

## Messing about on the river

Staff from Cheshire region donned wellington boots and gardening gloves to take part in a conservation day near the River Weaver in Winsford.

The group of volunteers - Jane Hall, Sharon Broadbent, Marylyn Walton, Pam Dorcey, Doris Pritchard and Martin Washington, who are all based at Prenton, along with Paul Mason and Steve Sweeney, from Warrington, and a Crewe contingent, Huw Thomas, Peter Jones and Darren Conde - took up the Mersey Basin Business Foundation's challenge to help smarten up an overgrown area close to the river.

They worked alongside staff from other companies in the region, including Shell UK, ICI and Pilkington, to carry out a range of environmental improvements.

Cheshire region's Community Relations Officer Jane Hall said:



Cheshire region staff who took part in the conservation day near the River Weaver in Winsford.

"We all had an absolutely brilliant time, and it was one of the best team-building events I've ever been involved in. Some of the staff had never met each other before, let alone worked together, and it was amazing how well they all got on.

"There was no problem with allocating the work, as everything seemed to just slot into place. The staff from Crewe took on the tree cutting, while the two lads from Warrington, who are both hill walkers, were in their element climbing up and down the hillside to clear the wood that had been chopped up."

## New customer service centre for Holyhead

Manweb has opened a new customer service centre in Holyhead.

The new centre, in Market Street, replaces one further along the road, which closed its doors for the last time on 18 October.

Head of Customer Service Martyn Jones said: "By moving to the new premises we are improving the facilities we offer to our customers.

"It is in the hub of the town and provides customers with easy access, not only to pay their accounts but also to discuss with our customer service team any aspect of our business.

"Holyhead is an important town and this investment is continuing evidence of Manweb's commitment to delivery of high quality customer service to north Wales."

Pictured at the opening of the new



Centre are Supervisor Gareth Prytherch, Customer Service Centre representatives Ann Desmond and Tina Jones, young customer Angharad Griffith, and High Street Customer Service Centre Manager Liz Foulkes.



## Health role for Sue

Sue Linton (above) has joined the Occupational Health team based at Rhostyllen, as Health Promotion Co-ordinator.

Her role is to develop health awareness within Manweb, and at the same time she will be responsible for the day-to-day management of the company's fitness centres.

Sue, who was previously based at Manweb House, will also continue for the time being to be the Manweb Sports and Social Club co-ordinator.

# CONTACT

NEWSLETTER FOR MANWEB PEOPLE

OCTOBER 1997

Earn a bonus by signing up friends and family

## IT'S A GAS!

Switch to Manweb for gas and earn yourself a £10 bonus!

That's the tempting offer being made to Manweb staff and retired employees as the company launches into the gas market.

And they can earn even more by

by Jackie Unsworth

recommending Manweb to their friends and family. For each person who switches to Manweb, whoever nominated them will receive a further £10 reward. What's more, each time a member of

staff or retired employee 'signs up' 10 new gas customers, he or she will get a £50 bonus, with prizes at stake for the person who is most successful.

Details of the 'Friends and Family' scheme will be mailed out to current and retired employees during November.

The incentive pack will contain a freepost card enabling those who wish to participate to request an application form and 'cheque' book to be used to nominate new customers.

Consumer Marketing Director David Clarke said: "This is a chance for staff and former colleagues to help support their company and earn some cash at the same time.

"There's no limit to the number of friends that people can recommend, so they can earn themselves some big bonuses."

### Salespeople

Meanwhile, a team of Manweb Gas salespeople are now out and about, knocking on doors initially in Merseyside, and on their very first day signed up 456 gas customers. The sales team will later move into Cheshire and eventually into areas of Wales where gas is available.

The target is to gain 30,000 customers by the end of March 1998.

David Clarke said: "We had an excellent response from customers when we wrote to them asking if they would like to receive information about other ScottishPower services. We had 280,000 replies from householders and more than 8,000 business replies, and we are now contacting them by post with the details."

Meanwhile people living in the Granada TV area will see more of Manweb over the coming weeks as the company's gas advertising campaign gets up.



## TV ad campaign wins top award

Manweb has won a top award for its 'password girl' television advert.

It took the prize for best TV commercial of 30 seconds or longer in the Scottish Advertising Awards 1997.

Edinburgh-based The Leith Agency, which created Manweb's 'meter man' advertising campaign, collected the

award at a ceremony at Glasgow's Post House Hotel. Pictured with the award are Manweb's Chief Executive Charles Berry, Consumer Marketing Director David Clarke (centre) and Sally Stanley, ScottishPower's Gas Marketing Manager.

# NEW FACES AT MANWEB

A couple of new faces at Manweb are graduate trainees **Mat Hancock** and **Lyndsay Cochrane**.

Both currently based at Manweb House, the two new recruits will spend time in various department learning about the business.

Mat, 21, who is about to join Multi Utility after a stint in the Corporate Communications Department, described his first week as "hectic".

"It's been a great starting point and has given me a good opening view of the company," said Mat, who has already been involved in staging a sixth form engineering conference and preparing slides for presentations.

A graduate in Business Studies from Sheffield University, Mat was born in Chichester and is now living in 'digs' in Chester.

He's not sure which career path he will take, although he has an interest in marketing and is currently studying for a post-graduate diploma in the subject.

Meanwhile, Lyndsay, 22, a trainee accountant, spent just one day in the Finance Department before disappearing off to Liverpool John Moores University to start a CIMA management accounting day-release course.



Graduate recruits **Mat Hancock** and **Lyndsay Cochrane**.

She said: "My full time job hasn't been too much of a culture shock, as I still have student status one day a week!

"I'm not sure if I'll still think that's a good thing when the exams come around."

Lyndsay graduated from Birmingham University in July with a Mathematics degree and has moved back home to the Wirral.

She expects to stay in the Finance Department until after the exams in May, and will then spend time in other departments.

## Safety drive helps hospice

Safe working by Metering Business staff has paid dividends for **St Helens and Knowsley Hospice**.

John Boyer, Metering Operations Manager, is pictured presenting a television, video and microwave oven to Julie Gorry, Director of Hospice Services, as part of ScottishPower's safety campaign.

John said: "Under the scheme, local charities are rewarded if we improve our safety performance. Over the first eight months of the year we reduced the number of reportable accidents from 12 to just one and it is extremely pleasing to see a local charity benefit from the hard work put in by our staff.

"Teamwork has played a major role in this improvement and the continued efforts of everyone involved is commendable."

\* To ensure Metering's Work Management System is ready for the year 2000 and future multi-utility work, John Boyer has been appointed to project manage the assessment, development and roll-out of the system in both



ScottishPower and Manweb.

As a result, **Jim McCurdie**, Meter Operations Engineer, has been seconded to the position of Metering Operations Manager in Manweb's region for a nine month period from mid-November.

## More good news for customers

Small business customers will save an average of £51 a year - 4.6 per cent - on their electricity bills under new Manweb prices which came into effect on 1 November.

And the company is also pledging a reduction in prices for domestic customers, to be introduced in the New Year, through a rebate against the 1997-98 prices.

Manweb has reduced bills for domestic customers by £21 and for small business customers by £285 since the company became part of the ScottishPower group.

Chief Executive Charles Berry said: "This is excellent news for business customers, not just in terms of lower prices, as they also have access to a wider range of services now that Manweb is part of the ScottishPower group.

"We are committed to combining real savings for our customers with continuing improvements in customer service. This commitment will continue into the New Year and beyond, as the energy markets open up to competition."

Merseyside and North Wales Electricity Consumers' Committee, has welcomed the price cut. Its Chairman, **David Owen**, said: "This is good news for the small business customer."

## Foundations laid for competition

Manweb has laid the foundations for full competition in the energy market - but there's no room for complacency.

That was the message from Chief Executive Charles Berry, as the ScottishPower group reported strong half-year financial results. "The results display further improvements in the key areas of efficiency, low costs and good service," he said.

Group profits are £240.3 million on a turnover of £1.37 billion, with an interim dividend for shareholders of 6.8p. The figures include a solid six-month performance from Manweb with operating profits of £50 million, and demonstrate a continued commitment

to reducing prices and improving service for customers.

Charles Berry said: "I am delighted to be able to announce these strong results, especially as they follow our news that prices for our 90,000 small business customers have been cut. This is the fourth successive cut in prices, in real terms, by Manweb since acquisition by ScottishPower.

"These price cuts, and our strong financial results, have been achieved thanks to savings in the company which have resulted in benefits for our customers under our pledge to give outstanding value for money and excellent service. We are ahead of target for savings this year and

cumulatively £5 million ahead of those identified after the take-over in 1995."

He added: "We are proud of our record for excellent customer service, as we have retained the Charter Mark and recently won the internationally recognised quality accreditation ISO 9002. "We intend to build upon that as the energy markets open up to competition, to retain our customers and to win new ones."

Manweb aims to remain the main electricity supplier in the north west and north Wales when competition begins on 1 April 1998. Manweb is also aiming to win gas customers when the market opens up in the north west in February 1998.



## A POWERFUL PARTNERSHIP

The ceremonial cutting down of a wooden pole marked the completion of a year-long project to improve the landscape around a picturesque north Wales village.

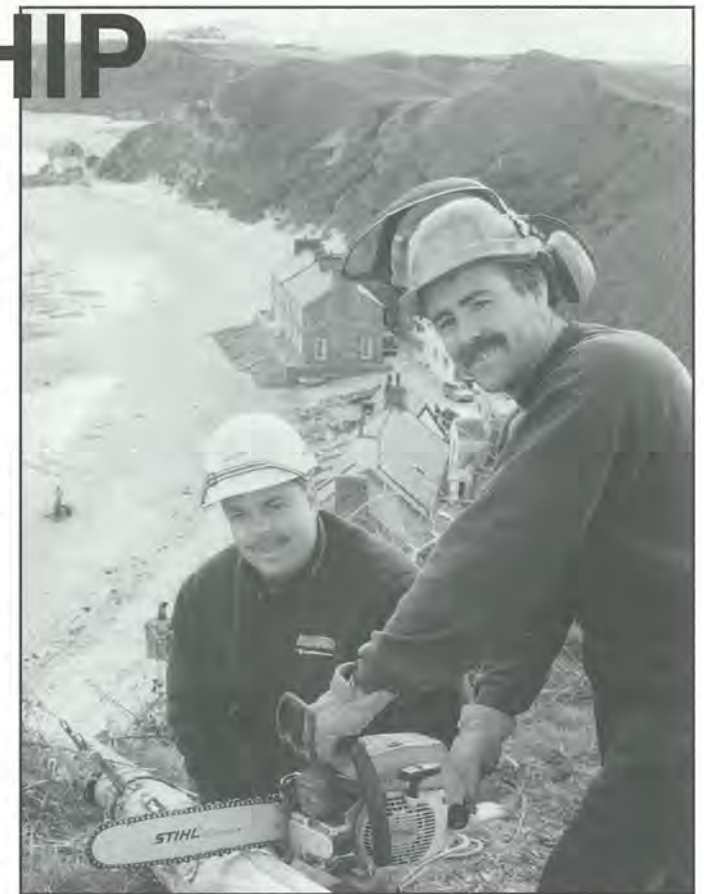
Porth Dinllaen and the surrounding coastline was acquired by the National Trust in 1994 to protect it against increasing holiday and development pressures, but a tangled web of overhead electricity lines, wooden poles and television aerials spoil the natural beauty of the area.

With sponsorship from Manweb and assistance from British Telecom, a major programme of work was undertaken by the Trust to place all the electricity and telephone systems underground.

And on 13 October, villagers, National Trust members and representatives from Manweb and BT gathered on the beach at Porth Dinllaen to watch as the final pole was removed from the side of the headland.

Peter Broomhead, National Trust's Director for Wales, said: "We are extremely pleased to have been able to work in partnership with Manweb on this jointly funded scheme, which has radically improved the landscape of Porth Dinllaen. We are extremely grateful for the help and hope that the fruitful partnership will continue, enabling the National Trust to improve the landscape elsewhere in Wales."

Manweb's Chief Executive Charles Berry said: "Porth Dinllaen is one of the most beautiful villages in Wales and we are delighted to be able to help improve its surroundings by working in partnership with National Trust and putting underground our electricity cables. Manweb is committed through schemes such as this to help enhance the environment in Wales."



Manweb linesmen **Arwel Thomas** and **Med Jones** remove the last wooden pole from the hillside at Porth Dinllaen.

# action for 1998

## Your questions answered

**Q** If I change my electricity supplier, who will read my meter and how often?  
 Until the year 2000 your present meter reader will read your meter. After the year 2000 the Metering Business opens up for full competition, allowing more companies to enter the market. How often will depend on the agreement in place with your supplier. Manweb reads your meter once a year or more often if you make a special request, like when you are moving house.

**Q** Will I have to get a new meter?  
 No. Your existing meter will remain, even if you change supplier. However, if you change your method of payment to or from a prepayment meter card or change tariff, you may require a new meter.

**Q** Will I have to get new cables into my home if I change to another supplier?  
 No. Your supplier will be charged by the local electricity company for using their cables. This charge will be incorporated into your bill, but this is not an additional charge. You have been paying this as part of your bill to date anyway.

**Q** If I don't change supplier and stay with Manweb, do I have to do anything, for instance, sign a contract or form?  
 No. You won't have to do anything and we will continue to offer competitive terms and excellent customer service.



Above: Preparing for a night under canvas, while, pictured below, members of the group during a four-mile trek.



# LIVING LIFE TO THE FULL

The motto on their tee shirts summed things up for five Manweb employees who recently joined a group of adults with learning difficulties for an action-packed week of outward bound activities.

It read: 'Live life to the full - it's not a rehearsal'.

When they volunteered to take part in the programme organised by ScottishPower Learning, the Manweb team - Co-ordinator Pat Lewis; graduate trainee Lisa Sidoli, from Human Resources; Wendy Ellison, from Corporate Communications (all Manweb House), plus, from Customer Service at Rhostyllen, ScottishPower Learning trainees Emma Roberts and Karen Chidlow - weren't quite sure what to expect.

They soon established a bond with the special needs adults in their care, as they embarked on a gruelling programme of activities in Aberdovey, Wales.

"Whether we are able-bodied

or have special needs, we all have our limitations," said Wendy Ellison.

"Working as a team, we all helped and encouraged each other to achieve things we never believed we could do.

"At the end of the week I felt more confident and I really felt I had achieved a great deal."

The group conquered many challenges, including canoeing, abseiling, pot-holing and tree-climbing.

Pat Lewis said: "The aim of the programme was to provide meaningful, challenging and enjoyable personal development opportunities both for the staff taking part and those with special needs.

"It was all about teamwork, communication, confidence building and problem solving, and everyone who took part got something different out of the programme."

This ranged from overcoming claustrophobia or a dread of heights.

Spurred on by others,



Wendy Ellison, from Corporate Communications, surfaces after her pot-holing experience.

members of the group were able to set aside their fears, and tackle activities such as crawling through a network of tiny tunnels in pitch blackness, and climbing poles 25 feet high.

"For those with learning disabilities, being part of a team, all working together as equals, was a great experience," said Pat.

So successful was the programme that a second one is planned for March 1998. Anyone interested in participating should contact Pat Lewis on 700 2095.

**"It's not very often our clients get the opportunity to participate in this kind of activity with able-bodied people. Being accepted as equals has been a great morale booster"**  
 - Cheshire County Council Social Services



A 1998 Open Day held at Warrington office on 4 November attracted more than 170 staff. The Open Day, which took the form of presentations and demonstrations of the different projects, was organised to raise awareness of the progress of 1998 system development and provide an opportunity to ask questions. A similar event had previously been held in Scotland. Other visitors included representatives from Offer and the Merseyside and North Wales Consumers' Committee. Consumers' Committee Chairman David Owen is pictured (right) with some of the other visitors at one of the 1998 system demonstrations.

## Andy at the hub

At the hub of Manweb's gas operation is Warrington Office, where a customer call centre is being set up.

Andy Jarvis has been appointed Gas Customer Service Manager, reporting to Head of Customer Service Martyn Jones.

Andy will also retain responsibility for the electricity call centre operation.

Simon Verdon, who has been involved extensively in the gas operation in Scotland, will become Gas Operations Manager, reporting to Andy Jarvis.



Above (centre) Lisa Sidoli with team members during the canoeing exercise, while, in the picture left, Co-ordinator Pat Lewis overcomes her fear of heights.



Members of the team relax in their log cabin after an exhausting day, and, below, wearing the tee-shirts they designed themselves. Outward Bound Instructor Pauline McGuinness was presented with a bouquet by the group.



# NEW SYSTEM FOR STORES



An all-new system has gone live in Manweb's three Power Systems regions.

WAMS-Inventory Control is the first system in the Asset Management 2000 programme to be introduced into Manweb's area and forms part of the larger Work and Asset Management System (WAMS) initiative now live across all four Scottish regions.

The system will initially be used for the purchase and control of store items but, when the rest of WAMS is introduced late next year, it will become part of an integrated suite of systems aimed at making better use of assets such as stock, plant and the electrical network.

The project team behind the introduction of WAMS-Inventory Control has trained more than 100 staff from all of Manweb's Power Systems regions, making use of the dedicated computer training facilities located at Hoylake.

"WAMS-IC is being introduced as a stand-alone system," said Project Manager Martin Cawson. "Next year, more facilities will be introduced, linking it to the work management part of WAMS, which will replace DOJM. Then the system will really come into its own."

A group of users get to grips with the new WAMS system at Warrington.

## Getting a buzz out of work!

How do you stop a substation from buzzing? Easy....remove the bees!

That was the dilemma faced by Crewe Construction Manager Huw Thomas, when he visited a substation at Over Peover, near Knutsford.

He found that the buzzing noise wasn't coming from the usual source, but from a nearby 10ft high cable drum.

Closer inspection revealed that the culprits were bees, who had turned the cable drum into a giant beehive.

"There were literally thousands of them," said Huw, who had to call in a couple of local beekeepers to remove the swarm rather than destroy them.

Their first attempt to remove the bees failed. "We eventually had to seal the hole in the cable drum and let the beekeepers take the drum away," said Huw.

The drum was moved by Manweb to Elworth, near Sandbach. However, the beekeepers had to wait a week or so for the swarm to calm down enough to be transferred to another hive.

Top Right: Beekeeper Bob Parsonage with the cable drum 'hive' in the background. Right: Crewe Construction Manager Huw Thomas, Fitting Team Leader Mitch Hughes and Fitter Paul Heath with a section of the honeycomb.



CONTACT 6



Loading the little train at Glanypwll Yard, Blaenau Ffestiniog.

## Railway comes to the rescue

A novel method of transport was called into action by Manweb engineers working on the Ffestiniog Railway... the 'little train' itself.

Brian Davies, Project Engineer at Caernarfon, faced the task of having to raise the 11kV overhead line which crosses the famous railway near Tan y Bwlch, between Porthmadog and Blaenau Ffestiniog.

The line's clearance was at the limit of safety regulations, which meant a new HV pole was needed to increase its height.

The pole needed to be located half a mile from the station, however, access to the site by road was impossible.

"Fortunately, the railway company offered to help by loaning us the 'little train' to reach the location and carry out

the work," said Brian.

The train carried the wooden pole, compressor equipment and a team of men led by Construction Engineer Stephen Hayward, enabling the work to be completed in a day.

"It was a most unusual project which the lads thoroughly enjoyed," said Stephen. "And they got a free ride on one of the best known narrow gauge railways in the UK."

## Electricity Supply Pension Scheme Annual General Meeting

Tuesday, 2 December 1997  
at Manweb Rhostyllen Office,  
Wrexham.

The meeting will be chaired by Charles Berry, and other Group Trustees will be available to discuss any questions you may have regarding the Pension Scheme. Contributing members and pensioners are welcome to attend. Refreshments will be served from 4.30pm and the AGM will commence at 5pm.

## PRIZE DRAW WINNERS

The winner of the £300 top prize in the EEIBA's September draw was retired employee A Sloane. The £200 award went to R M Hughes, of Gwynedd, with the remaining prizes allocated as follows:

£100 - L M Williams (retired); £75 - M Owen (retired); £50 - W E Griffiths (retired); £30 - F Littler, D Jones and D A Smith (all retired), T B Edge (Oswestry), D G Owen and C E Hughes-Morris (First Hydro), A J McEntee (Manweb House) and D W M Latimer (EEIBA Member); £25 - D J Walker and N P Rowland (both Rhostyllen), J B Davies and B Sheen (both retired), J Roberts (First Hydro), P Harrison (Liverpool) and G L Morris (Prenton).

### THE ELECTRICAL AND ELECTRONICS INDUSTRIES BENEVOLENT ASSOCIATION

(Merseyside, Cheshire and North Wales Branch)  
PRIZE DRAW CLUB Account for the year ended  
30 September 1997

	1996	1996
	£	£
Subscriptions received	27,911	28,418
Prizes	13,955	14,213
Promotional & other expenses	395	35
Donation to EEIBA	13,561	14,170
	27,911	28,418

To: EEIBA Prize Draw Administrator, Manweb, Manweb House, Kingsfield Court, Chester Business Park, Chester CH4 9RF.

**New Members.** Please enrol me as a member of the PRIZE DRAW CLUB for \_\_\_ number(s). For each number, I authorise deduction of £1 per month from my \*salary/pension until further notice. I agree to subscribe for a minimum of 12 months.

**Existing Members.** Please increase my number(s) in the PRIZE DRAW CLUB from \_\_\_ to \_\_\_. For each number, I authorise deduction of £1 per month from my \*salary/pension until further notice. I agree to subscribe for a minimum of 12 months.

\* Please delete as appropriate

Full Name (BLOCK CAPITALS PLEASE): \_\_\_\_\_

Manweb Employee/Pensioner Number: \_\_\_\_\_

District/HO Section for Employees/Home Address for Retired Staff": \_\_\_\_\_

Post Code: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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