jonathan had to enlist the services of two fellow Manweb

By  
Jon Tracey

employees, Linesman Bryan Chambers and Craft Attendant Gary Thomas also of Gwynedd District.

Jonathan has uncovered many treasures in his time, but he feels this is one of the most interesting finds. "The anchor shaft is square and that is unusual in itself," he said.

The anchor is now being examined by maritime historians to discover which ship it came from, and the value of the find.

Pictured with their 'find' are (l-r) Bryan, Jonathan and Gary. (Picture courtesy of Holyhead and Anglesey Chronicle).

## Conversation piece

North Wirral District staff were delighted to learn that a conversation in the office had been overheard by one of their contractors. For it led to an extra donation to charity.

When Kennedy's Foreman Peter Connelly heard office staff talking about their participation in the Brathay Challenge to raise funds for the NSPCC, he offered £110 worth of petrol vouchers which could be donated to a charity on the petrol company's list.

Jill Slawson, Drawing Office Manager, who co-ordinated the North Wirral attendance at the event, was pleased to accept the extra donation. The vouchers had been obtained by Kennedy's staff as they filled up their vehicles.

Jill discussed the matter with colleagues and they decided to ask the petrol company to donate £55 each to Help the Aged and Children In Need. (The NSPCC was not on the list provided by the petrol company).

# FIGHT AGAINST FRAUD

**THE United Kingdom's electricity supply companies are fighting back against fraud.**

One of the industry's major problems — the loss of revenue through theft, fraud and meter interference — was covered in depth at the industry's first Revenue Protection conference. Hosted by Manweb it was held at Ewloe, Clwyd, near Chester.

The electricity industry loses millions of pounds in revenue each year through illegal meter interference.

All electricity companies have reported an increase in this highly sophisticated and, in some instances, organised crime which often involves the use of devices to stop or reverse electricity meters.

The conference was

organised jointly by Manweb and the Electricity Association. Co-conference organiser, Alan Dick of the Electricity Association, said: "This is a problem common to all the electricity companies. It is very important to encourage the support of the police and the public in fighting fraudsters because their actions ultimately add to every law-abiding customer's bill."

"There are also serious safety implications, as a tampered meter is often a fire hazard and this is another vital message to get across."

Other utilities attended the conference and speakers included electricity industry representatives as well as Tony Boorman, representing the electricity industry regulator OFFER.



## HELP DESK GOES LIVE

A vital part of Manweb's Single Telephone Number project was put in place when the Trading Division's Second Level Help Desk went live.

The desk was the first specially set up unit to go fully operational, and is now handling calls from a number of Manweb shops. It is planned that the desk will eventually handle all general incoming calls related to appliance purchase, giving the shops more time to concentrate on customer service.

Pictured are Help Desk operators (l-r) Margaret Wales, Blanche Barrow and Glenys



## CERTIFICATE SUCCESSES

Pictured are successful candidates from Trading Division who have gained the Institute of Supervisory Management introductory certificate.

From left to right, back row: Robin Melvin - ISM Assessor; Derfil Hughes - Caernarfon Shop; Mike Davies - Neston Shop; Paul Meacock - Chester Shop; Steve Bromilow - Ellesmere Port Shop; Malcolm Swords - Northwich Shop; Chris Jones - Shotton Shop; Roy Jones - Customer Service; Nick Lowe - Birkenhead Shop; Dominic Currihan - Walton Vale Shop.

Front row: Janet Knapper - Multitrain; Lisa Drew - Old Swan; Terry Keenan - Retail Manager; Sue Wilson - Norris Green; Margaret Bjork - Kirkby Shop; Sharon Riley - Llanrwst Shop; Carmel Knight, Retail Operations.

A group of 11 Trading Division staff are at present undertaking the ISM Certificate with Multitrain. Commencing in October, both the ISM introduction and certificate courses will be run in house by Corporate Training and Development.

### Congratulations

FOUR Manweb Districts have been congratulated by Chief Executive John Roberts for making no guaranteed standards of service payments during August.

Mr Roberts has written to District Managers Mike Jones (North Mersey), Phil Ramsey (North Wirral), Ian Basford (Gwynedd) and Don McRae (Oswestry), asking them to pass on his appreciation to all their staff "for their contribution to this excellent result and for their continuing commitment to our customers".

There was particular praise for North Mersey for having made only four payments since April, which Mr Roberts described as "a creditworthy achievement for such a large district".

Letters of congratulation have also been sent to Region 3 and Aberystwyth District, where just one payment was made in August and a total three since April, and Dee Valley District, which has also achieved just one payment in August and four in total since April.

### Soccer School

OVER sixty children aged between seven and 14 from the Blacon area of Chester have taken part in a Football in the Community Soccer School, sponsored by Manweb and Chester City Football Club.

The three day course, held at Blacon High School, was led by John Kerr, Chester FC's Community Officer and ex-Tranmere Rovers player, and included soccer training and competitions.

Manweb's £1,500 sponsorship was given as part of the company's programme of community support, and the funding has been matched by an equal amount from the Institute of Sports Sponsorship — a non-profit making organisation which represents businesses sponsoring sport.

John Kerr said: "Chester City FC is very happy to be associated with Manweb in this way. The scheme introduces football into the community and can be useful in developing team building skills among the children taking part."

A cheque for £1,500 was presented by Manweb to the Football in the Community Scheme by Nigel Charlton, Manweb's Education Development Manager.

# Jackie Unsworth reports on areas of Manweb diversification

IT'S a sign of the times for Andrew Wright (left) and Mike Rowley, pictured outside Head Office with the growing list of companies that form the Manweb group.

Working closely with Corporate Strategy, the pair are the sole members of Manweb's Corporate Business Development Department, whose role it is to come up with ideas to enable the company to diversify into new areas of business.

## Progress

"But we're more than just a think tank," explained Andrew, the Corporate Business Development Manager. "We progress these ideas and implement them to the point where they are ready to be taken on by the operating divisions."

And Analyst Mike said: "It's a bit like a conveyor belt. The ideas start off at one end and by the time they drop off the other end they are up and running under the full control of the main business."

One such initiative was Manweb Energy Consultants Ltd, and for its first five months in business, this company continued to report to Andrew. The running of MECL is now the responsibility of Head of Energy Resources Ian Sharpe.

Andrew said: "It is important that every initiative we come up with fits in with Manweb's corporate strategy,

## CAPITALISING ON MANWEB'S EXISTING EXPERTISE

otherwise we could diversify into areas that we have no knowledge of and end up having difficulties similar to some of the other utilities.

"Our strategy is to use the skills, expertise and assets that we already have within Manweb, and concentrate only on important opportunities to make effective use of these limited resources. All the projects we are developing meet these requirements.

"It's for this reason that Manweb must be the best at what it does, so we in Corporate Business Development can piggyback our ideas on this solid foundation. If Manweb was poor at carrying out its main business, these new ideas would never be competitive."

The Corporate Business Development Department was created in early 1992, and Mike joined Andrew six months ago from Management Services, where

he was involved in the early development of Manweb Gas. The pair report to Finance Director John Astall, who has responsibility on the Board of Directors for new business development. He ensures that any new schemes that progress beyond the drawing board stage have full approval.

## Support

Mike said: "We've got a number of new ideas on our 'conveyor belt'. Without the support of many people within Manweb who have had to take on additional work, none of these ideas would have got off the ground, and we are grateful to each and every one of them."

The wraps are about to come off three new Manweb projects — Energis, cash collection for Cable TV and the Customer Opt-Out, featured on this page.



## MANWEB LINK UP WITH CABLE

MANWEB has tuned into one of this country's most hi-tech industries by helping to 'plug' cable television.

From October 4, cable tv customers are now able to pay their monthly rental charges in Manweb's Liverpool shops, in a move designed to give improved customer service.

Cable North West, backed by two of the World's communication giants South Western Bell and Cox Cable, have a growing customer base currently standing at 20,000 in Liverpool. They desperately needed to find extra facilities to make it easier for people to pay their bills, and turned to Manweb for help.

Manweb's Corporate Business Development department set the wheels in motion, and the project has now been handed over to Retail Manager Terry Keenan and Head of Income Bob McMahon and their respective teams, as a joint Trading/Power Marketing scheme.

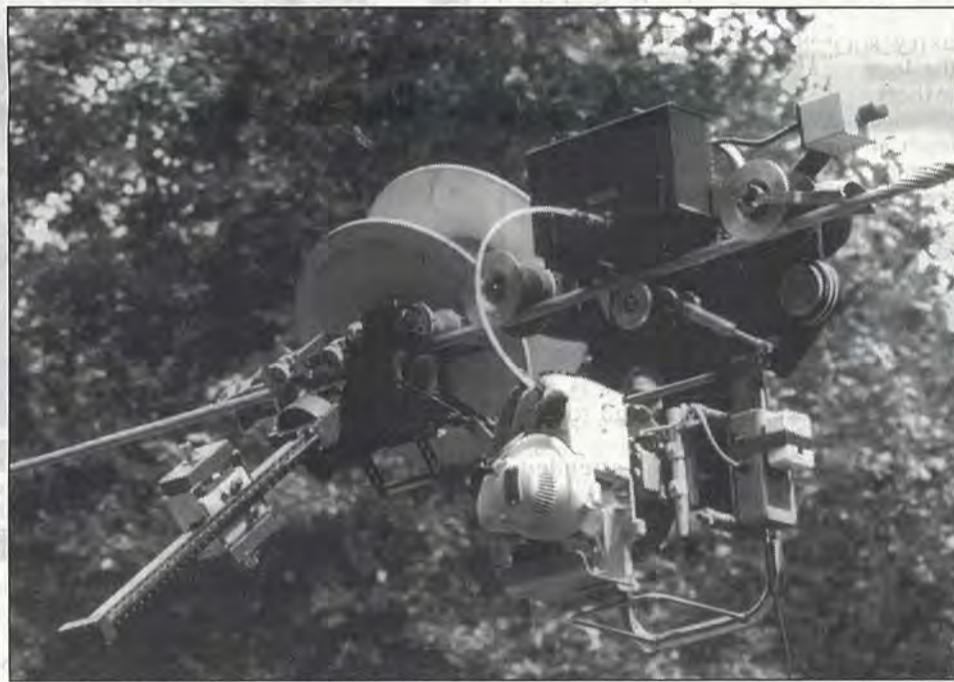
## Refurbished

Terry Keenan said: "The cable company needed more cash collection points — we have shops throughout Liverpool, which are currently being refurbished. They saw great potential in working with Manweb, as most of their customers are our existing customers."

He added: "But we don't plan to stop at just offering bill paying facilities. In the near future potential cable customers will be able to buy this service through our shops."

And Bob McMahon said: "We have the cash collection systems in place, so it was no problem for us to offer this extra facility.

"At the end of the day, what we are trying to do is offer customers a much better and wider service."



Optic fibre is being wrapped around overhead lines to create a telecoms infrastructure.



## New phone service on the way

MANWEB is helping to ring the changes for telephone users on Merseyside.

ENERGIS, the business set up by the National Grid Company to provide an alternative residential and business communications service in the United Kingdom, is building a countrywide fibre optic telecommunications network on NGC's transmission infrastructure.

And Manweb's Kirkby Grid is a vital link in the chain which will eventually provide telephone users with a cut price, high quality competitor to British Telecom and Mercury.

Optic fibre is being wrapped around NGC's overhead lines throughout the UK to create a telecoms infrastructure. Manweb, which has a five per cent stake in NGC, is one of several regional electricity companies that are directly involved in the project.

Mike Rowley, of Manweb's Corporate Business Development department,

explained: "We are working with ENERGIS to lay fibre optic cable and provide a link from NGC's equipment to the telephone exchange in Old Hall Street, Liverpool. Similar schemes are likely to follow elsewhere in our region to extend the telecoms network.

"We've broken all records to get this work done for ENERGIS, and they have described us as one of the most responsive regional electricity companies."

The project has been managed by Manweb Engineer George Range, of Liverpool District, and Carole Walker, of Purchasing at Head Office, arranged the tendering process for the contractors who are carrying out the work.

Liverpool is one of the main city links for the new telephone network. Eventually the network will grow to take in most of the UK's major towns and cities. The ENERGIS project is due to go live in spring 1994.

## AIMING TO MAKE LIFE EASIER

MANWEB is seeking permission from its customers to tell them about the wide range of services the company can provide.

Under the Data Protection Act, Manweb is not allowed to use the information it holds about customers for anything other than our main business.

It means that as Manweb diversifies — for example into selling gas to the domestic market or providing a customer service facility for cable tv users — the company is prohibited from directly contacting its existing customers about these multi-utility services.

Corporate Business Development Manager Andrew Wright said: "To enable us to sell these other services, we are working on an 'opt out' project, which means we will be giving customers an opportunity to refuse us permission to tell them what else Manweb offers.

"In addition we hope to share our customer information with other utilities — such as gas, water, telephone or cable tv companies — so that if someone is moving house or having work done by more than one utility, all the arrangements can be made by Manweb. It's all aimed at making life easier for our customers."

He stressed, however, that Manweb will not share details for credit-checking purposes.

Andrew added: "Our strategy is to provide customers with a wide range of services, but we need to let them know about them."

The Income Department will ensure Manweb's customer database is kept up to date, so that those who do 'opt out' will not receive unwanted information, while Internal Audit will 'police' the use of customer information.

Opt out leaflets will be sent out to all customers with their quarterly bills during October to December.

# ROYAL TRIBUTE TO LIFE-SAVERS

MANWEB staff whose prompt actions helped to save lives during the flooding in North Wales in June have received a Royal thank you letter.

Addressed to District Manager John Hampson and headed 'St. James Palace', the letter is from Matthew Butler, The Assistant Private Secretary to HRH The Prince of Wales. It reads:

Dear Mr Hampson

*The Prince of Wales has asked me to write and thank you for the prompt action taken by Manweb in response to the Llandudno floods. His Royal Highness has asked if you could pass on his thanks to all those in your company who have been involved.*

*I know that the compassionate way in which you treated those most affected was greatly appreciated by the families who suffered so badly.*

*His Royal Highness was deeply moved by the plight of so many people in Llandudno and is maintaining a close interest in the situation.*

Yours sincerely,  
Matthew Butler

When a lightning storm turned into a major emergency an estimated 2000 customers in Llandudno, Llandudno Junction, Conwy, Deganyw and Mochdre were affected. The flooding devastated scores of homes in the area, with many elderly people trapped, some standing waist high in water, before being rescued.

Quick thinking Manweb staff reacted by switching off the network in the affected areas without blacking out all customers.

Jointing teams and electricians from Dee Valley and volunteers from other districts carried out repair work in the continuing rain, working throughout the night.

Manweb later launched a package of measures to assist around 500 in the worst affected areas offering credit against electricity bills, discounts on appliance repair and contracting work, and a 20% cash back offer on white goods, such as cookers, fridges, freezers and dishwashers.

## HELPING HAND



A ST HELENS charity was given a helping hand when Manweb donated a microwave oven.

The microwave will be used as a fund-raising raffle prize by the Special Needs Dance Company. Barry Judd, Mid-Mersey District Manager, caught them rehearsing their latest production, and is pictured presenting the gift to Ron Heavey, Director of the Company.



Juniors at the planning section with 'Uncle' Bernie Woods.



'Uncle' Paul Fitzgerald with infants in the jointing school.

# A DAY OUT WITH 'UNCLE'

A GROUP of children had a most interesting time with 'Uncle Bernie' and his colleagues recently to find out what goes on in a typical day at Liverpool District.

The children of members of staff and youngsters from Kelton Day Nursery visited the District for an open day organised by District Safety Co-ordinator Bernie Woods in conjunction with Suzanne Brown, head of Teachers From Industry who are currently giving the "Play Safe With Wilby" package to infant and junior schools throughout the Manweb region.

## Reveal

Soon known as 'Uncle Bernie', a title which he says will possibly stay with him for the rest of his career, Bernie took the juniors to reveal what goes on in the District.

They were shown the reception area, the drawing office, planning section, foremen's office, and clerical and operations sections to discover what went on behind the scenes.

They then visited the stores to see various types of safety clothing and equipment and were allowed to try on hard hats and goggles. After a look at the garage they finally went to 'Uncle' Paul Fitzgerald's jointing school, where they had tea and biscuits and were shown how Manweb staff joint safely.

The children were then treated to a hearty lunch of burger, chips and beans followed by apple pie and custard.

The afternoon session was much the same, although not as 'in depth' for the little ones. The older children stayed with the teacher to see the Play Safe presentation.

## Questions

The day was rounded off with a colouring competition looked over by Liverpool District Manager, Bill Tubey, who asked the children questions about the things they had learned.

The children were then presented with a Wilby cutout, ruler and commemorative Liverpool District mug.

"The day was a great success; the children enjoyed it immensely (as did the adults) and went away with a definite safety message", said Bernie.

# New package explained

AN important group of decision makers attended a three part presentation at Manweb's Head Office, learning of the latest developments in the new System 3 domestic heating package, radio tele-switching and tariffs.

The Chartered Institute of Building Service Engineers (CIBSE) heard Development Engineer Roger Glover explain the advantages and benefits of the new System 3 heating package.

## Explained

Roger, who is a chartered engineer from the Institute of Electrical Engineers, explained that the new package - unique to Manweb - offers customers a better space and water heating system while giving them the advantages of the cost benefits of Manweb's pool purchasing through a three-rate tariff. This more sophisticated tariff package is applied to houses with a National Homes Energy Rating (NHER) of 8, and is an innovative way of pricing electricity to allow it to be managed more economically.

Radio tele-switching, used to implement the S3 tariff, was

explained by Chris Berry of the Metering Department. He told how Manweb buys power at different times of the day. By selecting the appropriate times, and buying at the most economical rates Manweb can pass on some of the benefits to customers.

Teresa Safina, of the Tariffs and Contracts Department, then gave an explanation of tariffs and future trends outlining how efficient utilisation of the network is part of Manweb's long term strategy to provide a high quality low cost service.

## Informative

Roger Glover, who organised the event, said that the CIBSE members and those from the IEE who attended the meeting found it both interesting and informative.

The new Chairman of CIBSE John Shenton said he was very pleased with the co-operation and interchange of information, which he thought had been very

useful to his members.

"CIBSE are the specifiers and designers of building services and it is essential that we maintain a close contact with them as an integral part of our marketing strategy", said Roger.

# THE LIGHTNING SPREADS

SINCE the introduction of the Lightning Monitoring System at Dee Valley District's Control Room almost 12 months ago, the level of interest shown by other Manweb operational centres has grown.

Having seen the successful use of the system at Dee Valley for speedy location of faults due to lightning strikes, Dee Valley has introduced a version of the Lightning Monitoring System at the Central Field Unit, Prenton.

And the System Operation Centre at Head office has now joined the growing number of users.

The data of lightning strikes arrives at Rhostyllen (via the EA Technology offices at Capenhurst) within seconds of a strike. The information received includes grid references to pinpoint the strike to within 100 metres (even greater accuracy will be achieved as more detectors are introduced into the EA Technology network), and the strength of the strike so that the likely extent of any damage can be predicted.

Now, using the Manweb internal communications network, a copy of the data is automatically sent to a computer based at the Head Office Control Room where the same diagnosis can be made.

The system was pioneered by Phil Dumayne and his Engineers, who have learned to predict the movement of lightning activity and hence warn other Districts of the approaching storm. The Dee Valley Reporting Centre team have also been trained how to use the system and can track storms and call out staff accordingly. Preparations can then be made to deal more effectively with the problems a storm brings.

## MANWEB APPOINTS NEW NON-EXECUTIVE DIRECTOR

MANWEB has announced the appointment of Mr Ralph William Goodall as a non-executive director.

Mr Goodall, 61, is currently executive Chairman of Scapa Group plc, the Blackburn-based international engineered fabrics and industrial materials manufacturer.

A graduate of Pembroke

College, Cambridge and Leeds University, Mr Goodall began his career as a management trainee with Scapa Dryers Ltd in 1956 and became Assistant Group Managing Director Scapa Group plc in 1969. From 1976 to 1986 he was Group Managing Director and Joint Chief Executive until his appointment as Chairman. He is due to retire as Chairman in October 1993.

Mr Goodall is also Chairman of

the Warrington-based Volex Group plc and Chairman of the Hopkinsons Group plc.

His other activities have included membership of the CBI Economic Situation Committee and Chairman of the Department of Trade and Industry's Consumer Technology Research Committee. He is also a Deputy Lieutenant of Lancashire, Chairman of Governors of Queen Elizabeth's

Grammar School, Blackburn and a member of Council of UMIST.

Manweb's Chairman, Bryan Weston said of the appointment: "We are delighted that Bill Goodall has joined the Board. He is an important figure in the North West in the spheres of business and public affairs and I am sure his wealth of experience will be of great benefit to Manweb."



Region 2, the winning team, with their trophy, medals and certificates.

# How Reg became in super KO contest..



One of the competitors gets a soaking.

**For the first time at Manweb the customers came second**



Amanda Kelly, of the Liverpool 2 team, on the slippery slope.

**MANWEB staff had a knockout time with sports and social event of the year.**

Organised by Liverpool District, the Manweb 'It's A Knockout' event took place at the Manweb Club on Thingwall Road, Liverpool, on a warm and sunny August afternoon. The games were based on the famous 'It's A Knockout' TV show, with a special twist: no Stuart or Eddie this time, and the 'Knockout 2000'.

Sixteen teams from various Manweb locations took part in the afternoon session. The three highest scoring teams in each semi competing in the final. There were six people on each team.

The morning session started quietly until it was quickly got out of hand and before the second game even started.

Region 2 took an early lead in Group One, following their joker (double points) on the bouncy castle. The Central Field Unit steadily grew in confidence as the afternoon progressed.

Network 2. This left Region 1 and Energy Sales out of the run, especially the Energy Sales team, many of whom have been in the game for a long time.

Group Two in the afternoon was even more competitive, mainly because most of the competitors had watched the previous battles. The Customers, roped in from Pilkington Glass to take part, flew into the lead, closely followed by North Mersey and Liverpool Network 1. Training and Development and North Wirral made valiant efforts to catch the three early leaders but, along with the Managers, narrowly failed.

The semi finalists were, from Group One, Region 1, Liverpool 2 and CFU, and, in Group Two, The Customers, North Mersey and Liverpool 1. These were wild fierce battles, no holds barred, with a lot of cold water.

The game 'Poles Apart' required each team member to cross a deep pool of water astride a slippery pole while the opposition attempted to knock them off with a punch bag. Bang, splash and down they went into the water.

Region 2, based at North Wirral, eventually emerged as the semi final winners, to meet The Customers in the final 'shoot out'.

As expected the final was hard fought and very competitive. Both teams were tired, cold and wet but they still managed to summon extra strength to battle on to the end.

Region 2 eventually emerged the winners by the narrow margin.

GROUPS	A			B		
	1	2	3	4	5	6
Nos						
Teams	Region 1	Region 2	Business Unit	Energy Sales	Liverpool 2	North Wirral
GAMES						
Just the Two of Us	2	3	1	1	2	3
Dragon Slayer	2	3	1	1	3	2
Bouncy Wouncy	1	6	2	2	3	1
1.2.3.	1	2	3	1	3	2
Ski Poles Apart	2	1	3	3	1	2
Ringed Teams on to Semis	8	15	10	8	12	10
Semi Results		1			2	
Final Winner		1				

n 2  
.1

RY  
TSON



A ducking for North Mersey District Manager Mike Jones on the 'Poles Apart' game.

# GAMES LIST

## Just the Two of Us

Climb the monster wedge on your hands and knees, slide down the other side. Boy first, then girl, to meet at the ball board and make their way back as fast as possible to the start line with the ball carried between them.

## Dragon Slayers

The boys in the team race up to the girls across a very slippery skid mat. Sounds easy, but it isn't when attached to a strong bungee elastic. The object is to get as much water to the maidens as possible in the time allowed, so they can put out the dragon's fire.

## Bouncy Wouncy

This game involves a giant obstacle, tunnels and a rather bouncy space hopper. Through the hole, over the wall, down the slide, through the tunnels and onto the space hopper, round the cones then back to the start line.

## 1-2-3 Ski

Play on the see-saw, then a mad dash through the small water tank, up and over the inflatable pits and onto the giant ski. When three players are on the ski, it's time for a quick slalom, then the remainder of the team follow in your tracks.

## Poles Apart

Definitely the wettest of all the games! The object is to safely manoeuvre your way across the slippery poles as many times as possible without the opposing team knocking you into the ice-cold water tanks.

## The Grand Finale

The longest, funniest and hardest game of all — a mixture of inflatables, water, colourful props and more water!



Through the inflatable tubes and round the cones on the 'Bouncy Wouncy' game.

took part in the biggest company-wide

out' was held at the Sports and Social Club in

of many years ago, presented by Stuart Hall and instead overseen by the Preston-based company

ht competing in the morning and the rest in the afternoon progressed to the semi-finals, with the winner of — three male and three female.

at soaking your opponent was allowed. Things got drenched.

y North Wirral and Contracting Services. After the first round, they progressed into the semi finals.

ified for the semi final, along with Liverpool

gh the mighty effort they put in deserved better, but they were out of bed on a Saturday before 12 noon!

of margins — just one point, and for the first time Manweb The Customers came second!

winning team was led by Brian Carman and assisted by Steve Austin, Simon Costall, Cathy Gaynor Horton, Janette Croft, Annabel Her, Sarah Kemp, Kevin Aylward and Peter

Director Power Marketing, Colin Leonard presented the prizes, medals and certificates to the winning teams, and also a cheque for £1,800 to the Henshaw Society for the Blind — the money raised by staff through sponsorship.

Throughout the day members of the Liverpool District Social Club and their wives had done a roaring trade in

ments, ranging from hot pies and hamburgers to crisps, coffee and tea.

r the games and presentations, competitors and spectators gathered in the club for drinks and a disco.

istrict Manager Bill Tubey said: "The day was a fantastic success and I'd like to thank everyone who attended, and all the people who came along to support the teams. To put on such a large show took a tremendous amount of work and effort over several weeks."

	A	B	C
2	3	4	5
3	2	3	1
4	1	3	2
5	2	3	1
6	3	1	2
7	1	2	3
8	2	3	1
9	3	1	2
10	2	3	1
11	1	2	3
12	3	1	2
13	2	3	1
14	1	2	3
15	3	1	2
16	2	3	1



A representative from Henshaw Society for the Blind receives a cheque for £1,800 from Director Power Marketing Colin Leonard (right) and Liverpool District Manager Bill Tubey.



## Sales success at superstore

TWO super sales brought the crowds flocking to Manweb outlets in Chester and St Helens.

Queues formed outside the Chester Superstore, and only 10 seconds after the doors opened the store was packed with bargain hunters.

Bargains included a whole range of goods from cookers and washers at £150, to CD players from £80.

The three day event was a huge success to mark the store's re-opening after refurbishment.

At St Helens, where the shop was actually undergoing refurbishment for its re-launch as a customer service centre in October, crowds also took advantage of the bargains on offer.

"It enabled the store to clear some of older models, giving the St Helens store a sales boost and make people aware of the refurbishment," said Trading Division Advertising Manager Helen Danson.

The pictures show the bargain hunters ready to invade the stores in Chester, left, and St Helens.



Richard Cooke (left) and Steve Allcock. Photo courtesy of the Crewe and Nantwich Guardian

# LINESMEN IN CRASH RESCUE

LINESMEN Steve Allcock and Richard Cooke were involved in a dramatic air rescue attempt after spotting a serious road accident during a helicopter line patrol.

The pair from Mid Cheshire District touched down in a nearby field and went to help the victims of the pile-up on the busy A534 Wrexham to Nantwich road.

An articulated lorry had collided head-on with a minibus and two smaller vans, and Steve and Richard were horrified to discover that one of the vehicles was a Manweb van.

Driver Bob Vickers, a Painter from Mid Cheshire District, had managed to crawl free of the wreckage, but had suffered injuries to his collarbone and ribs. He was taken to

by  
**Jon Tracey**

Leighton Hospital, and is now recovering well.

Steve, 25, a qualified first aider, and Richard assisted the six injured people until the emergency services arrived on the scene.

"My heart was beating so fast when I saw that a Manweb van was involved in the crash," said Steve. "I was thinking 'do I know the driver?' It was a million-to-one chance.

"A lot of people were badly shocked and one of the drivers was pinned in by twisted metal-work," he added.

The pilot converted the helicopter to take stretchers and offered to fly the injured to hospital, but it was decided it would be too difficult to land and ambulances were used instead.

# Campaign reflects customers' wants and needs

LOTS of new work is currently being developed for the second phase of Manweb's advertising programme, including a major company brand campaign focusing on key customer service initiatives being taken by Manweb.

The new work is the result of extensive research with Manweb customers, which started in May this year. The key purpose of the research was to be able to develop a campaign that really reflected customer wants and needs as opposed to "corporate chest beating".

The first stage, was detailed, in-depth research, conducted with customers to understand their attitude towards Manweb, their perceptions of the relationship they have with the Company, and the Manweb 'brand' or name.

This research confirmed the negative views customers hold about Manweb, but went deeper than the traditional reasons such as the Company's monopoly status or the perceived expensive cost of electricity.

Instead, it revealed invaluable information about the emotional, often subconscious, relationship between customers and the Company.

Customers identified two key levels of interface with Manweb's 'Head Office' - the Manweb they think sends them their bills - and the shops.

While the shops were seen to have a friendlier face, 'Head Office' was felt to be the 'villain of the piece', an austere, domineering, faceless organisation which really wasn't very interested in its customers, but smugly processed their bills and happily took their money.

There was also an overall impression that the Company was 'closed', not respecting customers enough to listen to their opinions or interested in developing a more open dialogue.

'Head Office' to customers didn't literally mean our Sealand Road, Chester, premises. Districts, regions, in fact everyone involved in our electricity business was included in this criticism.

And despite the shops' friendlier image, largely driven by the fact that they give customers 'human contact' with Manweb, our retail outlets were felt to have a cluttered, chaotic, flashy and unsophisticated image, and were desperately trying to improve their service.

As a result, a positive emotional relationship between Manweb and its



THERE have been many comments and queries from staff since the launch of Manweb's 'Make Life Easier - See the Man' advertising campaign in the summer of 1992. As the campaign enters its second phase, our advertising agency Still Price: Lintas explains the background to it. London-based SPL is one of the top 20 international agencies

customers was not being allowed to develop. Manweb was effectively representing the 'punishing parent' and the customer the 'naughty child'.

The creative brief for the new campaign was produced from these findings. The key objective was to develop a positive, motivating and distinctive personality for the Company and bring 'The Man' to life. All new advertising activity would reflect this in style and tone.

The aim was to turn Manweb into a 'good uncle' - someone who would become a friend and ally, a good listener, modern and forward thinking with a great sense of humour.

Research showed that humour was extremely valuable in helping to build a more approachable, friendly image for Manweb, and to diffuse customer scepticism.

After a month of creative development, a raft of ideas for TV, radio, regional press and the sides of buses went into further independent research. This involved eight group

discussions with Manweb customers and in-depth interviews with Manweb staff.

The customer research clearly confirmed that the thinking behind the campaign was correct, and showed that most of the work captured the desired brand 'personality', whilst also signalling areas that could be made even more effective.

In fact, the degree to which the new work caused customers to re-evaluate their perceptions of Manweb was quite remarkable.

Also, customers have no concerns about 'The Man'. They understand it means Manweb and does not refer to a man.

These positive results have provided the green light to go ahead and produce what is set to be the largest multi-media brand campaign for the company since privatisation. The new work has already started to appear in the local press, on radio and on bus sides.

● Postbag - Page 9.

## Tax changes

By Helen Connolly

CHANGES to Income Tax Treatment of Contract Hire Cars come into effect on April 6, 1994. The taxable benefit will be derived by taking 35% of the "List price"; a discount of one third will be applied to this figure if the total business mileage you travel in the year of assessment is 2500 miles or more, and a discount of two thirds will be applied if your business mileage amounts to at least 18000 miles.

Thus, as before, you will need to record business mileage. The current mileage claims form W469 is adequate for this purpose. The total monthly contributions (VAT inclusive) you make for private use of your car will be deducted from the amount as calculated above in order to ascertain the final amount on which you will pay tax at the appropriate rate.

The taxable benefit will be reported to the Inland Revenue by the Company. you need take no



# Write time

HERE is another selection of letters from satisfied customers who have written in appreciation of Manweb's commitment to customer service.

Manweb Network Services Division was complimented by Leslie Burkey of Bagillt who wrote regarding the street lighting in Holywell Road, Bagillt.

"I am writing to thank everyone at Manweb who were involved in the restoring of the street lighting at the above location, in particular I would like to thank Mr Vic Hooson and Mr Brian Parry who both took the time and effort to call at my home to discuss the problem at great length, they were both very helpful and extremely determined to resolve the problem as quickly as possible, and to their credit the work started immediately and the lighting was restored within hours. It is a pity that other organisations have not responded as quickly and as efficiently as Manweb have in resolving this problem which has been ongoing for a long time. I would be grateful if you could pass my thanks to all concerned."

Queensferry Depot received a number of complimentary comments like this from Mrs D. I. Bond of St Helens.

"I would like to take this opportunity to thank you and your staff for the efficient way in which the repair was carried out on my Electra fridge/freezer. You and your staff have made my life easier — as the slogan says, 'See The Man'."

G Roberts of Bala wrote about the Depot's excellent service.

"We telephoned you last Tuesday to report a fault on our Zanussi washing machine which is covered by your Mancare plan. Zanussi telephoned us the following day and their engineer arrived at the pre-arranged time on the Thursday. This is, I feel, excellent service and I felt that I should let you know that we are more than satisfied with this cover."

M. J. Maloney, Director of Record Townson Mercer also said thanks for efficient service.

"I would like to go on record thanking Ms. Amy Miller for the polite and efficient way she dealt with my recent service problem on my freezer. I would hope this is communicated to the rest of the employees who I am sure act in a similar way."

And another from Mrs & Mr Svenson of Childwall said:

"No doubt you will be aware of the problems we have experienced over the past two weeks in respect of our washing machine. My husband and I would like to commend the diligence and patience of your Service Engineer Mr R Hilton following numerous calls for assistance."

Praise was handed out to the Depot from Mrs C Bebbington of Bootle, whose card also claimed:

"You really brightened my day" (referring to

Betty Hanna).

Her letter stated: "This is just to say thank you to the very kind lady on the end of the telephone who, when she found we were going away on holiday, managed to get my washing machine repaired very fast. I'm afraid I don't know her name, but I felt she should know she did 'brighten my day' with her thoughtfulness. I hope you can pass on this message to the person concerned."

Region 1 Customer Accounts were on the receiving end of some complimentary remarks also. Robert Owen from Bootle wrote:

"I thank you for your telephone call of 18 June 1993 and subsequent confirmatory letter of 21 June 1993, and I would like to express appreciation for the prompt and satisfactory conclusion to the complaint.

"With this settlement of the matter I shall look forward to a resumption of the hitherto smooth conduct of the account and thank you once again for your courtesy."

Another satisfied customer, Mrs Alexander said:

"Thank you for all your expert assistance in sorting out my problem with my bill."

And a beautiful illustrated "with gratitude" card was sent by Mrs S Shaw from Liverpool 19. She said:

"Thank you very much for your pleasant, professional attitude whilst dealing with a worrying query. It was a pleasure talking to you."

Dee Valley received a fair share of compliments too, and the Sub-Station Section had this one from Mrs G. V. Warner of Llangollen:

"I am writing to thank you for your prompt attention concerning the clearing and fencing of the above site. I am pleased to say it is now tidy and hopefully will remain that way."

And Cliff James, Section Manager at Crane Street Depot was pleased to receive the following letter from D. Cracknell, Group Director, Education Services:

"I am writing to thank you briefly but very sincerely for all the support you have given to our schools this year in their tree planting and site development. It is a highly valued type of sponsorship which engages pupils and the whole school community in constructive and lasting contributions to their environment. I am delighted that Manweb has chosen to be involved in this among many other initiatives."

POST



BAG

## MAN MEANS MANWEB

Dear Editor

MAY I compliment the company on what must be a first. I refer to the new reflective livery — ie The Man, Man At Work, Man On Call etc — on the side of our vehicles.

It's a rare thing that you can shoot yourself both

### TOUCHING!

Dear Editor,

It was most touching to see that some humanity has entered the 'esprit de corps' among male staff, so much so, that grown men are now having jolly yet meaningful meetings where they present each other with delightful cakes. (T. Donnellon Sept Contact). This was certainly not so in the early 70's when we meter readers were considered such a nasty brutish lot we were kept segregated in a leaky shed on the opposite side of the road to the rest of the workforce.

We had no time for meetings in those dark days; we actually spent most of our time walking the streets knocking on doors in all weather with no van, frequently beset by ferocious dogs, muggers, and on one occasion from my own experience, caught in a riot.

Therefore I am sure that Mr Donnellon must be on the right track with the new image he portrays. Might I suggest for his future consideration (a) Instantly recognisable day-glow pink uniforms, (b) Environmentally friendly hanging baskets and biodegradable lace curtains in the vans. Furthermore, now that the new technology has successfully slowed the job down, perhaps the men could find time for a bit of embroidery or rug-making between calls.

in the foot and the head at the same time, but they have done it.

In one fell swoop we have alienated all the female staff and all the female customers giving the impression that it's a very male dominated company.

May I refer fleetingly to our Extraordinary Customer Care course. I am sure we all remember this fiasco. There was a term used on the course — discounting — in this context meaning to ignore someone or hurt another's feelings. If you are a woman, how do you feel when confronted with signs saying 'Ask the Man', 'Man on Call' etc?

So, not wanting to discount anyone, keep up the good work ladies. After all, we are all supposed to be working together, aren't we?

B. Emberton

North Wirral District

Joy King, Head of Public Relations, replies: "Several managers have raised staff comments over the messages on vehicles. The Executive Directors are always concerned to respond to the views of staff and they have decided to change the messages. The vehicle livery, in future, will consist of the Manweb logo and 'Make life easier, see the Man'."

The Man is, of course, short for Manweb, and as we use it more and more in advertising, it is becoming increasingly recognised by customers. Research shows that our advertising is being well received and customers do understand that 'the Man' refers to Manweb."



Geoff Swindley, Marketing Manager Manweb Contracting Service, Southern Region presents the prize to the winner of the best race.

## Southern Region on to a winner

**HARNESS racing was the name of the game for Manweb Contracting Services Southern Region on Tuesday July 13 1993 when they extended an invitation to local customers to join them for an evening at the Tier Prince Race Track, Towyn.**

Despite the weather not

being on their side, a total of 107 MCSL staff and guests watched a total of six races.

Enthusiasm for the evening was not dampened despite the pouring rain. The guest list included representatives from local organisations, borough councils, construction companies and commercial businesses.

Prizes were presented to the winners throughout the evening by both customers and

staff. Those braving the mud to present trophies included:

Doug Richards, Regional Manager, Dimplex; Don Cateral, Edmundsons Electrical Wholesalers; Allan Littler, Managing Director, MCSL; Roy Haley, Regional Contracting Manager, MCSL; Dave Miller, Senior Contracts Manager, MCSL and Geoff Swindley, Marketing Manager, Southern Region.

### Televised

As well as it being an excellent opportunity for customer entertainment, the evening, which was televised on Channel S4C, helped promote Manweb Contracting Services via local sponsorship.

Southern Region Contracting Manager Roy Haley, who organised the evening, the first corporate event to be catered for by Tier Prince Race Track said: "In spite of the weather it was an excellent evening and an ideal opportunity to meet leading customers, in an environment where they were able to relax and enjoy some different surroundings."



Another winner — and Allan Littler, Managing Director, Manweb Contracting Services, presents the prize.



This time the winners receive their prize from Dave Miller, Senior Contract Manager, Manweb Contracting Services, Abergele.

## Partners on course

EA Technology and the University of Manchester have joined forces to develop a series of short courses on electricity distribution engineering topics, set to run from now until April 1994.

Each is aimed at engineering professionals working within the electricity supply industry and related fields, such as practising distribution engineers, managers, graduate trainees and those with similar interests.

Further information about the courses is available from Joanna Billing at EA Technology, Capenhurst, on 051-347 2557.

## NETWORK SERVICES SET THE RIGHT STANDARDS

A car park comment complaining that Network Services don't seem to respond as quickly to internal mail as they do to customers' correspondence has brought a positive response from Bob Douglas, Customer Service Manager Dee Valley District.

Bob points out that he has

into the district guaranteeing a response to internal correspondence within 10 working days. This is the same standard promised to customers.

It applies to all correspondence addressed to the District Manager. "All letters received are logged and monitored by Pat Twigg, Head of Central

appropriate person responds within the standard time," said Bob.

"We hope this answers the critics. It means though, that we must now stand up and be counted, but the more efficient service will help to improve relations between ourselves and other areas of the group."



# CAN COLIN CAP IT WITH WELSH CALL?

A Manweb manager is standing proudly on the sidelines as his rugby playing son steps in the studmarks of his heroes, Welsh superstars Terry Holmes and Robert Jones.

Mold scrum half, 18 year old Colin Ellis has just taken a step further towards his goal — to go as far in the game as his heroes. The son of Power Marketing Major Accounts Manager John Ellis, Colin recently made his Wales Youth debut in the WYRU Presidents XV versus Glamorgan Wanderers Youth at Cardiff.

The game was recognised as a trial for the first international match of the season in February and both Colin and his dad are hoping an impressive display will earn Colin his first Welsh cap.

"It's all I've ever wanted to do since I started playing rugby at the age of seven," said Colin.

"This is the biggest game I've ever been involved in," he says. "And although I'd been training with the Welsh development squads since I was 15 I have never played." It's no wonder his dad John was

thrilled at the news of his son's selection. For John manages his son's development in the Mold RFC Youth team and is hoping that Colin will soon be moving on to a higher sphere.

Colin played in the annual Manweb mini sevens tournaments at Hoylake in the under 10's and under 11's Mold teams — being on the winning side on both occasions.

He was a Welsh finalist at under 16 level. Last year he captained North Wales Senior Schools Under 18's side and was also captain of the combined North Wales, Pembrokeshire/Cardigan side.

## Impress

Colin realised that the recent trial game was a chance to impress by hopefully having a good game.

With Colin's help, the team duly won 55-8 and he is now hoping to make it to the final Welsh Youth trial in December. Meanwhile, dad's hopeful too. "Colin is now at the Cardiff Institute of Higher Education, famous for its rugby and from which Gareth Edwards sprung.

"I hope it's a springboard for Colin too," said John.

## Super show for Captain's Day

The Manweb Golf Society Captain's Day meeting took place on September 3 at Oswestry Golf Club.

The weather was good and the course in superb condition, a challenge to the large turnout in support of captain Emyr Rowlands. The results were: Captain's Prize;

1st - Alan James (N.Wirral) 39 pts. 2nd - Ian Rodger (Oswestry) 36 pts. 3rd - Steve MacKenzie (Oswestry) 34 pts.

Categories; 21 to 28 - Ron Trowler (retired) 32 pts. 13 to 20 - Mike Potts (retired) 34 pts. scratch to 12 - Brian Morris (Oswestry) 32 pts.

Morning Greensome Medal; 1st - Arthur Perrett (retired) Paul Wilkinson (retired) 32.7 strokes. 2nd - Rob MacKenzie (Dee Valley) Tony Redhead (Liverpool) 33.3 strokes.

Nearest the pin on the 4th hole - Paul Wilkinson (retired) 10' 3".

## Longest

Longest drive on the 10th hole that remained on the fairway - Steve Roberts (New Crane Street).

The Sir Geoffrey Summers Cup Final was held at Prestatyn Golf Club on Sunday September 12. This is a competition for teams representing companies based in the Chester and North Wales area.

Eight teams survived the qualifying rounds to play at Prestatyn. Two of Manweb's three entries made it through, including the Oswestry side, back to defend the title they won last year. A close fought competition on a challenging course produced the following result: 1st; British Aerospace 2nd; Manweb C (Oswestry) 3rd; Land and Marine 4th; Manweb A (Head Office)

# Mersey men make it to the top

MANWEB North Mersey Cricket Club ended an exceptional season by gaining promotion to the third division in the Liverpool Business Houses League in a nail biting last game.

They also won the I.V.S. Challenge Cup, playing a total of 27 games in all during the season. Only three years ago the North Mersey team were playing six to eight friendly games a season, sometimes with only eight men.

Dave Powell (Statutory) and

Eric Stacey (Technical Assistant) became manager and secretary and decided that the team was good enough to join the Liverpool Business Houses League. The team was promoted from the fifth division in the first season so it was decided to also join the I.V.S. League. A total of thirty four players now play for

North Mersey including staff who have moved to Chester and other district offices.

Pam Powell, the treasurer, scorer and cheer leader who works for Manweb Contracting Services at Birchwood has enlisted some of the contract managers who previously worked at Bridle Road to play for the North Mersey team.

As well as the league and cup fixtures the usual friendly game against Chester All Stars was played at Ainsdale C.C. on a wet Sunday in July. At the end of an exciting game North Mersey came out as winners.

Two games were arranged

against Lister Drive, the first was held on a dull evening at Thingwall Road. North Mersey won the game — no wonder the captain allowed Bill Tubey to bowl for Lister Drive! The return match was rained off, but an evening of indoor bowls, darts, pool and a quiz was hastily arranged. At the end of a long fought battle Lister Drive came out on top of an evening enjoyed by everybody.


Many thanks go to the previous District Manager Terry Keenan for his support and also current District Manager Mike Jones for his backing.



I.V.S. Cup Winning Team



L.B.H. Runners-up



**CELEBRATE**  
*the FESTIVE SEASON*  
**CHRISTMAS FAYRE LUNCHEON**

Homemade Soup of fresh Garden Vegetables  
or  
Salad of Melon Pearls and Prawn on a bed of French Salad Leaf  
or  
Ravioli filled with Mushroom served with Basil and Tomato Sauce and topped with Mozzarella Cheese

**OR**

Roast Cheshire Turkey with Chestnut Stuffing accompanied by Chipolata, Bread Sauce & Cranberry Jelly  
or  
Roast Loin of Pork and a Cherry-Apple & Cider Sauce  
or  
Fillet of Plaice Belle Meuniere (shallow-fried Plaice with a Mushroom, Tomato, Parsley and White Wine Garnish to give a mouth-watering flavour)  
or  
Vegetarian dish of Courgette filled with assorted Beans and Cheese, wrapped in Leek, Steamed and set in a pool of Basil and Tomato Sauce  
Brussel Sprouts, Baton Carrots, Roast Potatoes

**OR**

Traditional Rich Christmas Pudding complemented by our own smooth Cognac Sauce  
or  
Mousse made from fresh Oranges

**OR**

Coffee and Mince Pies

**ALL THIS FOR ONLY £10.95**  
**\*\* EXCLUSIVE TO EMPLOYEES OF MANWEB \*\***

BOOK WITH US FOR YOUR CHRISTMAS LUNCH AND FOR PARTIES OF 10 OR MORE WE WILL PROVIDE TRANSPORT FREE OF CHARGE BOTH TO AND FROM YOUR PLACE OF WORK TO MAKE YOUR RESERVATION CALL JUDITH OR RACHAEL NOW 0244 332121

**ABBOTS WELL HOTEL**  
Whitchurch Road, Christleton, Chester CH3 5QL.  
Telephone: 0244 332121

## GIFT SHOP!

MANWEB came to the aid of a local charity... by donating a shop!

This unusual donation was made to the Crewe based charity, Crewe Christian Concern, who are past winners of the Manweb-Chronicle Community Awards. Manweb has arranged to let the charity use the former Victoria Street Store in Crewe on a rent-free basis.

The charity plans to use the old shop as part of its new furniture recycling scheme, helping the homeless in South Cheshire. Volunteers will man the shops during weekdays and on Saturday mornings selling furniture surplus to the project's needs.

## CHILDREN RULE OK

MANWEB'S Play Safe school safety scheme 'measured up' to the job when it supplied children at a Birkenhead school with rulers to send to Romania.

The children, from Bedford Road Primary School, received material carrying the 'Manweb Play Safe' message as part of a presentation by the Manweb-backed Teachers from Industry scheme.

Following the presentation they asked if Manweb had any rulers which could be included with resources packs they were making up for children in Romania.

Suzanne Brown, who runs the Teachers from Industry scheme, and Corporate Health and Safety Engineer Phil Hughes were able to help, and 500 six inch rulers were duly despatched to Romania!



WHEN Allan Littler, Managing Director of Manweb Contracting Services, planned a birthday surprise for one of his staff — he ended up more surprised himself... for he had the wrong date.

Allan had heard about the forthcoming 40th birthday of Jean Hollis and decided that as Jean had not mentioned it herself, a surprise get together would be a way of marking the occasion.

As Jean was on a Managing Extraordinary Service course for three days, Allan planned to stage the event in the conference room at Llyndir Hall. Members of staff duly arrived to decorate the room

## That'll be the day...

with banners and balloons, a birthday cake and a giant card. The delegates at the conference even sang Happy Birthday and later a bouquet arrived from her friends in Contracting, Abergele. That was on August 4. But surprise, surprise! Jean's birthday was actually on August 24.

It seems that when the file

containing Jean's details was looked at — a punch hole had blocked out the figure 2, leaving only the figure 4 visible.

Embarrassment all round was quickly dispelled however, and a buffet and suitable celebrations were organised for the correct date — 20 days later.

# Flower show was day to remember

Members of Manweb (Chester & Head Office) retired Staff Association enjoyed a family day out in August at Europe's Premier Summer Flower Show in Southport, reports Treasurer Carmel Austin.

### Sunny

A dull morning turned to a brilliantly sunny afternoon on the site in Victoria Park. Hundreds of national and international prize winning horticultural exhibits, breathtaking floral displays and spectacular landscapes were on show. It was certainly a day to remember.

### Forthcoming events include:-

October 20 - Leeds for shopping at Reedmans Cash & Carry.  
November 17 - Cruise on Manchester's River Irwell and a meal at Harry Ramsden's Restaurant.

December 10 - Annual Christmas Dinner at Manweb Plc. Principal guests will be Mr J. Roberts (Chief Executive) and Mrs Roberts.

May 22 to 28 1994 - A coach tour to Trier, in Germany, via Belgium, the Ardennes and Luxembourg City. Trips will include the Rhine Gorge and the River Mosel Valley.

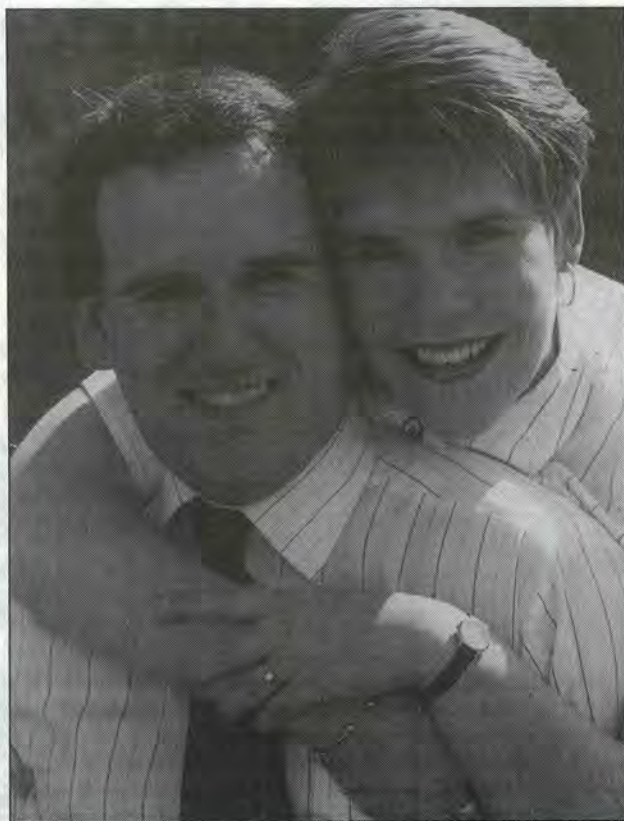
For further information and/or bookings, please contact Carmel and Bert Austin on Chester (0244) 347762.

## FLOOD DRAMA BROUGHT THEM TOGETHER

LOVE is in the air for two Manweb employees who recently got engaged.

It was indeed an Act of God that caused Donna Horton, from Holyhead Shop, to meet fiancé Phil Atwill from Warrington Shop, as both were drafted in by Manweb to cope with the sudden spring floods in Llandudno.

The pair worked together in Llandudno Shop, and hit it off in a big way. After a whirlwind romance, they were engaged in August. Let's hope they don't get wet feet!



# FREE ADS

### FOR SALE

**2 berth luxury caravan**, Abbey GT 213 full oven fridge, shower etc., large trio awning, spare wheel and many extras. Immaculate condition. Ill-health forces sale, £3,240 ono. Tel. 0978 364677.

**Limited Edition unused guest chair** Prince of Wales investiture, Caernarfon Castle 1969; offers. Tel. 0766 830 349.

**Brother 830 knitting machine** - complete with ribber and many accessories; £295. Tel. 0978 757299.

**Sega Megadrive** - 6 games, 2 control pads, worth £360 sell for £180; tel. 0942 207558.

**Epiphone** - "Les Paul" guitar by Gibson. Good condition, cherry sunburst finish, £200 o.n.o. Tel. 0244 810988 or H.O. int. ext. 3077.

### HOLIDAYS

**Borders of Cumbria and Scotland** - Spend your autumn and winter breaks in a cosy cottage retreat on a Kirklington smallholding. Sleeps 4, fully inclusive, open all year. Lots to do locally, excellent touring base, no pets. For brochure tel. 0228 75650.

**Llandudno** - Privately owned Licensed Hotel in a central, level position close to shops, promenade and main attractions. Room and breakfast £14, en suite £16.50, optional 5-course candlelit dinner £6.50. Family rooms available with reductions for children. Christmas 3 night break from £159 all inclusive. New Year breaks from £59. You are assured of a warm welcome and good food. Branstone Hotel: Tel. 0492 876448.

## ALAN GRIFFITHS

IT is with great sadness that we report the tragic death of Alan Griffiths following a road traffic accident on Friday August 20 1993.

Alan who started work with Manweb at Rhostyllen in 1974 as a temporary clerk and joined the Meter Reading team in August 1977, was killed after his van was in collision with a car on the A534 between Broxton and Clutton.

Alan, 39 died before reaching the Countess of Chester Hospital after being released by fire crews from his damaged van. The driver of the other vehicle and his passenger were injured, the driver being taken to hospital with fractured pelvis and broken arm. The passenger, the driver's brother, received chest and leg injuries but was not detained in hospital.

Alan leaves a wife Anne and a 13-year-old son Daffyd. His mother, of Ty Hooson, Rhos said: "Alan was a family man who lived for his wife and son. They did everything together."

**Colwyn Bay** - Swiss style chalet, sleeps up to five. Electric heating, bathroom flush toilet, fridge, colour TV, garden and parking. Situated in woodland dell near Eirias Park and beach. Weekly rates, weekend or mid-week breaks. Tel. 051 678 9854.

**Seychelles** - Why not try a different holiday on the island of Praslin staying in a newly-built 6-bedroomed guest house standing in a 5-acre garden with its own beautiful beach 1 1/2 miles long. Details when you ring 0928 732530.

### LEISURE

**Canal Cruise** - Come and enjoy a meal with a difference. Eat and drink whilst cruising from Chester Canal Basin for 2 1/2 to 3 hours on the Shropshire Union Canal. Party sizes 20-40. Full bar, taped music. Christmas parties, school trips, etc. Contact Pat and Keith Sowden, Chester (0244) 383887.

### PROPERTY

**Northwich** - modern semi-detached dormer bungalow, rural area, open aspect to rear, 2 beds, 2

receptions, d.g., gas c.h. Garage, well maintained throughout. 10 mins M56, 20 mins Mid-Mersey Office. No chain. O.A. £62,000. Tel. Helen Conolly, H.O. 2518 or 0829 70109 evenings.

### PERSONAL

**Photographer** - For weddings or portraits (framed) for walls or albums. Studio work catered for. Let me create your wedding album. (Peter David Studio). Tel. Rhostyllen 84677 or 0978 263448 or contact Pete or Pat 0978 263448.

**Clothing parties.** Leading chain store fashions. Day or evening. Commission for host. Further details: 051-336 8678.

**New Year '93/94** - From Thursday December 30 to Sunday January 2 at the double 3 star Alexandra Hotel, Hove, Sussex. All rooms en suite. Full board, gala dinner dance at Hove Town Hall on New Year's Eve. Entertainment in the hotel on the other nights. Luxury coach, deposit £40, full cost £150. Contact Mrs A. McDonnell on 051-489 4880.

**Earn Extra Cash** - Retired or with some spare time? We require men and women - full or part time - to promote a range of health nutrition slimming products for a fast growing British company. Telephone 0244 374628.

## CONTACT

The newspaper for staff and retired employees of Manweb plc, Sealand Road, Chester CH1 4LR, telephone 0244 652090 or 652099.

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.

North Mersey:	Pat Shaw.....ext. 2204
Liverpool:	Harry Robertson.....ext. 2160
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:	Gloria Griffith.....ext. 2261
Region 2:	Liz Newman.....ext. 85504

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(BLOCK CAPS PLEASE)

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SEALAND ROAD, CHESTER CH1 4LR

# YOUNGSTERS ON COURSE FOR A BETTER LIFE

**POSITIVE** results of Manweb's support for a scheme aiming to prevent young people getting into trouble with the law were apparent to Len Cornah, Manweb's North Mersey District Customer Service Manager, when he met some of the youngsters after their gruelling week long adventure course.

The course was part of the Bootle based Police and Youth Environment Scheme (PAYES) to which Manweb made a £500 donation. It was held at Brathay in the Lake District.

"It was a joy to see the youngsters at the end of the week," said Len. "They came back different kids. I'm certain it has helped to change their relationship with and attitude to the community and the Police."

"They all found things they could excel at. The participation and competition helped them exercise their qualities of leadership and lift their self esteem."

"It's important that we keep this type of initiative going and give it all our support," Len added. "We are now talking with the Police to see if we can find further projects to keep it an ongoing scheme."

The pictures show some of the youngsters enjoying the various activities and challenges.



# Sponsorship gives trust a botanical boost

**MANWEB** has joined forces with the British Trust for Conservation Volunteers to help safeguard the many rare plants growing on the hillside at Prestatyn.

The 60 acres of limestone grassland is designated a Site of Special Scientific Interest for its botanical value, but is particularly fragile and in danger of being swamped by encroaching scrub if not actively managed.

Traditionally the site would have been grazed, thus ensuring it remained as grassland. However, with no grazing now taking place there, the grassland habitat could soon be lost.

### Boost

BCTV's Clwyd Field Officer Martin McSpadden said the conservation work, carried out in partnership with the Clwyd Countryside Service, had been given a real boost through Manweb's sponsorship.

"We have in the past been limited by lack of funds, but this year we are able to carry out much more extensive

By Jackie Unsworth

work on the hillside. Volunteers from around the country will be given the chance to help protect this valuable habitat," he said.

Phil Starkey, Manweb's Clwyd Customer Services

Manager (pictured 2nd from the right), joined some of the volunteers as they began the clear-up operation.

## DISTRICT JOINS CRUCIAL CREW

**NORTH Mersey District** is helping Sefton to lead the way with Merseyside's first Crucial Crew scheme.

The project aims to educate 10 to 11-year-old children in aspects of crime and accident prevention through active involvement with representatives from the emergency services, local authorities and local industry.

Recent schemes across the country have proved very successful, teaching youngsters how to cope with dangerous situations, how to avoid becoming victims of crime, a greater social awareness and an understanding of the role of the police.

Manweb will join Southport Police, Merseyside Fire Brigade, British Gas and the Coastal Rangers at Pontins in Ainsdale, where the scheme is set to run from November 22 to 26.

As part of the National Curriculum, the project replaces the old Junior Citizen Award Scheme.

