

NEW UNITS HELP TO CUT COSTS

Reorganisation timed to take on board new price controls announced by Offer

MANWEB has announced a major restructuring of its main business - the distribution of electricity - with effect from 1 January 1995.

Network Services is to be restructured into three business units, as part of the continuing drive to improve services, increase efficiency and keep costs down for customers.

Chief Executive John Roberts said: "This is the next stage of a programme of restructuring and reorganisation we started soon after privatisation.

"The investment we have made to date in information technology and customer service has helped us to become a more efficient, customer-focused organisation, and our customers have already begun to see the benefits of this.

"We had the lowest number of disconnections in the industry last year and the second lowest level of complaints of all 12 regional electricity companies.

"I am confident that costs under our control will continue to fall, and the benefits of this will be felt by our customers. However, the greatest impact on electricity bills from next April will be the imposition of an addi-

tional 9.5 per cent VAT which we cannot influence."

The announcement of this next stage of reorganisation has been timed to take on board the new pricing controls proposed by the electricity regulator, Offer.

The three new business units are as follows:

Power Network (PowerNet), which will employ approximately 100 staff, will be responsible for the control of the network and strategic plan-

ning of future capital investment.

General Manager (Designate) is Manweb's Chief Engineer John Turner, who said: "The

PowerNet team will have the responsibility to deliver the majority of the profits for the distribution business and Manweb plc as a whole, against a background of increasing regulation and competition.

The new organisational structure and the more efficient working practices that will result means that staff numbers in the distribution business will reduce by 400 to 2,100 by April 1997.

At the same time, improvements in efficiency elsewhere in the Company will lead to the loss of a further 100 staff.

All these reductions will be achieved by natural turnover of staff and by early retirement and voluntary severance.

"I am confident that a small, highly motivated team having a sharp business focus and great flexibility will have the right ingredients to successfully meet this exciting challenge, thus securing increasing value for Manweb's shareholders, customers and staff."

PowerNet will have three main areas:

- Operations will be responsible for day-to-day business activities, including value for money field services and contract management. Operations Manager (Designate) is Alan Laird, currently Network Planning and Operations Manager.

Turn to page 2

Kirkby residents urged to 'Buy a Brick'

NORTH Mersey Customer Service Manager Len Cornah, a member of Manweb's Community Challenge team, is pictured right chatting with Kirkby residents during an open day at the local shopping precinct.

Members of the Challenge team took the opportunity to meet local people and tell them about the project to build a badly needed play and resource centre for underprivileged children, and do a spot of fund-raising.

Challenge

Len said: "Buy a brick leaflets were recently sent out to all Manweb staff with 'Contact', but support has been slow. This should not be seen as just a Merseyside challenge, but one that the whole of Manweb should get involved in. We need everyone to help with the fund-raising.

"And if it's a success, there's no reason why it shouldn't be repeated elsewhere in our region."

Buy a brick forms are available from Public Relations, tel. 700 2090, or for further details, Len can be contacted on 710 2203.



IMPROVED SERVICE

MANWEB's services to customers have continued to improve in 1993/94. That's the message in a new report published by electricity watchdog Offer.

The report shows Manweb's position against various performance targets, and in relation to the 13 other electricity companies in England, Wales and Scotland.

Overall: Manweb has:

- the lowest level of disconnections in the country - down by 93 per cent from an already low 350 to just 23.
- the second lowest level of complaints for any electricity company with just 332 - a 57 per cent reduction. (Manweb had previously been fifth overall).
- the fourth lowest number of payments to customers under the electricity industry's Guaranteed Standards scheme, with just 253 payments made for failing to meet one of nine service standards (a 76 per cent reduction from 1,071 last year).

Chief Executive John Roberts said: "These improvements in service show that the investments we have made in the last few years are paying off. We are committed to continuing these improvements into the future."

CALLING TIME ON TROUBLE

OVER the years, Manweb staff have developed various ways of collating fault information and relaying the details to engineers and customers.

The ELOG computer system has played a part in this but has never been fully accepted and used by all staff. Consequently verbal messages and written notes have remained an important way to relay information.

Increased emphasis on providing better customer service has pointed to the need to give more accurate and up-to-date information to customers. In order to do this it was clear that Manweb's handling of trouble calls would have to be revised, with a view to revamping or even replacing ELOG. This was particularly important with a growing number of calls being received on the single telephone number at the regional call-centres. A project was set up and Network Services Engineer Paul Devlin was appointed as Project Manager.

Paul said: "We started by looking at what we wanted a computer system to give us. We needed something which would let Manweb log calls and associate them with the right part of the network. However, it also had to be able to pass

Manweb's Trouble Call Management Project, or TCM for short, is aiming to take the 'trouble' out of handling 'no supply' calls. This article examines what the project is doing and how Manweb's existing ELOG call-logging system is being made more effective and user-friendly.

fault information back to the call-takers, whether at district or in the regional call centres."

Firstly the ELOG system was re-examined. Then various 'off-the-shelf' packages were assessed, all of which gave some or all of the things which were needed. Some presented the information in graphical form and others had additional functions, not all of which were required. However, when the potential benefits of a new system were compared with the high cost of buying the system, it became clear that the purchase could not be justified.

Compared

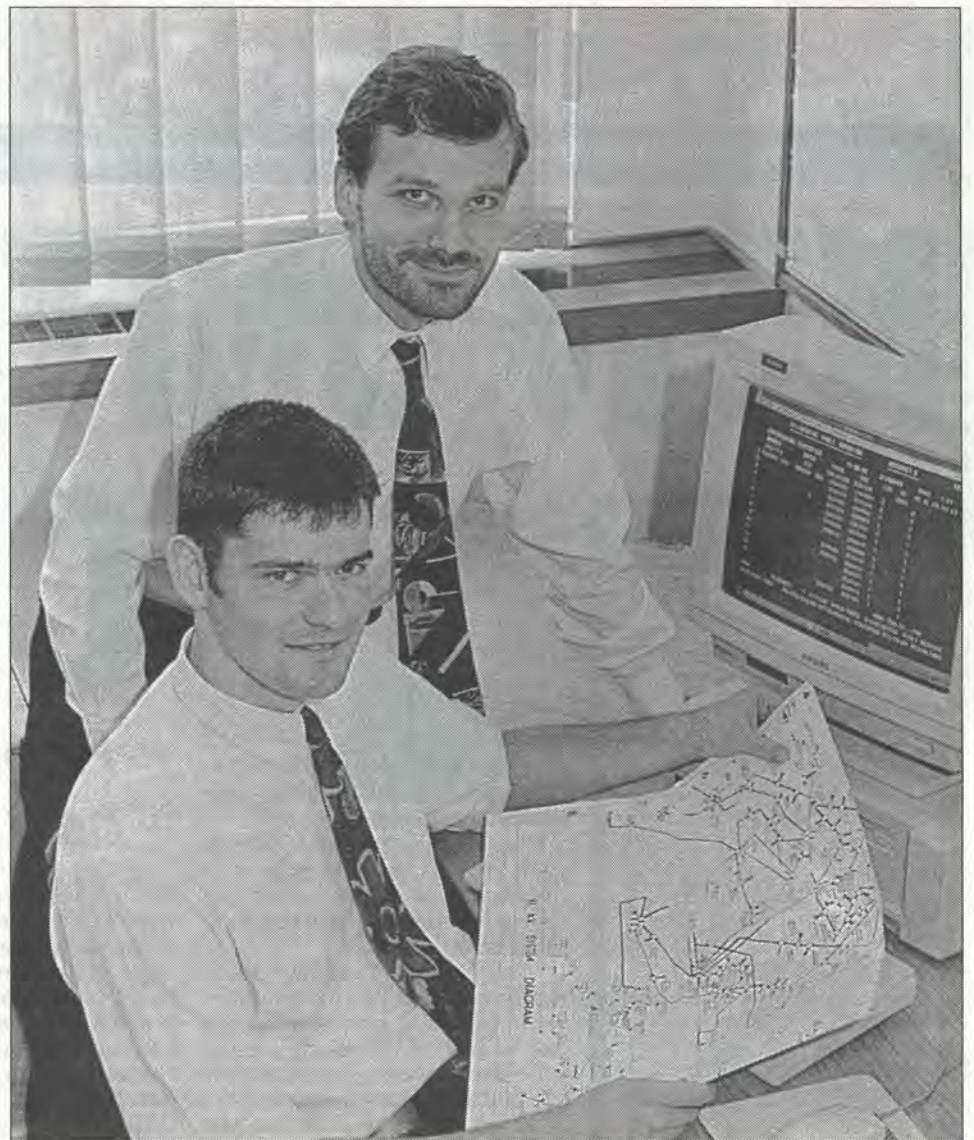
Paul said: "There were packages being used by other utilities, but when we looked at what these would give us and compared them with the existing ELOG system it was obvious that many of the core functions were already there. The decision was easy - stay with ELOG and make it work better."

Working with Project Engineer Mark

Everett, Paul set about establishing how the handling of trouble calls could be improved upon, whilst continuing to use ELOG. This involved looking at all the various aspects such as systems, procedures and training. Many discussions were held with staff to identify where there were problems. As far as ELOG was concerned it quickly became clear that there were some 'bugs' in the system and a requirement for some enhancements. Work to resolve these problems has been specified and is underway.

Paul said: "There are some problems with ELOG which have prevented us from taking full advantage of its many good facilities. We aim to put these right."

One ELOG enhancement which is currently being implemented as part of the STN project is making call-logging on ELOG much more user-friendly. This is the introduction of a Graphical User Interface which, amongst other things, allows a customer's full account record to be accessed simply by enter-



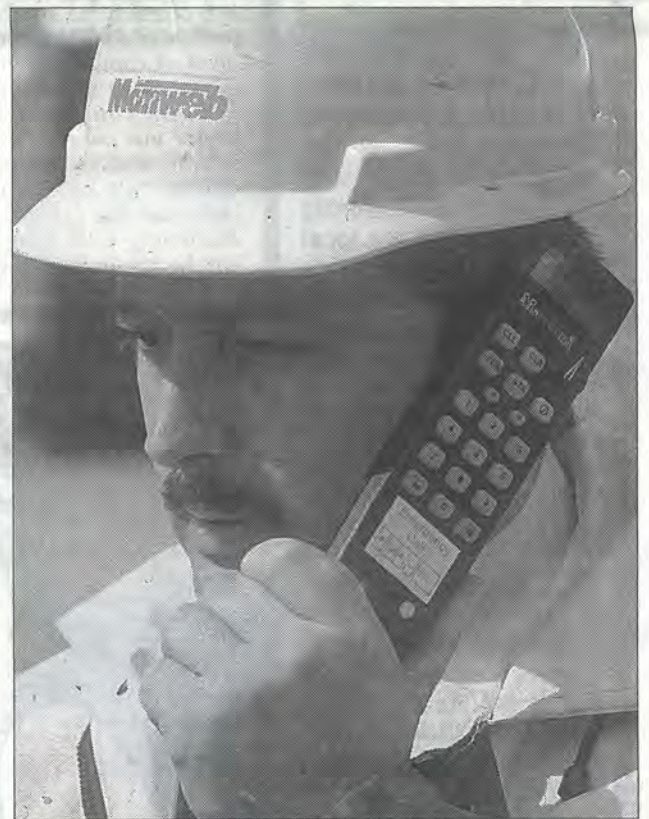
Paul Devlin, standing, and Mark Everett.

ing the customer's house number and postcode. This means that staff do not have to worry too much about awkward address information.

Crucial

A rural customer's substation reference, which is crucial information, will be identified on the account record and ELOG will present this information to staff at district who can see where the fault is likely to be and take the appropriate action. For urban customers the ELOG system works out the relevant grid reference and presents this to the district staff.

Another useful facility within ELOG which will be enhanced is the 'Message' function. This allows district staff to enter information about a fault, such as the time when supplies will be restored. Staff taking calls can then relay this information to the customers.



Oswestry Engineer Frank Davies calling back to district: the right information helps deal with faults and keep customers informed.

NEW UNITS HELP TO CUT COSTS

Form page 1

- Procurement to be headed up by Doug Bridston, currently Purchasing Manager, will be responsible for negotiating and securing contracts.

- Strategy will be responsible for the longer term view of PowerNet's business, including business strategy, commercial and engineering policy and regulatory issues. Strategy Manager (Designate) is Clwyd District Manager John Hampson.

Manweb Power Engineering (MPE) will manage the maintenance of the network and carry out various construction activities under a series of contracts let by PowerNet.

General Manager will be North Mersey District Manager Mike Jones, and his team will include: Barry Judd (Mid Mersey District Manager) as Network Manager; John Macdonald (Dee Valley District Manager) as Accountant and Business Development Manager; Don McRae (Oswestry District Manager) as Logistics Manager; Bill Tubey (Liverpool District Manager), Resources Manager; Steve Wood (Network Services Safety Manager) as Design and

Projects Manager.

Business Support Services will consist of a number of functions, including Manweb Metering Services, which will be set up as a separate business.

Business Support Services Manager will be Geoff Abel, currently Purchasing and Services Manager, and his team include: Tony McEntee (Metering and Telecoms Manager) as Manweb Metering Services Manager; Dave Stevenson, who retains his role as Manweb Transport Manager; Alan Whitelock (Metering and Telecommunications Engineer) as Manweb Telecommunications Manager; and Dave Winter, who remains Skill Centre Manager.



LIONS NEW 'DEN'

THE new mobile headquarters of Stockton Heath Lions should be a roaring success . . . thanks to a donation from Manweb.

Mid Mersey District Manager Barry Judd is pictured (right) presenting a public address system which the company has sponsored to Lions members

Robin Bradshaw (Manweb's Head Office-based Emergency Planning Manager) and Daphne Moir-Riches.

The caravan - with its new PA system - will help the Lions raise their public profile at festivals, fetes and other fund-raising events.



Canteen alive to sound of music

THERE was a double helping of music on the menu for diners at Queensferry Depot canteen recently.

Storekeeper Alan Jones and colleague Mark Williams served up a series of songs under the stage name 'Semi-Brieve'. And delivery man Paul Keenan joined the 'Play for Time' duo which also provided musical entertainment.

The double duo act helped to raise £118 for 'Operation Christmas Child' - an appeal through Marcher Sound to provide aid to children in Bosnia.

Alan said: "The music

pulled in the diners who were happy to take part in the raffle to raise the money."

He went on to thank Ann Allen of Appliance Stores Office for selling tickets, Paula Jones, Canteen Manageress and her staff and all the people who supplied raffle prizes.

He also came up with his own 'commercial' - 'Our duo is available for bookings - phone 0244 65420.'

Sue is beating the study barrier

SUE DORAN, a clerical assistant in Architectural and Building, is proving that raising a family is no bar to academic achievement.

Sue, who joined Manweb 11 years ago with an OND in Business Studies, has recently gained a BTECH Higher National Diploma in Business and Finance.

On joining Manweb, Sue was sponsored by the Company to do two years part-time HNC, but she broke off from this course to get married. Later she took six months' maternity leave for the birth of her son Liam, returning to her job afterwards.

"Holding down a full-time job and having a child in nursery, as well as coping with the home, had me at full stretch," said Sue. However, when Liam



started school five years later, Sue decided to try and return to part-time study.

At that time West Cheshire College was offering an extra year's study towards an HND on a trial basis to see if students could cope. "I decided to become one of their 'guinea pigs' and see if I could manage the extra studies," said Sue.

The fact that she gained a number of distinctions proved that it was possible should could go further.

Now as well as concentrating on decorating the new home she has recently moved into, Sue has decided to take an Open University course and study for a degree in either Business Studies or Marketing.

COST AND QUALITY LANDS CONTRACTS



BOOTLE Maritime City Challenge has said farewell to its longest serving employee - Business Development Manager John Appleton - who has returned to Manweb Energy Sales at the end of his two-year secondment.

John joined the regeneration agency in 1992 and was very much involved in formulating plans for its official launch on 1 April last year. Since then he has been responsible for raising sponsorship for City Challenge, setting up and administering its scheme of grants and incentives for local businesses and organising promotional events for the agency.

In a ceremony to mark the event, City Challenge Executive Director Ged Fitzgerald wished John well for the future and thanked him - and Manweb - for making an important contribution towards the regeneration of Bootle. Ged Fitzgerald (right) is pictured wishing John all the best in his future career.

ATTENTION to cost and quality has won Manweb Contracting Services (MCSL), a number of important contracts.

MCSL competed against other well-established contracting companies to land the work which will be carried out in partnership with Dee Valley District.

The first project has already been completed. This was the laying of 2,000m of 33,000 volt cable through Acrefair, near Wrexham - a reinforcement project sub-let to T D Gallagher (Rhyl).

Success of the high quality work in this project led to MCSL quoting for, and succeeding in obtaining, the current project which calls for 2,500m of HV and 800m of LV cable to be laid on the former Firestone site on the Wrexham Industrial Estate. MCSL, who are also doing the street lighting works on the site, are utilising trenches excavated for Network Services.

Early in the new year a project to di-

vert an overhead line from a children's playing park will begin. For this project 1,100m of 33,000 volt cable will be laid in Gwersyllt, near Wrexham. It will also involve trenchless technology with a guided jet track excavating under the railway line.

- Other projects in the pipeline include:
- Laying 1,300m of HV cable to provide a direct supply to a customer on the Wrexham Industrial Estate formerly supplied by Wrexham Borough Council.
 - Refurbishment of approximately 150 properties in villages at Queens Park, Coedpoeth and Connah's Quay.
 - HV overhead refurbishment in various zones throughout Dee Valley District.

"By issuing these large parcels of work on a competitive tender basis it allows Network Services to effectively project-manage the District work requirements and obtain a high quality of work at the best cost," said Chester Depot Manager Kevin McGinley, who was also Project Manager for much of the work.

"MCSL is competing on a level playing field with other contracting companies and delivering a high quality of workmanship and management. The partnership between Dee Valley District and

MCSL will ensure that Manweb becomes a world-class supplier and delivers a high quality, low cost service to both external and internal customers.

"As Network Services is restructured into the three business groups; MPE, MBSS and PowerNet, it is essential that we maximise the efficiency and control of our internal and external resources by implementing project management techniques."

Other Manweb personnel involved in the work were MCSL Contract Managers Dave Parry and Graham Monks; Jeff Ainsley MCSL; Dave Bowler, Kevin Williams, Phil Jones, Mike Machin and Audie Murphy of Dee Valley District.

Liverpool - a 'glass' act

LIVERPOOL staff were presented with a piece of cut glass and a certificate following a recent sickness review.

District Manager Bill Tubey said the sickness review was a well established piece of Company procedure which often produces the negative side of life. But this gathering was to promote the positive way of things. It recognises people whose attendance record is excellent.

Twelve members of staff were rewarded by recording a 100 per cent attendance record for five years or more. Three members were rather special: Peter Howard, 33 years, Les Hill 29 years and John Ashley with 34 years.

Pictured (l to r) front row: Peter Howard; Bill Tubey (9) and Colin Robertson (5). Back row: Harry Robertson (5); Dave Wilson (5); Ian Cross (5); Graham Holden (5); John Doyle (6); Les Hill (29); Peter Dene (8); Derek Curtis, City and Guilds; Charlie Barlow (7); George Deakin (5). John Ashley was not available for the photograph - he was on holiday at the time.



Customer FOCUS

SWITCH OFF IS END OF AN ERA



THE switchboard at Head Office has finally closed after 25 years in operation. This is one of the final moves towards the introduction of the Single Telephone Number in Manweb.

At its height the switchboard handled between four and five thousand calls each day and employed five full-time telephonists. The picture, above left, shows how the equipment looked in May 1970. The introduction of the Single Telephone Number and the promotion of direct dialling has dramatically re-

By
Barbara Sculthorpe

duced the traffic through the switchboard.

The picture, below left, shows the current telephonists with their managers, on the last day of operation.

In future, incoming calls will be received by one of the Customer Information Centres. There will be no opera-

tor service at Head Office, and it is therefore essential that the internal telephone directory (STEL) is correctly maintained. The direct line numbers (DDI) should be promoted to all regular contacts. It is also vital that when staff leave their desks they arrange for their calls to be answered in their absence.

Remember, calls unanswered could be lost business.

How Do I...



... Report a fault on my phone?

All telephone faults are dealt with by **IS Help Desk 182**. The Help Desk will also assist with speed dialling training and queries.

... Make an outside call if my phone won't allow it?

Any change to the class of service will be actioned by the **IS Help Desk 182**. Your Manager will authorise the change if necessary.

... Place a long distance or overseas call?

If your phone does not allow this either a temporary or permanent class of service change is required. The request should be made to the **IS Help Desk 182** or **Office ID: ISHELP**.

... Update the STEL directory?

Individuals can update and change their own entry. One member of each section has been nominated and trained to monitor and change the section entries. If anyone has difficulty or requires training on STEL they should contact the **Telephone Support Help Desk** on 4041.

... Make a request for a new phone or a phone to be moved?

All new phones or repositioning is dealt with by the **Communications Help Desk** Office ID: **ISCOMMS**.

... Request a new or revised entry in the BT yellow or white pages?

All entries to the directories must be made through **Customer Communications Office** ID: **CUSTCOM**.

... Request a new or additional copies of the BT directory?

Office ID: ISADMIN will order the directories. Each section will be billed for the supplies.

... Find an external telephone number?

Ring 6192 for directory enquiries. You can request more than one number on a call. This service is expensive and staff are reminded to use directories wherever possible.

... Find another electricity company on Esinet?

If you do not know how to use Esinet you can ring the Support Help Desk 4041 for advice. All the other Companies are listed in STEL.



Last day of operations (l to r): Sarah Anderton, telephonist; Andy Pooley, Customer Accounting Manager; Bob McMahon, Head of Income; Barbara Sculthorpe, Team Leader, and Freda Wilding, telephonist.

Excellent records praised

GWYNEDD District's excellent record under the guaranteed standards of service continued into August and September, with staff achieving 16 consecutive payment-free months.

Chief Executive John Roberts has written to District Manager Alwyn Ellis asking him to pass on his congratulations and appreciation to staff for their 'first class' efforts to maintain this high standard of customer service.

Across Manweb there were just 11 payments made in August and 19 in September, and Mr Roberts has also congratulated several other districts and regions who con-

tributed to this by making no payments during the two months.

Liverpool, Mid Mersey, Mid Cheshire and Clwyd Districts, along with Region 3 Customer Accounts made no payments in August and September, while Oswestry and Aberystwyth Districts, plus Region 1 Customer Accounts were payment-free during August. North Mersey District made no payments during September.

Mr Roberts said: "The figures reinforce the fact that our efforts to offer our customers first-class service are succeeding; a trend we must maintain."



THE GOLDEN RULE

- Answer the phone promptly (ie, target response time is to answer 80 per cent of calls within 20 seconds).
- Always announce your name and department to the caller.
- Always seek agreement before you reroute a call to another person.
- Calls must only be transferred once.
- Always announce a transferred call to the next department and ensure they can take the call.
- Take ownership of the call and take messages for colleagues who are unavailable.
- Make arrangements for your calls to be answered if you leave your desk.
- Respond quickly to messages.
- Promote DDI wherever possible.

MISSING DAYS

A RECENT survey of customers who have asked for our help with appliances needing repair has highlighted a problem which seems to apply more widely to our relationship with our customers. Customers count days differently from the way the Manweb systems count them.

We all know about the difference between working days and real days. We reply in working days but customers complain in actual days, even though we were not at work until the following Monday morning to see to the request lodged with us on a Friday afternoon.

Of course, most customers don't begrudge Manweb staff their weekend or rota time off work - but they do have a more direct concern with their own request for service and can easily lose track of how long it is since they made contact with the Company.

Interruptions

Our earlier work on planned interruptions shows that weekends tend to be seen as break points. Someone calling in the early part of a week tends to see a response before the weekend as something to be appreciated but a call back on the following Monday often seems very

By Tony Harper
Market Research
Manager

much delayed. This time shift effect can be used positively, of course, as a reply to an enquiry taken on Thursday or Friday may be promised on, say, Tuesday by reminding the customer that the weekend is about to make it difficult to be sure how quickly the enquiry can be progressed. Obviously, this approach will have to be used with care - customers tend to think some things we know it will take a while to resolve are really quite simple matters.

Problem

The particular problem highlighted by the latest survey is the tendency for days to be lost in the computer. A customer requesting service, say, by a phone call on a Tuesday thinks of the Tuesday as day one in the cycle of service. A number of our systems recognise that we cannot - or do not expect to - respond to the request on the Tuesday, so Wednesday becomes day one of our service cycle. So, whilst our internal records showed about 75 per cent of requests dealt with in two days, the customers' recollections showed only 40 per cent met within two days. Of course, it's the customer's recollection that gets talked about with his or her friends.

BIG EFFORT NOW NEEDED

THE accident toll at Manweb has taken a further tumble... but we still have a long way to go to improve our safety record. Performance last year was disappointing, when in spite of significant improvements the Company ended up at the bottom of the regional electricity companies' safety league. Our reportable accident rate (accidents per 100 employees) was 2.11 compared with the average of 1.30 and the best performance of 0.35.

Phil Hughes, of the Occupational Health and Safety Section, said: "At the halfway stage in the current financial year our reportable accident rate for regulated activities is already at 0.39, so it's going to require a sustained effort over the next few months if we are to achieve our current annual targets in both lost time and reportable accidents."

Drop

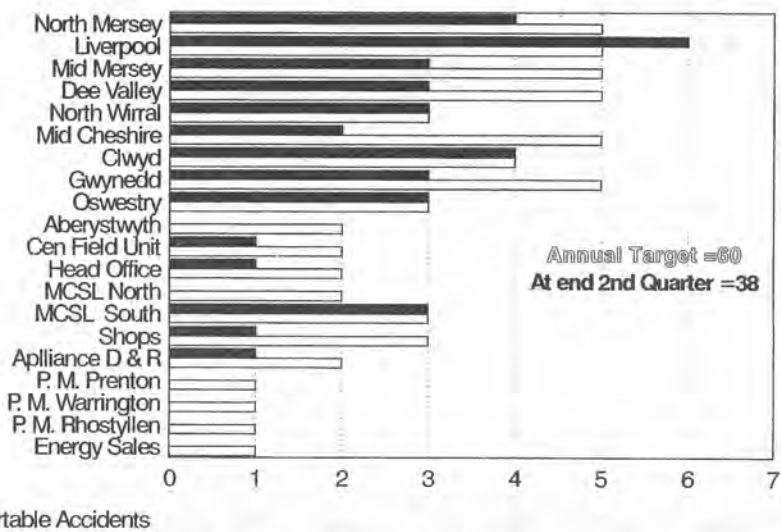
At the end of the second quarter of 1994/95, there was a 15 per cent drop in the number of lost time accidents compared with the same period last year, from 81 to 69.

Days lost due to accidents fell to 764 from 1464 - a 48 per cent reduction - which was reflected in a 45 per cent drop in the cost of time off.

The average duration of a lost time accident during the quarter remained constant at just under 11 days. Last year during the same period it was almost 26. In addition, long term absences have been significantly reduced.

Looking at the second quarter, the reportable accident rate was 0.35 and the equivalent lost time accident rate was 0.73 - a significant im-

REPORTABLE ACCIDENTS 1994/95 PERFORMANCE AGAINST TARGET - At 2nd Quarter End



This year a different method has been used to set targets for reportable accidents. A figure of 1.30 has been given by the Electricity Association for the average accident rate (accidents per 100 employees) for the RECs during 1993/94. For us to achieve this average there must be less than 60 reportable accidents at Manweb this year.

provement over the same period last year.

Aberystwyth District, Central Field Unit, Head Office Network Service activities, all Power Marketing activities, Manweb Contracting Services Limited Northern Region and Head Office Trading Division all had an accident-free quarter. Power Marketing has now achieved a whole year

without any reported lost time accidents.

Accidents

As usual, the most common types of injury resulting from the 16 reportable accidents during the quarter were sprains and strains, accounting for 63 per cent of the total. There was one fracture, one case of

bruising, three open wounds and one burn.

Phil said: "We only have five months left to achieve our target. Everyone will need to make accident prevention a major priority. Every accident should be closely investigated to learn the lessons which must then be applied to prevent it happening again anywhere in the Company."

Check your lights

By Phil Hughes

NOW is the time when we all go hunting about in the attic to bring out for their annual airing the Christmas decorations and the Christmas lights. Hurriedly packed away on 12 January, left to hibernate through the summer, and now we expect to plonk them straight on the tree, switch on and hallelujah!

Just to make sure that this festive occasion isn't marred by electric shocks or Christmas trees on fire, here's just a few simple safeguards before stringing the lights on the tree:

- Check them carefully - look for loose connections, bare wires and broken bulbs.
- Always replace bulbs with ones of the right voltage - some are 20v, others can be 12v or 6v.

The wrong bulb will cause overloading and cause other bulbs to fail.

- Check the fuse size in the plug top - it should be no more than 3 amps. Make sure the cable is firmly secured in the cord-grip.
- Spread the lights out and check they are working before putting them on the tree.
- Always unplug before changing any bulbs.
- Make sure no decorations on the tree are touching the lights.
- Make sure the tree is put up near a power point if at all possible.

If necessary use a proper extension lead - don't twist wires together.

- Don't run cables under carpets. It can be a fire hazard if the cables get damaged by people walking over them.
- Don't overload sockets by using multi-way adaptors.
- Keep the tree decorations away from fires and light fittings, especially naked bulbs.

If you do need new lights, I'm sure any of Manweb's shops will be able to sell you a set.

Finally, if you've got small children, make sure all electrical fittings including Christmas lights are out of their reach. Have a happy Christmas!

POST BAG

Helping Roy's dream

Dear Editor,

Roy Castle sadly lost his battle against lung cancer, but spent the last part of his life campaigning to raise £12 million to build the world's first lung cancer research centre.

Please help us to achieve his dream. This centre will be a fitting tribute to the courage of Roy Castle and will bring forward the day when this terrible disease is eradicated. At present the North West of England has one of the highest rates of lung cancer in the world.

I urge your employees to help make his dream a reality. Please make a donation to The Roy Castle Cause for Hope Appeal or stage an event to raise your own funds for Roy.

We have already raised over £2

million. But there is still a long way to go. Any help you can give will be greatly appreciated, and will enable us to build this centre as soon as possible.

Sylvia Ingham
Chief Executive
Donations to above address, cheques made payable to 'The Roy Castle Cause for Hope Appeal'. For further information call Michael Deyes or Duncan Priestley on 0151 227 3636.

YOUR VIEW

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

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

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



- Here's your chance to win one of Manweb's latest super products as pictured in the 1995 catalogue.
- All you have to do is provide a caption for the photograph, left.
- The picture is of Catrin Henderson, daughter of a friend of Shotton Shop Manager Paul Meacock.
- As you can see, baby Catrin is 'reading' a Manweb 'Surecare' leaflet.
- Send your entries to The Editor, Contact, Manweb Head Office, Sealand Road, Chester, CH1 4LR, by 30 December.
- Entries will be judged on humour and appropriateness.
- The senders of the best 8 will each receive one of the products featured here.



Winners of the 1994 Manweb Business Awards. 4th from the left.

WIN ONE OF THESE SUPER PRODUCTS



REVLON FOLDAWAY HAIRDRYER
- staff price £14.39.



REVLON FOLDAWAY HAIRDRYER
- staff price £14.39.



REVLON FOLDAWAY HAIRDRYER
- staff price £14.39.



BRAUN AS22 HAIRSTYLER
- staff price £14.39.

These are just a small selection of the Christmas gift ideas on offer in Manweb's shops and superstores this year. Staff prices start from as little as £7.99 for a personal stereo and £4.79 for a hair styler, so why not drop in and take a look.



CORBY TROUSER PRESS
- staff price £60.79.



AMSTRAD PS150 PERSONAL STEREO
- staff price £7.99.



SHARP QT270 RADIO CASSETTE
- staff price £35.99.



PHILIPS HP2720 WET AND DRY LADYSHAVE
- staff price £19.99.

CAPTION COMPETITION

Name

Address/Location

Phone

CAPTION

(No more than 20 words)

CLOSING DATE FRIDAY 30TH DECEMBER

Women tough



Putting in a spot of practice on the lawn outdoors.

"WHY not inject some adrenaline into your life and those of your female colleagues this autumn? All you need is to be reasonably fit and not mind getting wet, muddy and tired. A sense of humour and an eagerness to learn also helps."

It sounded too good to be true - and it was! Teams of women drawn from organisations across Britain took part in the Breakthrough Women's Challenge '94, a competitive weekend which involved solving problems in the outdoors.

We carried everything we needed, slept in a forest in our own shelter and cooked on a log fire. The venue was Eastnor Castle, Herefordshire - and up and down the Malvern Hills several times.

The high points.

- Jumping off a 100 foot cliff and flying across a quarry on a zip wire (while memorising codes)
 - Winning the 'song contest' with our own composition entitled 'The Fat Cats'
- The low points



...ds with their prizes. Director Power Marketing Colin Leonard is pictured, back row,

AWARDS PROVE MANWEB SUPPORT FOR BUSINESSES

SHINING examples of energy efficiency earned three local companies top honours in the annual Manweb Business Energy Awards.

Now in its 10th year, the competition once again attracted a variety of entrants from all over the region, each having significantly benefited from improvements in energy efficiency.

The competition comprises three sections. The PEP (Power for Efficiency and Productivity) Awards aim to encourage companies to take a fresh look at production processes and apply the latest and most efficient electrical techniques and equipment. There are separate categories – one for organisations with 100 or more employees and another for those with less than 100 staff.

The Beta Award recognises the designers and operators of commercial and public buildings where an electrical service or technique has saved energy costs while improving the amenity of a building and, possibly, its surroundings.

Manweb's portfolio of gas customers is growing rapidly, so a new award was introduced this year, called Gamma, for efficient use of gas technology and equipment.

Chief Executive John Roberts said: "The Business Energy Awards are an important opportunity for us to publicly demonstrate our support for our business customers. Only by working together can we secure the future prosperity of our region."

The three winners were presented with cheques for £1,000, a trophy and a certificate from Lord Wade of Chorlton, Chairman of the North West Regional Technology Centre. They will also go forward as the three regional Manweb nominees in the national finals of the 1994 Business Energy Awards.

The winners were:-
PEP Category 1 – Allied Mills Ltd, Liverpool.

Flour millers, Allied Mills, won this Award with an in-house designed energy saving project which will pay for itself in just 14 to 18 months.

As a result of a relatively straightforward electrical refinement – carried out by Allied's own engineers at an overall cost of around £4,500 – average running costs have been halved and employees are enjoying a much more congenial working environment due to a welcome reduction in fan noise. Consistent high quality air which is necessary for flour milling is also assured.

Highly Commended: AEI Cables – MIC Division, Bootle, Merseyside.
Commended: Fishbach UK Ltd, Runcorn (manufacturers of plastic cartridge containers).

PEP Category 2 – Shotton Paper Company plc, Deeside.

The UK's largest producer of newsprint, Shotton Paper is making total savings of around £60,000 per month through the installation of a 20-metre long contact dryer which enables it to pelletise effluent sludge and use it as a supplementary boiler fuel. Shotton needed to make this investment because of the dramatic increase in effluent solids produced by a new paper machine and 140,000 tonnes a year Recycled Fibre Plant which processes old newspapers and magazines. With the

By Jackie Unsworth

new dryer, large quantities of recycled paper can be used without creating effluent problems for Deeside.

The same process is helping the mill to meet its environmental responsibilities by decreasing SO2 emissions, as waste sludge is now being burned instead of oil.

Highly Commended: HP Chemie Pelzer (UK) Ltd, Speke, Merseyside (automotive products) and H H Robertson UK Ltd, Ellesmere Port (manufacturers of wall panel systems for the construction industry).

Beta Winner – Trearddur Bay Lifeboat Station, Anglesey.

The Royal National Lifeboat Institution needed to create warm, welcoming conditions for crews arriving on call-out at all times of day and night, or returning cold and wet from their lifesaving missions. A temperature-controlled environment is also essential to protect vital equipment in buildings that are generally unmanned for long periods.

A combination of under-floor storage heating, fan-assisted storage heaters and direct fan and convector heaters give the desired mix of background and instant heating. Energy efficiency is enhanced by automatic set back thermostats and occupancy sensors.

Highly Commended: Village Leisure Hotels Ltd, Wirral.

Commended: Clwyd County Council Fire Station, Wrexham.

Gamma (Gas Management) Winner – Liverpool John Moores University.

Manweb is the utility for both electricity and gas at Liverpool John Moores University. At the School of Healthcare, the University has ensured a smooth transition from old single zone oil fired boiler plant to a new gas fired system. Efficiency is optimised by an energy management system.

With responsive individual and zone control, this radical refurbishment has received a warm welcome from occupants with an equally welcome pay off for the University in energy savings and greatly reduced CO2 emissions.

Commended: North Wales Police, Colwyn Bay.

en take up challenge



de Head Office, (l-r) Ruth, Ann, Marie, Lynne, Elaine and Jackie.

By Ann Evans

● Getting lost in the fog at midnight.

● Discovering I was sleeping outside the shelter when the heavens opened at 3am.

The competition was fierce – we finished 23rd – but we raised around £1,500 for Breakthrough Breast Cancer. We also learnt a lot

about ourselves. And next year it's for real!

Team members, all from Head Office, were Elaine Lee (Product Development), Ruth Hughes (GIS Team), Jackie Tasker (Tariffs and Customer Contracts), Marie Myles (Marketing Development Manager), Lynne Rosser (Assistant Pensions Officer) and Ann Evans (Load Profile Analyst).



The Manweb team inside their shelter during the Breakthrough Women's Challenge.



Sir Phillip Carter (left) from Liverpool John Moores University receives the first-ever Manweb Gamma Award for Gas Management from Lord Wade of Chorlton.

SOURCE OF THE WORLD UNVEILED



CHRIS COPEMAN, of Chester Talking Newspaper for the Blind, is pictured inspecting a tactile sculpture, commissioned by Chester Civic Trust and sponsored by Manweb and Cheshire County and Chester City Councils.

Unveiled by the Duke of Westminster in Chester Grosvenor Park's Garden for the Blind, the work was carved from Portland Stone by Runcorn sculptor Philip Bews. A group of blind people were involved in developing the sculpture, which depicts a Nordic legend – Ymir, Source of the World.

Mike Metcalfe, Head of Staff Development, attended the unveiling in his capacity as Head of Regulation, along with representatives from the Blind Society as well as the local authorities and civic trust.

- Here's your chance to win one of Manweb's latest super products as pictured in the 1995 catalogue.
- All you have to do is provide a caption for the photograph, left.
- The picture is of Catrin Henderson, daughter of a friend of Shotton Shop Manager Paul Meacock.
- As you can see, baby Catrin is 'reading' a Manweb 'Surecare' leaflet.
- Send your entries to The Editor, Contact, Manweb Head Office, Sealand Road, Chester, CH1 4LR, by 30 December.
- Entries will be judged on humour and appropriateness.
- The senders of the best 8 will each receive one of the products featured here.



VAY
9.



ON SN1
ER
e £11.99.



REMINGTON
FOOTSPA
- staff price £38.39.



AMSTRAD PS150
PERSONAL STEREO
- staff price £7.99.



PHILIPS HP2720
WET AND DRY LADYSHAVE
- staff price £19.99.



Winners of the 1994 Manweb Business Awards with their prizes. Director Power Marketing Colin Leonard is pictured, back row, 4th from the left.

Women take up tough challenge



Putting in a spot of practice on the lawn outside the Office, (l-r) Ruth, Ann, Marie, Lynne, Elaine and Jackie.

"WHY not inject some adrenaline into your life and those of your female colleagues this autumn? All you need is to be reasonably fit and not mind getting wet, muddy and tired. A sense of humour and an eagerness to learn also helps."

It sounded too good to be true – and it was! Teams of women drawn from organisations across Britain took part in the Breakthrough Women's Challenge '94, a competitive weekend which involved solving problems in the outdoors.

We carried everything we needed, slept in a forest in our own shelter and cooked on a log fire. The venue was Eastnor Castle, Herefordshire – and up and down the Malvern Hills several times.

The high points.

- Jumping off a 100 foot cliff and flying across a quarry on a zip wire (while memorising codes)
- Winning the 'song contest' with our own composition entitled 'The Fat Cats'

The low points

By Ann Evans

Getting lost in the fog at midnight. Discovering I was sleeping outside the shelter when the heavens opened at 3am. The competition was fierce – we ended 23rd – but we raised £1,500 for Breakthrough Against Cancer. We also learnt a lot

about ourselves. And next year it's for real!

Team members, all from Head Office, were Elaine Lee (Product Development), Ruth Hughes (GIS Team), Jackie Tasker (Tariffs and Customer Contracts), Marie Myles (Marketing Development Manager), Lynne Rosser (Assistant Pensions Officer) and Ann Evans (Load Profile Analyst).



Manweb team inside their shelter during the Breakthrough Women's Challenge.

AWARD MANWEB FOR BU

SHINING examples of energy efficiency earn top honours in the annual Manweb Business Awards. Now in its 10th year, the competition once again attracts entries from across the region, each having significantly benefited from the competition.

The competition comprises three sections. The Productivity Awards aim to encourage companies to improve their processes and apply the latest and most efficient electrical services. There are separate categories – one for organisations with other for those with less than 100 staff.

The Beta Award recognises the designers and operators of buildings where an electrical service or technique has saved the amenity of a building and, possibly, its surroundings.

Manweb's portfolio of gas customers is growing rapidly this year, called Gamma, for efficient use of gas technology. Chief Executive John Roberts said: "The Business E..."



Sir Phillip Carter (left) from Liverpool John Moores University receives the first-ever Manweb Gamma Award for Gas Management from Wade of Chorlton.

SOURCE OF THE WORLD UNVEILED



CHRIS COPEMAN, of Chester Talking Newspaper for the Blind, is pictured inspecting a tactile sculpture, commissioned by Chester Civic Trust and sponsored by Manweb and Cheshire County and Chester City Councils.

Unveiled by the Duke of Westminster in Chester Grosvenor Park's Garden for the Blind, the work was carved from Portland Stone by Runcorn sculptor Philip Bews. A group of blind people were involved in developing the sculpture which depicts a Nordic legend – Ymir, Source of the World.

Mike Metcalfe, Head of Staff Development, attended the unveiling in his capacity as Head of Regulation, along with representatives from the Blind Society as well as the local authorities and civic trust.

THEY SAID IT

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

TO: Dee Valley District

FROM: Mavis Thompson, Chester.

"The main fuse blew in our house one evening at 6.05pm. We rang Manweb at 6.15pm, and a Manweb service man came at 6.18pm.

"He renewed the fuse and checked every switch for us and he had our electric back on at 6.25pm.

"We were so pleased with such quick service we just had to send a word of thanks to the serviceman and to Manweb as a whole.

"Thank you all very much."

The serviceman was Mario Mager from New Crane Street Depot.

TO: Dee Valley District.

FROM: F. C. Gardner, Willaston.

"Today your meter reader called to read our electric meter, and I am writing to tell you how impressed I was with her manner, which was both pleasant and courteous.

"It is all too easy for us to be critical of the service we receive, but slow to praise.

"In the case of today's visit, your meter reader deserves praise for her very pleasant manner. I hope you will pass on these comments to her."

The meter operator was Christine Pine.

TO: North Mersey District.

FROM: G. Rodgers, Southport.

"I am writing to you to say a very big thank you to all concerned in the work done to my drive, and for the kind and understanding way in which you dealt with the matter.

"It has been an excellent job and the men who did the work were first class.

"Our sincere thanks also to Mr Shields for all his kindness and understanding of the situation. In all a very big thank you."

TO: North Mersey District.

FROM: Miss S. Roderick, Southport.

"Just a brief letter to thank you and your staff (Vincent Hennaker) about the prompt and polite way your department dealt with a complaint.

"I was most impressed with the way your representative quickly dealt with the matter. After feeling very aggrieved about the incident in the first instance, I am totally happy about the way your department has made amends."

TO: Technical Services, Oswestry District.

FROM: Stuart Carter-Brown, Contracts Manager, Jones, Peate & Edmunds.

"I would like to express my gratitude to you and the members of your department, who managed to pull out all the stops to provide us with an electricity supply at our housing development, Llanidloes.

"I am especially grateful that they were able to complete the necessary works within such a short time following the receipt of the necessary Ministerial Approvals.

"I would particularly like you to pass on my thanks to Mr Martin Benson and Mr Robert Jones for their expertise and help on this project."

TO: Region 3.

FROM: D. Oliver, Penmaenmawr.

"Just a short note to say thank you for sorting out my account and letting me know the details so quickly.

"I know you must get a few irate customers on the phone now and again. I hope this shows how grateful I am."

The employee concerned was Maria O'Sullivan.

TO: Mid Cheshire District.

FROM: W. D. Burns, Burnham Building Co.

"We are pleased to inform you our Burnside site at Hale Barns, to which you are the suppliers of electricity, has just received one of the top prestigious awards 'the Pride in the Job' top 100 award.

"Would you please convey to members of your staff who are involved with this site in any way, our thanks for their help in receiving our award."

Those involved were: David Aitchison, Audrey Wilkin, Craig Sankey, Ken McDean and staff.

TO: Region 3.

FROM: J. Thomas & Sons, Denbigh.

"May I thank you for your patience in listening to my complaint, and the understanding you have shown."

The letter refers to Malcolm Hughes, Team Leader, Call Centre.

TO: Arthur Ellinson, Head of Regulation and Environmental Strategy.

FROM: Nigel Evans, The Cheshire Wildlife Trust.

"Please find enclosed photographs of work recently carried out by Manweb at our Swettenham Meadow Nature Reserve.

Thanks to our relationship with yourselves, stemming from input into the Manweb Environmental Report, all parties were able to ensure that the necessary work was carried out with due regard to the sensitivity of the site. This was indeed the case, with minimal machinery being used, and that which was used created little damage.

"Both the Trust's Conservation Manager and Reserve Officer attended the operation and were more than pleased by the co-operation offered by the Manweb engineers."

TO: Contracting, Wrexham.

FROM: Mrs E. B. Pendle, Thingwall.

"It is refreshing in this day and age of apathy in dealing with customer queries, to record an exception to the rule.

"On 19 September, 1994, I was continually shunted round Cheshire and North Wales Manweb offices, until reaching Ext. 2025 at Manweb Contracting, a lady named Rachel (Hearn) explained my sister-in-law's predicament, she apologised for the inconvenience caused and undertook to deal with the matter personally. She then rang back and a satisfactory conclusion was reached.

"I feel that this standard of service should be brought to your attention, with my thanks once again."

TO: Andy Jarvis, Account Control Manager, Region 3.

FROM: G. E. Scott, Broughton.

"I do thank you for the efficient and courteous manner in which you corrected my account.

"As you rightly deduced it was my faulty reading which had caused the problem.

"I am most grateful for your prompt attention."

TO: Waterloo Shop.

FROM: May Hendry, Gt. Crosby.

"I recently bought a Hotpoint twin tub machine from your showroom in South Rd, Waterloo, and would like to take this opportunity to say how very helpful and efficient your salesman 'Colin' was.

"I had been having difficulty trying to find a twin tub machine and he really did put himself out to help me. I thought I would write to tell you how pleasant it was to do business with him and to say thank you to 'Colin'."

TO: Trading Division Retail Administration.

FROM: Ms J. Lewis, Southport.

"All too often people complain about a service, but forget to praise when a service is good.

"I as a single parent, unemployed (at the moment), have on two occasions in the last 12 months, gone into the Lord Street shop,

Southport, with a need for help.

"Pat and John have both found a solution to a financial dilemma.

"I do pay by direct debit and have done so for four years.

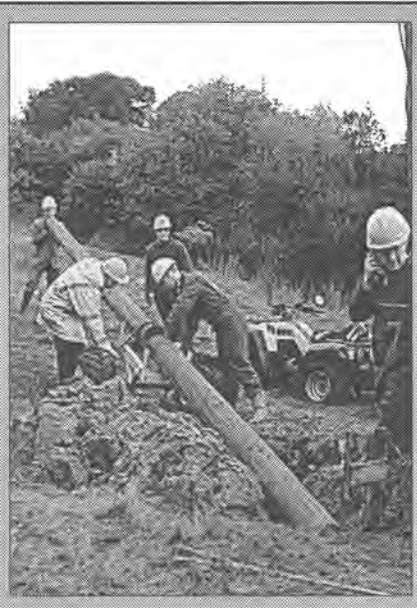
"In January the DSS changed my circumstances which meant my direct debit money for all my bills went to pot. Pat cancelled my direct debit, and returned it a month later, this sorted out my dilemma.

"John helped me last week. My eldest son was 18 yesterday, and I had no money to do anything for him. I am well in hand with payments, and asked could he do as Pat had in January. John arranged a refund of one month's payments rather than mess the direct debit up.

"I was ahead, and this will not cause any problem to Manweb.

"This saved my life and was all done with such care and understanding from a young man.

"The whole of the staff in the Lord Street shop are patient and caring, and very polite."



TO: North Wirral District.

FROM: Mrs Liptrot, Pensby.

"I wish to say thank you to the young man who read my meter at the above address this week. This is a pensioner's bungalow and when we know the meter reading is due, a few of us leave the key in the out-house where the meter is situated. After reading our meters the young man very kindly put the keys through our letter box. It was a very thoughtful gesture on his part, when there are so many break-ins these days. So a big thank you to him from us.

The young man was part-time meter reader Dave Whelan.

TO: Manweb Contracting Services.

FROM: Mrs E. Winskill, Corwen.

"Thank you for your letter regarding work at the above address. This was duly carried out and I want to put on record my thanks to the two men who were involved.

"It was a pleasure to have them in the house and as I am a 95-year-old widow you will understand how much that meant to me.

"They were kind, considerate, quick and clean and I was very thankful to them."

The electricians were W. G. Humphreys and E. O. Evans from Corwen Depot.

TO: Manweb Contracting Services.

FROM: C. Bowyer, Colwyn Bay.

"My new Creda Storage Heater was installed on Monday as arranged and it seems to be working efficiently. I have nothing but praise for the two young men who installed it. It was an added bonus that they are Welsh-speaking."

The two electricians were Terry Griffiths and Iola Griffiths from Bangor Depot.

TO: Manweb Contracting Services.

FROM: G. Parry, Caernarfon.

"David Tomkinson had phoned me to tell me he would be here Monday morning. He had worked for about an hour before the Postman came. 'What a wonderful worker.'

"He worked hard all day and had finished the wiring and fixed the radiators and the water timer etc.

"It was a pleasure having such a good and

tidy worker. 'Thank you for sending him.'"

TO: Aberystwyth District.

FROM: Molly Johnson, Aberystwyth.

"My husband and I were so impressed by the efficiency of your assistant, Carole Davies, that we feel that we must write to tell you so.

"We spent almost an hour with Mrs Davies, discussing a variety of appliances for our new extension. Throughout, she was knowledgeable, quick, and efficient."

TO: Regional Operation Manager.

FROM: L. Horton, Hopeside Hostel, Colwyn Bay.

"Too many people today voice complaint after complaint against all sorts of triviality when dealing with the public. Being a Hotelier I experience the same sort of complaint.

"Isn't it a pleasant change when someone actually praises somebody for doing their best when dealing with the public. That's what this letter wishes to convey. I called into your Colwyn Bay Branch to take advantage of an offer on a Satellite dish; the store was in turmoil with a refit taking place around office space.

"I was met by Miss Celia Roberts who was previously unknown to myself, she deserves the upmost praise in handling my particular requests. She could not be more helpful and pleasant and if your body hands out any form of good customer relations awards can you please place her on the list.

"She is a credit to Manweb and deserves to be recognised as such."

TO: Heswall Shop.

FROM: Mrs W. L. Williams, Heswall.

"I fully intended writing to complain after a frustrating saga of incompetence when having a shower fitted but I am writing to commend to you Miss Jan Wilkinson at the Heswall shop, who more than compensated with calm, efficient, and thorough handling of the situation, particularly dealing with an irate customer. I consider her to be a valuable member of your management team."

TO: Network Services Division.

FROM: Ian Laycock, Holmes Chapel.

"I wish to record my thanks and appreciation for the work carried out by one of your teams, led by Mr Darren Whiston.

"The work involved removing a number of tree branches which were touching overhead power lines.

"I found the service provided absolutely outstanding both in terms of response time and the courtesy and consideration of the men involved. They are a credit to your organisation."

Darren Conte was also involved.

TO: Network Services Division.

FROM: Michael Tighe, Knutsford.

"Thank you for your letters of the 25 August and the 6 September and for the cheque of £26 in respect of the broken barometer. I am very grateful for your help in this matter, thanking you once again."

The person concerned was Doris Pritchard.

TO: The Compass Catering Manager, Head Office.

FROM: Sarah Kelly, Neuromuscular Centre, Winsford

"Thank you and all your staff so much for all the splendid catering that helped make such a success of the Finale Party for the Manweb Celebrity Challenge.

"The youngsters at the Centre absolutely raved about how delicious the food was." It is just as well that the Centre staff and users do not work at Manweb, as we are all foodaholics and we would probably never move out of the restaurant, given the standard on offer last Friday. Thank you very much indeed for all your hard work, time, trouble and effort, and the superb and helpful service."

TO: North Mersey District.

FROM: Mrs S. Aylmer, Bootle.

"It was a pleasure last week answering the door early one morning to a very attractive and pleasant young lady meter reader!

"She looked very smart and even apologised for calling so early. Well done, Manweb, she certainly cheered one customer up!!"

The meter reader was Jackie Coultts.

TO: Central Fields Unit, Prenton Way.
FROM: K. J. Ewen, Managing Director, Redrow Homes.

"I know that there is still some work to finish at Ledsham Park, but I could not pass up the opportunity to write and say how pleased we are with your management of the works to remove the pylons and lay new underground cables.

"I know from conversations with David Hazlewood, our Site Manager, that your programming and supervision has made it easy for us to continue with our building operations."

TO: Gwynedd District.

FROM: C. J. Parker, Bron y Graig Stores, Festiniog.

"It gives me great pleasure to write this letter to congratulate the local Manweb depot, on its prompt action to investigate our electrical problems. I reported a fault to the Caernarfon depot and within 30 minutes the local Blaenau Festiniog depot personnel were here to remedy the fault.

"I can only say again how impressed I have been by your service and having the availability of a local depot for local calls and prompt attention."

TO: Gwynedd District.

FROM: J. J. McAllan, Gaerwen.

"We would like to tell you that we appreciate very much your action in providing us, in remarkably quick time, with a portable generator during the recent power failure in our part of Anglesey.

"This enabled the care of our son, who is severely disabled by motor neurone disease, to continue pretty much as usual. It also had the important effect of relieving his anxiety about the possible effect of a prolonged power failure and he was able to become relaxed.

"Please convey our thanks to those involved in organising and carrying out the matter."

TO: Chris Tigwell, Liverpool District.

FROM: C. J. Chan, Contracts Engineer, EPI-Ashdale Engineering Services.

"With reference to Everton FC Park End Stand New Sub Station may we take this opportunity to thank you and your project team in completing the new substation by the requested date.

"This has enabled the successful completion of the project."

TO: Debbie Bryce, Liverpool District.

FROM: Chris Brown, Alder Hey Children's Hospital.

"It was so nice to see you all again, and I hope that in future it will be under more pleasant circumstances!

"Please could you thank all the lads from both St. Aloysius CFC and Manweb football teams for organising and playing the game on behalf of K3 and raising the £120 towards our funds. I have already spent the money on three soft bodied dolls which we are going to use for teaching the children prior to their operations. They will be fitted with different tubes and will

give the children some idea of what to expect following their surgery.

"Thanks again for the tremendous effort, keep up the good work."

TO: Aberystwyth District.

FROM: John Mullock, Nantwich.

"Whilst on holiday at 24 Mynedd Isaf, Aberdovey, the electricity supply failed.

"From the moment I reported this to your office at Aberystwyth until the supply was restored later that day, I was treated in the most courteous and efficient manner by numerous Manweb employees dealing with this event.

"I am writing to express my appreciation of the way this matter was dealt with so speedily, special thanks are due to John Connor and Dai 'Sam' Evans for their dedication in restoring the supply. Please convey my thanks to all those concerned.

"My local Manweb Office will find it difficult to match your excellent standard of service."

The other Manweb personnel involved were: Tony Keeran, Gareth Williams, Will Jones, Andrew Turner, Mark Richards, Mike Griffiths, Eugene Jones-Baynam and Network Services Help Desk staff.

INSIDE INFO

TO: North Wirral District.

FROM: Peter Stenton, Field Support Manager, Revenue Protection.

"This is just a note to praise your lady on reception, I think her name is Karen. She always has a smile on her face and is friendly, polite and is a good ambassador for North Wirral Office, I can speak from experience as I travel around most of the district offices on a regular basis, and she must rate very highly in the job she does."

TO: Liverpool District.

FROM: V. E. Carr, Hillside Road, Liverpool.

"I would like you to know I was really delighted to have the metal clad unit changed, it has worried me for some time.

"The two engineers were very kind and so clever the way they fixed the little metal unit in, I always feel safe knowing that Manweb has checked things. I would also like you to thank the Installation Section Manager, on the telephone taking calls.

Those involved were Phil Rush and John Bertie.

TO: Dee Valley District.

FROM: Miss M. Hill, Little Sutton.

"I am writing to thank the Company's operatives who attended my property on Sunday, 9 October, to deal with an 'all off' situation.

"They effected the work in a courteous and speedy manner despite constant interruptions from my neighbours, who were off supply for only half an hour. Not only did they restore my supply as soon as possible, but left no mess.

"Please pass on my sincere thanks."
Those concerned were: Geoff Jones; Ian

Jones, Arthur Hughes, and Roger Wright.

TO: Region 1.

FROM: M. E. Wheeler, Blundellsands.

"Thank you for your letter concerning my mother's account.

"I am most grateful for your kind consideration of the exceptional circumstances outlined in my letter. I have now received the amended bill and am most grateful for your intervention."

The letter refers to Sally Thompson, Customer Liaison.

TO: Region 1.

FROM: Mrs. J. Emmess, Lymm.

"I telephoned your office today with a query on my account, and would like to say that I was delighted with the way in which your Miss Leslie Bell dealt with this query on the telephone. All too often the person dealing with the public takes comments personally and therefore becomes aggressive. You should value members of your staff who are able to deal with people in a calm and sensible way, and your Miss Bell did just that. She is worth her weight in gold to you as she is the public's first point of contact with your company, and, whatever the outcome of my query, she is certainly a very able employee."

TO: North Wirral District.

FROM: Mr. A. Cleary, Wallasey.

"When the electricity supply to our house failed completely at approx 1.30am I phoned the emergency number and was advised that the matter would be dealt with at 9am later that day. Just before 9am a tester arrived and confirmed that there was no supply coming in. He radioed for a repair team and shortly after they arrived. I am writing this note in appreciation of the courteous and efficient work done by the two man repair team. They advised me of the cause of the problem, and that they would soon restore power. The new paving was left clean and tidy. In effect they did a good job. I shall be obliged if you will please compliment them accordingly."

Staff involved were: Joiner Paul Whycherley and Mate Dave Doughty.

TO: Region 1.

FROM: Brian Riley, Southport.

"I have had cause to ring your Accounts Dept on two or three occasions and each time I spoke to a Ms Anita Williams who dealt with my query with efficiency and courtesy.

"I write to say how nice it has been in dealing with Ms Williams, who is a great advert for Manweb, I am sure you have received similar letters regarding Anita. But in case you have not I would like you to know what an excellent job she is doing for Manweb.

"I served a Government department for 44 years and I know how difficult the public are and how appreciative it is when letters of commendation are received. Perhaps you will be kind enough to tell Anita I have written to you."

TO: Manweb Contracting Servicers, Wrexham.

FROM: Gwyneth Evans, Colwyn Bay.

"Thank you for arranging to have storage heaters, off-peak circuits and E7 timer installed at my home on the date which I had specifically requested.

"The work was duly carried out today by two young men from the Caernarfon area, by name of Griffiths. I want you to know what super young men they are; they carried out the work most efficiently, with no time-wasting, and with the minimum disruption to my routine.

"In addition, they were so courteous and well mannered, and left everywhere clean and tidy when their job was completed. It was a pleasure to have them in my home."

The letter refers to Angela King who carries out work programming and lola and Terry Griffiths (not related) from Bangor Depot.

TO: Liverpool District.

FROM: Head of Estates, City of Liverpool Resources.

"Premises in Broadgreen Road, Old Swan, were badly damaged by explosion and fire and were rebuilt during 1993, since when they have been unoccupied.

"Recently the premises were required for use as an exhibition unit in connection with a proposed redevelopment scheme at Old Swan to be known as 'Project Orchid'.

"It was only discovered shortly before the premises were due to open that there was no mains electricity connected and Manweb were contacted to see if this work could be carried out in time.

"Following an initial visit by a Mr Alan Kerr a price was obtained and a Mr Paul Fitzgerald subsequently met me at the premises to see what was required.

"I am glad to say that after considerable trouble to Manweb the work was carried out and the premises opened on the due date with a supply of mains electricity.

"I should like to express my sincere thanks to all your staff who were involved in this matter, and especially to Mr Fitzgerald who was at all times most helpful and supportive, and would appreciate you kindly passing the thanks on to all concerned."

TO: Liverpool District.

FROM: M. S. Davies, Speke, Liverpool.

"I would like to thank you for the considerate way you carried out our heater replacement, especially Mr Steve Laurie who actually did the work. We found him to be quick, clean, efficient and friendly."

TO: Peter Gleave and Deborah Banks, Mid Cheshire District.

FROM: J. R. Munks, Headteacher, The Ruskin County High School, Crewe.

"On behalf of The Ruskin School I write to thank you for your attendance at our recent Careers' Convention.

"I trust that you feel the arrangements were satisfactory. The pupils from the school enjoyed the two sessions and benefited from them.

"I am grateful to you for your time and expertise."



Fred Mumford, right, with the Mayor of Grave, left, and Dutch and US colleagues.

Veteran takes on monumental task

A NOSTALGIC visit to Holland brought back wartime memories for former North Mersey District driver Sid Mumford.

Veteran Sid met up with a number of his old colleagues and veterans from France, Holland and USA when he was asked to unveil a monument to commemorate the success of 'Market Garden'. That was the code name for the allied offensive which resulted in the capture of the Maas Bridge at Grave.

As a Corporal in Charge of tank transportation, Sid had followed up the offensive when the bridge was captured.

The monument, in stainless steel and incorporating the famous Churchillian 'V' salute, bore the following legend:-

● On 17 September 1994, during the

Second World War, the Maas Bridge at Grave was captured by the 'E' Company of the 2nd Battalion, 82nd US Airborne Division.

● On 19 September 1944, the first tanks of the XXXth British Army Corps roll across this bridge.

● On 21 September 1944, the defence of the southern approach to the Maas Bridge was taken over by the Royal Brigade 'Prinses Irene'.

● This liberation sign has been placed in honour of those who fought for our freedom and gave their lives for our sake. They will live in our memory for ever.

While in Holland, Sid was also asked to mark the start of the evening's celebrations by firing a shot from a Napoleonic cannon.



IT'S BATMAN AGAIN

HOWZAT! Central Field Unit Engineer Geoff Lloyd was completely bowled over when he won a cricket bat signed by the England and New Zealand 1994 Test Sides.

He is pictured (front right) receiving his prize from Alan Fox, of Domestic Marketing, who organised the charity competition in Contact for staff, retired employees and families. Also pictured are Central Field Unit Manager Dennis Davies (centre) and colleagues at the Prenton-based CFU.

Alan raised £63 for two charities – the Roy Castle Cause for Hope Appeal and ChildLine North West, which provides a telephone counselling service for children. This amount was doubled by Manweb's Charity Chest scheme, which matches £ for £ up to a maximum £150 money raised by individual employees.

JOINTERS FITTER THAN FITTERS

Grid team now champs



The finalists – the Fitters (dark shirts) and the Jointers, with referee Tommy King.

FOOTBALL mad Liverpool District ran a five-a-side competition at Smith Street Sports Centre, organised by football legends Ronnie Cleary and Tommy King and friends.

Eight teams contested in two separate leagues with the top two teams playing in the final.

BY
HARRY ROBERTSON

Teams from Jointers, Fitters, Energy Marketing, Foremen Meter Readers and Clerical Staff turned out and performed creditably.

The final, contested between the Fitters and the Jointers 'A' team, began as a tight end to end game but the superior fitness of the youthful Jointing team eventually overcame the gallant Fitters, some of whom said they have never seen a Saturday morning before.

A group of Manweb ladies also turned out in a special challenge match against the local Phoenix pub ladies team and finished a creditable second.

All competitors and supporters retired to the Phoenix where a buffet and presentation was held and a few lemonades were sipped.

THE River Huntspill in Somerset was the venue for this year's Electricity Supply Industry National Fishing Championship.

Twelve teams took part, with National Grid Company North East Region netting the first place.

The Manweb team came ninth, with top scorer, Seamus Cronin, from Crewe, winning his section of the match with a catch that included a specimen bream of six pounds.

Hosted

Next year's contest will be hosted by NGC North East Region on the Stainforth and Keadby Canal near Doncaster, and will probably suit Manweb's team better than the Huntspill.

The size of teams taking part has been reduced from 15 to 12 members.

Anyone wishing to take part should contact John Tyreman on Head Office 3244 as soon as possible.

Successful year

MEMBERSHIP of the Aberystwyth Retired Staff Association has increased two-fold during the last year, reports Secretary Roy Evans.

Some new ventures have been undertaken, including an evening trip, a trip to Shrewsbury Flower Show, a mystery trip, and a visit to a 100-year-old working woollen mill.

Highlight of the year was a weekend in Blackpool taking in the famous illuminations. Following this enjoyable success it is proposed to do the same next year.

The Association has challenged the local RAFA Club to a Games Night to take place on Friday, 16 December, when the ladies will provide light refreshments.

The year will draw to a close with a visit to Head Office, then to Chester for Christmas shopping, a talk at Lluest on home security by Sgt Morgan, and the Association Dinner on Friday, 10 February 1995.

To conclude the year the Annual General Meeting will be held at Plas Dolguog, Machynleth, on Wednesday, 22 March 1995.



Competition organiser Ron Cleary, left, presents the trophy to winning captain Ken King, with fellow organiser and referee Tommy King looking on.

MANAGERS SEE YOUNGSTERS SET SAIL



MANWEB splashed out to give pupils from two special schools a day's sailing aboard the 'Greater Manchester Challenge'.

The youngsters, four from Chesnut Lodge School, Widnes, and five from Loushers Lane School, Warrington, helped crew the vessel during two separate voyages out of Liverpool Docks.

Manweb sponsored the trips through the 'Malcolm Richards Bursary Fund', which pays for underprivileged and handicapped youngsters throughout Warrington, Widnes and Runcorn to sail on 'Ocean Youth Club' vessels.

In the picture, left, Mid Mersey Customer Service Manager Mike Townson (2nd from right) wishes youngsters from Loushers Lane School 'bon voyage', while in the picture, right, Liverpool Customer Service Manager John Boyer (4th from left) joins the Chesnut Lodge pupils at the Docks.



SURPRISE, SURPRISE



HELEN BARKER surprised a great many people including her friends, Manweb colleagues and even her parents when she announced her marriage.

For Helen, now Mrs Anderson, Market Development Analyst in Energy Trading, was married on Friday, 5 August. The following Sunday, she and husband Roy, invited her parents for a meal. Her father wasn't keen to go so Helen had to tell him the reason for the invitation - we are now married and about to go on honeymoon to Belgium.

Helen later surprised her colleagues at work by returning from Belgium sporting her wedding ring and inviting them to share a special 'Magic Roundabout' cake and buffet.

She is pictured, (centre, right), with Jo Davies and the rest of her colleagues, (l to r), Kerry Scotney, Claire Campbell, Paula Clipperton, Sharon Rodriguez, Angela Skinn, Lesley Edge, Mark O'Brien and Martin Stanley.

Swinging to success

MANWEB Golf Society held its Captains Day on 7 September at Oswestry Golf Club.

The day, on which 50 golfers took part, was hosted by society captain, Keith Spencer.

The weather was good despite early afternoon showers. The recent rain had left the course in excellent condition, probably the best playing conditions the society has enjoyed for some years.

This was reflected in the number of excellent scores returned.

Presented

Prizes were presented at the evening dinner by the Captain.

Oswestry results were as follows:-

AM - Greensome Medal - 1st Paul Seymour & Robert Wilkinson, 37 - 7.0 = 30.0 (HO and Mid Cheshire); 2nd Geoff Purslow & Keith Sowden, 42 - 10.8 = 31.2 (Oswestry & Retired).

PM - Captains Prize - 1st Robert Wilkinson (Mid Cheshire), 42pts 19hcp; 2nd Alan James (CFU Prenton), 39pts 8hcp; 3rd Ian Rodger (Oswestry), 38pts 11hcp.

Longest drive on 10th - Les Butterworth (Mid Cheshire).

Nearest the Pin on 17th - Jimmy Nolan (HO).

Scratch to 12 - Steve Roberts, 37pts 6hcp (New Crane Street).

13 to 20 - Mark Pearson, 37pts 15hcp.

21 to 28 - Dave Read,

33pts 26hcp.

Captains Guest Prize - Kevin Spencer, 35pts 10hcp.

Order of Merit for President's Shield - 1 event to go: Steve MacKenzie, 31pts; Howell Watson, 22pts; Stewart Carr, 20pts.

The secretary announced that the additional venue for a post-season meeting would be Ingol GC in mid-October. Last year's was an excellent meeting. This time members are strongly encouraged to attend. Please contact the secretary if you have not received details.

Mark Pearson HO 3206, Office: Pearsn.

Ian Stockdale, HO 3076, Office: Stockid.

Bangor Golf Club was the venue for Gwynedd District Annual Trydan Cup Competition.

The course was in good condition and the weather perfect, which resulted in some very good scores.

Valiant

In the competition, held under Stapleford rules, the holder of the cup, Dafydd Roberts, made a valiant attempt to hold onto the trophy, but failed by just one point to the eventual winner, Dafydd Jones.

The two categories were as follows:-

18-24 Handicap - 1. Dafydd Jones, 39pts; 2.

Len Hicks, 38pts; 3. Kevin Williams, 28pts.

18 Handicap and under - 1. Dafydd Roberts, 39pts; 2. Dennis Vaughan, 38pts; 3. Len Roberts, 35pts.

Special prizewinner - Emyr Hughes.

Ball Sweep - Dennis Vaughan.

Trydan Cup - Dafydd Jones.

CONTACT

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

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. 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. 2202
North Wirral:	Janet Ford	ext. 2360
Mid-Cheshire:	Diana Wood	ext. 2117
Clwyd:	Min Williams	ext. 2187
Gwynedd:	Hefyn Thomas	ext. 2250
Oswestry:	Sandra Goode	ext. 2206
Aberystwyth:	Gloria Griffith	ext. 2261
Region 2:	Liz Newman	ext. 85504

FREE ADS

FOR SALE

Kenwood Chef Mixer. Model A701A. Makes up to 6lb of cake mix. Complete with beater and whisk, also liquidiser and potato peeler. Includes instruction and recipe book. Hardly used; £75. Contact Mr E. Johnson, 50 Chester Rd, Helsby. Tel: 0928 72 3373.

Racing Bike Dawes - hand-built, 16-gear man's bike, as new. Ridden only six times, unwanted gift. Cost £250, will accept £100 ono. Tel: 0942 43840 (evenings) or int ext. 700 2090 (daytime).

Disco Equipment - One Citronic disco deck, one McGregor 200 watt amp, 2x100 watt Fane speakers, all in good condition, bargain at £650. Tel. 051-924 4094.

Potterton 40/60 BTU, floor standing, open flue boiler, 42/17 cylinder, indirect - lagged, Randall 102 control Commodore pump; £210. Contact 0244 (Buckley) 548517.

Triumph Dolomite for spares or collector, part-ex considered for clean Mondeo. Ask for Kate on 051-530 2215.

VEHICLES

Vauxhall Frontera 2.4i Estate, diamond black met, 1993, K reg, 15,000 miles, alloys, side-steps, bull bars, spots, tow bracket. Immaculate; £13,950. Tel: 051-339 1689.

ACCOMMODATION

A two bedroomed flat situated in Acresgate Court, a prime residential area in Liverpool 25. The flat is fully carpeted, includes all curtains and it has gas central

heating. The living accommodation comprises of a fully fitted kitchen, 2 bedrooms, a lounge/dining room and a fully equipped bathroom. All local amenities are close to hand and the flat has easy access to major motorways and public transport. Price: £39,950. No chain involved. For further details please contact: Tricia Coulthard, Tel: 0744 752795.

PERSONAL

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

Furniture Loose Covers, hand-made to measure, tailored for 3 piece suites. 180 easycare, labour saving, washable, drip/spin dry, non-iron fabrics. Fitted on delivery (limited area). Cheshire, Wirral, Merseyside, South Manchester. 17 per cent discount for Manweb staff and retired personnel, (Quote MWB). Brochure write: Furnishing Options, PO Box 0925 240027 inc evenings/weekends.

Quality Wedding and Portrait Photography at highly competitive prices. Why pay more for the photos you want? For full details or estimates contact Ken Smyth (Work: 0244 652449) or (Home: 0244 544771).

HOLIDAYS

Borderlands of Cumbria and Scotland. Cosy cottage retreat on Kirklington smallholding, sleeps 4. Fully inclusive, open all year. Short breaks. Excellent touring base - Northumberland, Hadrian's Wall, Lakes. No pets. Brochure Tel: 0228 75650.

Llandudno - Branstone Hotel. Licenced, satellite TV, close to shops, pier and prom. B&B from £14.50 per person. Special breaks available, eg 3 nights

from £59 per person half board. Christmas by the sea £129 per person inclusive of all meals, entertainment and coach trip. To make your reservation telephone Jan or Geoff Cole on 0492 876448 and don't forget to mention Contact.

Sattillo Alto, Costa Del Sol. Studio apartments to let from £50 per week. The studio apartments are fully equipped, en-suite bathroom and shower, and the balconies overlook the extensive private gardens with two large pools, kiddies pool - pool bar - football table, pool table, tennis court and sunbeds. Also a lounge bar with entertainment most nights. For further details phone Brian Thomas - Home: 0492 580604, Office: 0745 822333 or internal Clwyd 2018.

North Wales, Colwyn Bay. Swiss style chalet, sleeps up to five. Electric heating and cooking, bathroom, toilet, fridge, colour tv. Situated in tree-lined dell near Eirias Park. Weekly, weekends or mid-week breaks. Pets welcome. Telephone: 051-678 9854.

WANTED

Wanted. Small motorbike (50cc to 150cc). Willing to pay around £150-£200. Contact Geoff Williams, Civil Section, Prenton, on 2389

Tricycle - to suit 6-7 year old unable to use a two-wheeler for medical reasons. Tel. 051-526 9892.

Any old picture postcards, early to 1960 - trains, boats, planes, trams, buses, markets etc. Cats, dogs, horses or Liverpool outer city (Waterloo, Crosby, Seaforth). If you want to swap any above for IOM, Llandudno, Wales, Blackpool, Scotland, Ireland, Dundee, Southport. Real photo postcard - Ceylon, China, Singapore, Malaysia. Set of 12 or 24 Suez Canal, Egypt. Contact Tom Heath on 051-931 2033.

Potterton 40/60 BTU, floor standing, open flue boiler, 42/17 cylinder, indirect - lagged, Randall 102 control Commodore pump; £210. Contact 0244 (Buckley) 548517.

Triumph Dolomite for spares or collector, part-ex considered for clean Mondeo. Ask for Kate on 051-530 2215.

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

(BLOCK CAPITALS, PLEASE)

.....

 Name

Work place (or retired)

Tel:

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



GARAGE LADS EARN SUE'S PRAISE

THE first girl to undertake manual work experience at Gwynedd District has sent a letter of appreciation to District staff for the time and assistance they gave her throughout the week.

Sue Ellen Parry of Penygroes, who took on garage work at Gwynedd, said: "Thank you to Meic, Glyn, Chris and Dennis (the garage lads)."

Sue added how much she had enjoyed herself

and gave special thanks to the ladies of the canteen for their assistance and for providing such tasty meals.

Sue's ambition is to join HM Forces as a trainee engineer. She is at present in the Army Cadet Corps.

She is pictured here with, (l to r), Glyn Moss, Mechanic, David Grady, Customer Service Manager, and Meic Owen, Mechanic.

Winning ways swell funds

A MANWEB sponsored team has won its class in the Merseyside Police Raft Race for the fifth year in succession.

The team of Scout leaders from the Picton district of Liverpool competed in the event which attracted 80 rafts in the race from Speke to New Brighton along the River Mersey.

One of the crew, Brendan O'Meara, Runcorn Shop Manager, who helps to organise the team's involvement said: "This year we raised £1,500 for Abbots Lea Special School for Autistic Children and I should like to thank Manweb staff for their support and contributions."

Since the start of the annual event over £10,000 has been raised for local children's charities.



Brendan O'Meara, fourth from left, back row, with his raft race colleagues.

TODDLERS WANTED

MANWEB is supporting Cheshire toddlers who are being invited to put their best feet forward in the Great Round Table Toddle on Sunday, 30 October in Helsby, to help Children In Need.

The youngsters - together with their mums and dads - will be completing a half-mile fun walk in the grounds of Helsby High School as part of a national series of toddles organised by Round Table to help the BBC appeal.

Frodsham and District Round Table has set up the Helsby High School Toddle, which starts at 11.02. At least 74 other toddles are taking place cross the country and Radio Two's Ken



THE GREAT ROUND TABLE TODDLE

A Registered Charity ©BBC 1996

Bruce will be giving them all a live, on-air countdown on his show.

Network Planning and Operations Manager Alan Laird, a member of Frodsham and District Round Table, said: "We've already had a great deal of interest in the toddle, and special toddle packs containing registration and

sponsor forms are being produced by the BBC in the next few weeks. We hope to raise several thousand pounds for a very good cause. To obtain a 'toddle pack' send your details to Office ID 'TODDLE', or leave your details on the answerphone on 700 2024 (internal) or 0244 652024 (external) (24 hours).

SUBSTATION BECOMES A DREAM HOUSE

GAYTON Lodge is a name you may not recall - but the place is familiar.

It's the new title for a former Manweb substation in Barnston Road, Gayton, Wirral, now nearing completion as a new home for John Robinson.



Gayton Lodge - beginning to lose that sub station look.

Advertised

John, proprietor of Dimensions, a reprographic company in Liverpool, bought the substation from Manweb after seeing it advertised two years ago.

It's a dream come true for John who used to pass the area with its beautiful attractive houses, on his way to work and used to think to himself: "If ever I do well, I'd love to live here."

So, when the substation came up for sale, John, whose business was booming, saw its potential and made a successful offer.

Completed

He's hoping the new-look, unique residence, will be completed by Christmas.

Already he's added a large extension and matched the facing brick and roof tiles, losing the substation look and turning it into a

most delightful des res. Gayton Lodge will complement the existing residences, Gayton Court and Coral Gables, already well established in Barnston Road.

It will have an illuminated drive for entrance and exit. The old Water Board pumping station which John bought, along with the substation, has been converted into a garage.

It is only a stone's

throw from the picturesque, half-timbered Devon Doorway restaurant and Clegg Arms public house.

The conversion of old buildings is not new to John. His business premises were once one of Liverpool's oldest pubs - The Seven Steps - formerly the Brunswick Hotel, opposite Brunswick Dock, now known as Dimensions House.



A thick layer of concrete had to be breached to provide a new stairwell.

GREAT NIGHT OUT FOR IDRIS

Winner of the 'Bright and Breezy' word-search competition is Idris Humphries of Aberystwith District.

Idris' prize is a super nights' stay for two at the The Village, Blackpool's newest attraction.

Dear Sir,
May I on behalf of Abbots Lea school and the Picton Scouts Leaders thank you for sponsoring us in the 1994 Raft Race.

The race was due to take place on Saturday, 18 June, but due to bad weather it was cancelled.

It finally took place on 2 July, which turned out to be a good day, but rather tiring for those who were taking part.

D. I. Bisson,
Raft Organiser/Team member.