



Soccer triumph at Ibrox

MANWEB'S football team beat their ScottishPower opponents 4-1 in the historic surroundings of Glasgow Rangers' Ibrox complex, notching up a 2-1 lead in the games between the two sides. Manweb's scorers were Stuart Evans (2), Mark Jones and Dean Mullock.

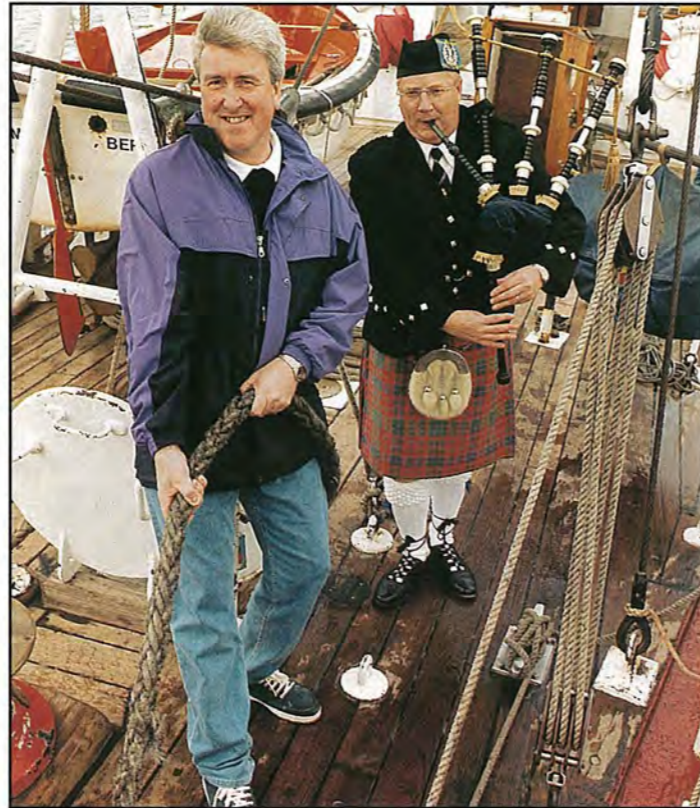
A grand heave-ho

CHESHIRE Regional Manager Gerry Halas gives it the heave-ho on board the STS Malcolm Miller, accompanied on the pipes by engineer Bill Bennett.

Gerry had boarded the vessel from a pilot boat at 5am in the morning, to give support to a charity "Chance of a Lifetime" event organised by Merseyside Police with the Sail Training Association, with £1,000 sponsorship from Powerlearning at Hoylake.

On board the ship, which was returning from the Cutty Sark Tall Ships Review in Dublin via St Malo and the Channel Islands, were 40 youngsters who had helped others or had suffered personal tragedy.

They were given the opportunity to crew the well-known ship for a week.



Climbing peaks to boost charity

A 12-STRONG team from Manweb successfully completed the Three Peaks challenge and raised more than £7,000 for charities on behalf of children with special needs and those who are disadvantaged.

In one weekend in late September they conquered Snowdon, Scafell and Ben Nevis.

"Safety was paramount and the only casualty was a mini bus tyre," said team member Barry Judd, Manweb's Performance Improvement Manager.

● Pictured are maintenance engineer Rachel Shorney and maintenance fitter Peter Bowker in training for the Three Peaks challenge, together with Barry Judd (centre).



Duke helps Sally-ann's fundraiser

SALLY-ANN Gildea of Credit Control, Rhosyllen, went straight to the top when she wanted to raise money for the Air Training Corps in Chester.

She wrote to the Duke of Westminster asking if she could use his Long Room inside the stately Eaton Hall. He agreed - and Sally-ann's cheese and wine evening for 90 people has raised £1,300, with £300 from Manweb's Community Chest.

Manweb supports major bilingual conference

PROMOTING WELSH USE

THE challenges and opportunities offered to businesses by the Welsh language were discussed at a major conference sponsored by Manweb.

Secretary of State for Wales, the Right Honourable Ron Davies MP, made a keynote speech at the conference about bilingualism in the new National Assembly and its influence on the use and status of the Welsh Language.

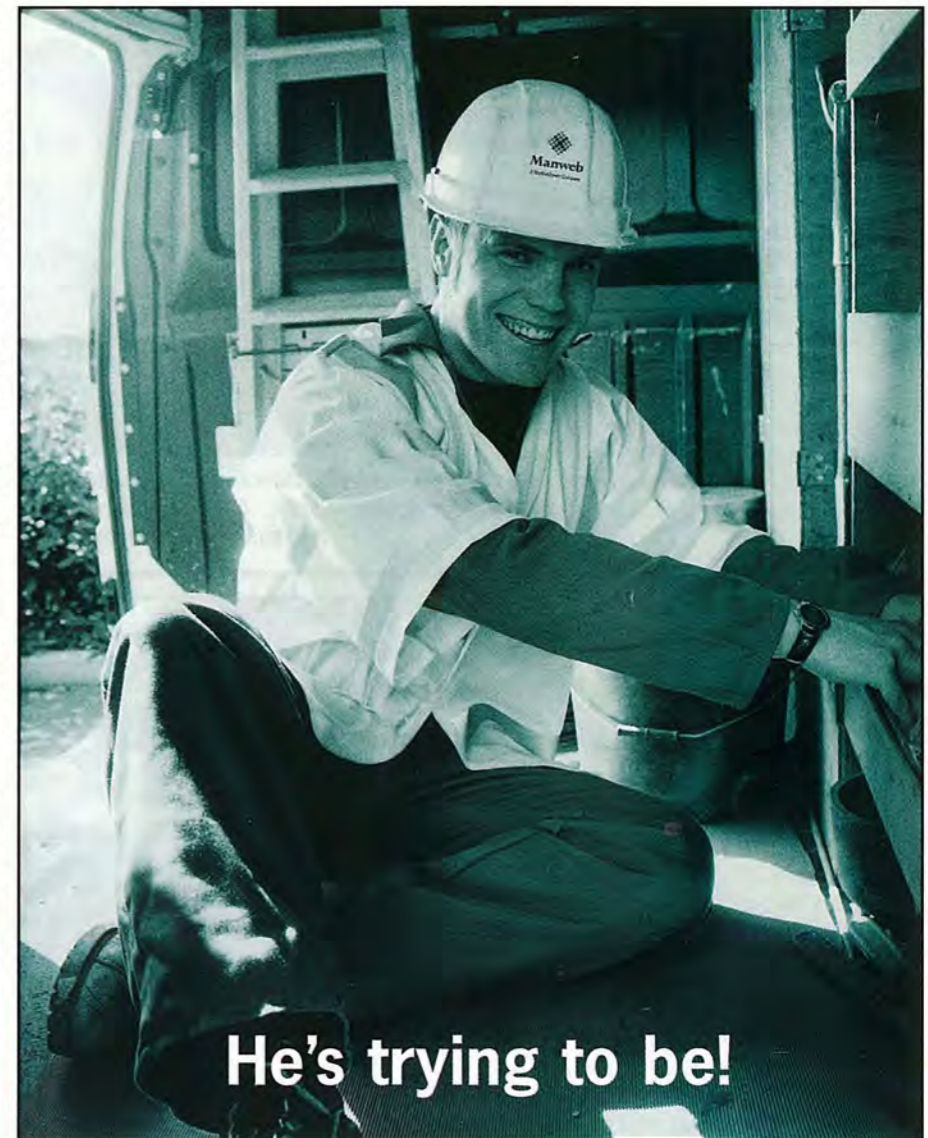
Other speakers included Lord Dafydd Elis Thomas of the Welsh Language Board, Megan Tomos of the Translators Society and Emrys Hughes, Network Manager at Manweb's Aberystwyth depot, who discussed the role of utilities in promoting bilingualism.

The event, at the North Wales Theatre, Llandudno, on October 6, was organised by the North Wales Bilingualism Forum and took the theme Bilingualism in the New Wales.

Relevant

Bill Landels, Managing Director of Manweb, said: "Manweb is committed to promoting the use of the Welsh language which is why we were the first non-public utility in Wales to have a Welsh Language Scheme formally approved by the Welsh Language Board.

"We were delighted to sponsor this Conference which addressed very relevant issues about the use of Welsh today and its future challenges and opportunities for use by those who live and work within Wales."



How Manweb helped Alice in Wonderland

See centre pages

He's trying to be!

Meet the credit card Samaritan



Cheshire Regional Manager Gerry Halas, left, presents a congratulatory bottle of champagne to Graham Atkins who is holding his American Express card.

Samaritan

COLLEAGUES are hailing Graham Atkins as “the credit card Samaritan” after he drew on his own American Express account to help customers in a crisis. A system fault had damaged appliances at some homes in Acton Bridge, Northwich, and Graham, Project Manager at Crewe depot, went out to the location.

It was getting late on Saturday afternoon, and residents were getting worried because the local electricals firm had failed to arrive – so Graham went hotfoot to the nearest ScottishPower Electricity Plus showroom to buy a replacement fridge freezer and two microwaves out of his own funds.

“I realised it was the best way of taking care of the problem, because two of the residents were getting concerned. One was 70 and the other had sciatica and relied on the equipment,” said Graham.

Bill Landel asked Gerry Halas to present a bottle of champagne on his behalf to Graham. Gerry said: “Graham’s approach to resolving our customers’ problem following the fault clearly put their need first and in doing so defused a potentially volatile situation.”

First group train on new systems

TRAINING for the CustomISer project is now in full swing. The first group of 60 staff is receiving instruction at Rhostyllen on the new multi-utility systems.

“All customer-facing staff will eventually go through the two-week programme,” said Kate Walker, Manweb’s Training, Development and Quality Manager who is running the courses.

Staff – who are all encouraged to wear the special Energy Supply polo shirts – are being trained to be familiar with the new concepts, and are learning about the marketing packages offering savings on dual fuel.



Trainers on the CustomISer project, left to right, Nick Lewis, John Rees, Malcolm Hughes, Rob Millington and Jason Jones.

Winning ways

PENSIONER Bob Lea, pictured, just can’t stop winning trophies for his chrysanthemum growing.

The former 33kV jointer at Southport depot has scored a succession of triumphs since he started showing four years ago, scooping cups at the Botanic Gardens in Southport and in the Scarisbrick and Formby Shows.

He took up the hobby again “for relaxation,” having been growing the blooms on and off



for 20 years without any idea of entering competitions.

Now Bob, aged 68, has developed winning ways, using his own special mixtures of feeds and keeping yearly

records. Next year he plans to enter the Southport Show.

“It’s all down to the timing,” he said. “I must admit that since I’ve been showing I’m winning everything there is to be won.”

AI spreads the word

DIGIT AI continues to spread the message about Manweb’s telephone changes. A total of 3,000 adhesive strips are being printed, carrying AI’s image and information about the new digital numbers, so that they can be fixed to the back of handsets.

A poster campaign is being unfurled in the Manweb area and Scotland, giving information about the new three-figure access codes which will bring greater clarity and Millennium compliance.

Serious motivation for scenic run out



IT was a scenic run on a sunny day – but the motivation was highly serious.

Corporate Communications employees Wendy Ellison (pictured left) and Janet Cahill went into six weeks training to compete in a “fun run” so that they could raise between them £400 for north Wales cancer research. The amount will be match-funded from Manweb’s Community Chest.

They completed the annual 10 kilometre run along the promenade from Hoylake, which was organised by the Wednes-

day Special Needs Club at the local youth and community centre, in an impressive 64 minutes. “It was hard work because we were not used to running in such windy conditions,” said Wendy.

Jan added: “When we started our training we couldn’t even run round the block. But it was in a good cause.”

Also taking part in the run was Simon Lavin of Business Development who raised more than £100 with match funding for the Wirral Play Council Special Needs Club.

New law to ensure prompt payments

MANWEB employees are being urged to be aware of a new law which ensures that payments to small business are made promptly.

Hefty interest charges will be levied on large firms which drag their feet on payments, under the Late Payment of Commercial Debt (Interest) Act which comes into force on November 1.

If payment is not made within 30 days, a rate of eight per cent interest above the base rate applies (currently making a total of 15.5 per cent.)

The first wave of the legislation applies to payments to firms with up to 50 employees – but Manweb staff are advised to pay promptly in all cases to avoid penalty. After four years, the Act will apply to all firms irrespective of size.

Those Manweb staff who need to take note of the immediate effect of the legislation are all who work in purchasing, and anyone who forwards an invoice.

As well as acting on invoices promptly, there is also a need for managers to make sure someone is always available to approve payments, with holidays and sick leave no excuse. The penalty interest charges will apply unless there are other terms already agreed.



Pond clean up safeguards wildlife

A TEAM of 12 members of the British Trust for Conservation Volunteers’ Cheshire and Lancashire branch spent a day cleaning the ponds next to Manweb House on Chester Business Park.

They used specialist chromes (long rakes) to clear the Marl Pit Ponds of invasive mare’s-tails, as part of the annual Pond Action Fortnight organised by the group.

The Mickle Trafford-based branch installed the dipping platform when the

ponds were commissioned by Shell Chemicals on the creation of the Business Park, and have since carried out maintenance.

The volunteers’ action in cleaning the water safeguards the plentiful wildlife, including ducks, frogs, newts, damselflies and dragonflies.

● Pictured above, conservation workers push the boat out while cleaning one of the ponds on the Chester Business Park, with Manweb’s HQ in the background.

Members give careful consideration to applications from community groups for cash donations



PUPILS at Newton County Primary School in Chester had a sneak preview of the new adaptation of Alice's Adventures in Wonderland, sponsored by Manweb, which opens as the Chester Gateway's Christmas Show on November 28.

Newton Primary were one of the first schools to make a booking, and the children were given the chance to try on some of the Alice costumes. Martyn Jones, Head of Customer Services

Support for local theatre

(pictured, with two of the "rabbits") said: "We are pleased to support the Gateway, our local theatre, for this year's Christmas show which promises to be full of fun."



Hitting the right note

A YOUNG group of musicians called Tubulate in association with the charitable foundation Live Music Now!, set up by Yehudi Menuhin, gave a special day time concert for young people at the North Wales International Music Festival, during a day of music sponsored by Manweb.

They were joined at the concert by pupils from Ysgol Glan Clwyd (pictured) with whom musicians worked earlier this year on an exciting compositional project.



Sponsoring software

MANWEB has sponsored a software package which will enable community groups in Wales to plan for the future.

The new facility was launched by Jigso, the partnership agency for community participation, at a ceremony in Porthmadog. The software, giving local groups the tools to create their own questionnaires (for lottery applications, for example) and analyse the results, will be available from Jigso's Aberystwyth office.

Jigso manager Simon Thomas is pictured left showing the software to Brian Davies, Network Manager, Caernarfon, (left) and Emrys Hughes, Network Manager, Aberystwyth.

Forum decisions taken with care

COUNTLESS deserving community groups benefit every year from Manweb donations.

With an annual budget of £72,000, the 10-member Charities Forum is responsible for assessing applications from outside organisations, and for making the final decision as to who will benefit.

The Forum, currently co-ordinated by Alison MacLeod from Corporate Communications, was set up in 1995 along the lines of the ScottishPower Charities Trust, with its members representing the various areas of Manweb's business in Cheshire, Merseyside and north Wales. It meets at varying locations throughout the Company.

"A typical Forum might consider 25 applications and approve six or seven," said Alison. "The proposals for charity donations will already have been assessed by our regional contacts Jane Hall and Moira Renwick, and any that are unsuitable - such as sponsorship of individuals - ruled out."

Recent donations include £12,000 sponsorship of a wood-chip machine to provide employment for two disabled people at the Barrowmore Employment



Members of the Manweb Charity Forum pictured at one of their meetings, left to right, Alison MacLeod, Dave Grady, Jane Hall, Anne Thompson and Ray Hall.

and Environment Project for people with special needs near Chester, and a grant of £3,000 to the Association for the Mentally Ill and Infirm to fund respite breaks for sufferers of Alzheimer's Disease and their carers.

A chief objective of Manweb's community involvement is to encourage economic development with support to activities that boost the setting up of new businesses and schemes

encouraging job creation, while help is also given to the wider community for projects which benefit people who are older, disabled or disadvantaged.

Manweb staff are encouraged to volunteer for community projects. The Company helps them directly with a loan of equipment or facilities and its Charity Chest scheme matches the amount they raise to a maximum of £300.



Publishing equipment to boost countryside

SPECIALIST desk top publishing equipment has been donated by Manweb to Denbighshire Countryside Services for use in creating educational material about the Brickfields Pond nature reserve at Rhyll.

The donation was welcomed by Vale of Clwyd MP Chris

Ruane, who helped to establish the reserve. He is pictured at the reserve discussing a document with Manweb Managing Director Bill Landels (left) together with head of Denbighshire's Countryside Service Tony Hughes (top) and children from the Timorfa School, Rhyll.



Initiative to help blind children

EQUIPMENT worth £2,000 has been funded by Manweb for the education of Denbighshire's blind and partially sighted children. The Company has teamed up with the Royal National Institute for the Blind to support an initiative to help the children go to local schools. Among the first to benefit was partially sighted Matthew Stubbs (pictured), aged 13, a pupil at Dinas Bran School, Llangollen, who has been given a talking calculator, dictionary, thesaurus and games to help with his studies.

Martyn Jones, Head of Manweb Customer Services, said: "We stepped in because we are committed to helping disabled and disadvantaged people in the communities we serve."

Shorts

Initiative on drugs

AN initiative in north Wales aimed at helping families with drug and alcohol problems is being supported by Manweb. The company has donated nearly £3,000 to meet the annual running costs of the Get It While You Can charity's centre at Prince's Drive, Colwyn Bay.

Wheelchair for bowlers

DISABLED bowls players in north Wales have been given a boost thanks to a donation from Manweb. A specially adapted wheelchair has been given to Prestatyn-based Frith Indoor Bowls Club at the North Wales Bowls Centre.

Support for theatre

LIVERPOOL'S Unity Theatre is re-opening its doors - and its commitment to helping people with disabilities enjoy the arts has been boosted by Manweb. Two evacuation wheelchairs have been given to the theatre at a cost of more than £2,000.

Less power time lost

CUSTOMER Minutes Lost per Connected Customer in the month of August totalled only 2.1 - the lowest for five years. The figure is revealed in the latest Power Systems key system performance indicators.

Alton Towers winner

THE winner of the competition in our August edition to win a family ticket to Alton Towers is Garry Caulfield, of Telfer Court, Middlewich, Cheshire.



New brand signs hit the heights

REACHING new heights of expression... no location is too out-of-the-way for a new style Manweb sign.

Prenton office is pictured during a high-level fitment. It's one of the latest of sites throughout the region which have been receiving newly-branded signage.

The following locations are now fully or partly completed: Aberystwyth Depot/High Street CSC, Caernarfon Depot/High Street CSC, Holyhead High Street CSC, Llandudno Depot, Rhyl Depot/High Street CSC, Mold Depot, Chester High

Street CSC, Wrexham Depot (part completed)/High Street CSC, Wrexham Contracting Services (part completed), Oswestry Depot/High Street CSC, Bootle High Street CSC, Lister Drive Office/Depot, Huyton High Street CSC, Norris Green High Street CSC, St Helens High Street CSC, Kirkby High Street CSC, Birkenhead High Street CSC, Crewe High Street CSC and Southport Depot/High Street CSC.

If you have any queries about the new identity or related matters please call Jan Cahill, Corporate Communications, on 800 2091.

School project given a spark

CHESHIRE Region staff sparked into action when pupils at Hilbre High School in Frankby, Wirral, needed help with wiring up a unique electric car which they had built.

Construction Manager Mike Cahill quickly answered the call from the teenagers who had built the car with sponsorship from the Science and Technology Regional Organisation (SATRO), and experts from Prenton depot Dave Colman and Arthur Hughes soon sorted out the problems.

The ingenious youngsters had built the vehicle from scrap metal to enter a competition organised by a professor at Huddersfield University, and they went on to come second in a final race, earning certificates from SATRO.

"We're very grateful to Manweb for their help," said John Hughes, Head of Technology at Hilbre School. "Manweb supplied the electrical know-



ledge and provided all the instrumentation free of charge."

● Pictured with the car is the team of pupils from Hilbre School with, standing, Jane Hall, Cheshire Community Relations Co-ordinator (far left,) technology teacher Wayne Marshall (third from right,) John Hughes, school Head of Technology (second from right) and George Farwell, school senior technician (far right). Crouching front right is Manweb Construction Manager Mike Cahill.

Letters to the Editor

Tribute to former Manweb stalwart

Dear Editor,

I was saddened to hear of the recent loss of Charlie Bonsor, one of Manweb's most long-serving stalwarts who passed away in July after suffering from cancer.

Before retiring as Meter Foreman at Prenton Depot, Charlie had been with Manweb for more than 30 years.

On behalf of all his former workmates who served under Charlie both at Craven Street and Prenton Birkenhead, here was a man who will be remembered for his compassion and support for his fellow workers.

Yours Sincerely,

Terry Donnellon and Colleagues, Manweb Metering, Lister Drive Depot, Liverpool.

Manweb (Chester) Sports and Social Club

EARLY CHRISTMAS PARTY

in association with Cheshire Region Sports and Social Club

FRIDAY NOVEMBER 13 1998

At the Crest Hotel, Runcorn (Coach arranged with local pick-ups in Mold, Q'Ferry, Chester Bus and Train Stations) Start: 7.30 pm

DISCO/BAND/BUFFET

Cost is only £2 to members (priority given) and £10 to non-members (numbers limited)

To reserve your Party Tickets please contact either Geoff Hartley on 800 2556 (Manweb House) or Jacqui Hughes on 740 2378 (Wrexham)

CHILDREN'S CHRISTMAS PANTOMIME

Manweb (Chester) Sports and Social Club is once again organising a visit to the Children's Christmas Pantomime at the Gateway Theatre, Chester.

This year it is Alice's Adventures in Wonderland, and there'll be the usual festive atmosphere, with a Father Christmas, Children's Entertainer, and sweets and presents for the youngsters on Saturday December 19 at 1.30pm.

For tickets please send the following application form to Geoff Littler, Purchase Ledger, Prenton.

Sports and Social Club members from all locations may apply, but priority will be given to members of the Chester S and S.

NAME:.....
 LOCATION:.....
 S and S MEMBERSHIP NUMBER:.....
 BRANCH:.....
 TEL NO:.....
 NUMBER OF TICKETS REQUIRED:
 Adults:
 Children:
 NAMES OF PEOPLE COMING (max 2 adults)
 Adults:.....
 Children (with ages):.....

(The show will suit children from ages 4 to 12. Please restrict your applications to this age bracket)

A PRESENTATION took place at Warrington office to three employees, Eifion Evans, Steven Marshall and Alison Pendleton who have all completed 20 years long service. (Back row) Martyn Jones, Customer Service Manager, and Brian Carman, Customer Service (Operations) Manager. (Front row) Eifion Evans, Credit Control Technician, Trevor Fenwick, Finance Director, Steven Marshall, Training Co-ordinator and Alison Pendleton, Team Leader, gas customer service.



Toys are on us at the centre



IT'S a safe bet that the "Toys Are On Us" at the Wirral Resource Centre and Toy Library in Birkenhead.

One month's accident free working by Cheshire Region meant that under the Supersafe scheme they were able to donate a cheque for £200 to the Centre, which caters for children with special needs and offers them play therapy.

Jane Guest, Personnel Manager,

Cheshire Region, said: "We are committed to helping those with special needs and the disadvantaged in the community we serve and this is an excellent example of how we work with charities to help them do more."

● Pictured are (left to right): Margaret Vogwell, Toy Library Head, Jane Guest, Gerry Halas, Cheshire Regional Manager and Bernie Woods, Cheshire Region Safety and Environment team member.

Technology of the future

PIONEERING techniques which help businesses, plus changes in the way power problems are dealt with, were unveiled by Manweb at the Technology 2000 Exhibition at Portmeirion, Gwynedd.

The company demonstrated both its trenchless technology and part of its new Asset Management 2000 programme, a new way of dealing with faults.

The three-day exhibition, opened by Sir Patrick Moore on October 6, was held to make those living in rural Wales aware of

new advances to help them meet the challenges of the future and create jobs.

Manweb had a stand in the main marquee plus a caravan outside. A drilling rig was on show to demonstrate the technology allowing routine cable laying to be conducted without excavating trenches.

And there was an exhibition on the ICOND Project, part of the Asset Management 2000 Programme, under which wall-mounted paper diagrams of the company's network of wires and cables have been transferred to computers.