

IN TRAINING FOR THAT VITAL GOAL

EVERY Manweb employee is to undergo special training over the next 12 months to help the Company achieve its goal to be the UK's top regional electricity company.

The Customer Service Training Programme is being tailor made to meet the specific needs of Manweb, and everyone, from management down, will take part.

Training and Development has joined forces with Kaset International and Mark Brown of Sound Thinking Limited to train 24 in-company facilitators, nominated from all areas of the business, who will take responsibility for delivering the programme.

David Hannah, Manweb's Training and Development Manager, said: "Our customers are rightly and rapidly becoming more demanding and increasingly discriminating in their choice of whom they wish to do business and spend their money with.

including those who support internal customers in providing extraordinary service outside the Company.

COMMITTED

"As part of Manweb's strategic commitment to become the number one electricity utility in the UK we are also committed to be number one with our customers. In this context our employees are also our customers.

"All employees will feel the impact of the programme and will be asked to join in improving customer service as a normal part of working at Manweb."

Initially all 4,508 employees will attend a two-day programme entitled 'Achieving Extraordinary Customer Relations' (AECR). This

By
**Jackie
Unsworth**

includes those who support internal customers in providing extraordinary service outside the Company.

"The same high service quality must also exist internally," said David Hannah.

"The training will help in establishing a common mission, service language and understanding for all Manweb staff in support of the Company's customer focus goals."

All staff from supervisor and foreman upwards will go through a one-day programme in support of AECR, where they will learn techniques to help them coach productively.

"They will see the advantages of coaching and will practice skills they can take back to the workplace to begin making progress immediately," said David Hannah.

POSITIVE

"They will be able to develop better communications channels within their work units, help their teams work more efficiently and achieve positive outcomes from work-related transactions."

Middle Managers will then attend a three-day programme designed to explain the benefits of becoming customer-focused and how to work together to create the new culture within Manweb. They will learn the philosophy and skills they need to move from strategies and goals to actual application and results.

Finally, as an integrated part of the customer service initiative, the facilitators will present a one-day workshop on creative problem solving.

The idea is to then set up teams from natural work groups who will be able to meet on a regular basis to generate and implement bet-

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Pictured at the launch of the balloon race are (l-r) Customer Services Manager Mike Townson, Clerical Assistant Amanda Lawless, District Manager Barry Judd and Customer Services Executive Jane Hall.

Fundraising reaches new heights

THE sky was the limit for a trio of Mid Mersey staff when they scooped the top three prizes in a charity balloon race.

Hundreds of balloons were bought by staff and released from the District Office in Wilderspool Causeway to raise funds for Warrington Information Group for the Disabled. Three prizes were at stake for the owners of the three balloons that travelled the furthest.

Days earlier, as part of the same fund-raising event, dozens more balloons had been bought by the public and let loose during a Disability Awareness Day in Warrington (see page 8).

Total sales of balloons brought in around £300 to help people with disabilities.

Incredibly, the winning three balloons were found in East Germany, West Germany ... and Cleethorpes, Humberside!

First prize, a Sony personal stereo and a cuddly teddy, went to Colin Moston, of Customer Accounts, while 2nd prize, a radio and toy gorilla, was won by Statutory Foreman Ray Wright. Gwen Dorsey, Supervisor in Network Services, scooped the 3rd prize - a personal stereo and teddy bear.

See 'Clown' Story page 8.

Long Service

CONGRATULATIONS to the following staff who have clocked up either 20, 30, or 40 years' long service in the Electricity Supply Industry.

20 years: Head Office – Adrian Whyte, 1st Engineer Electrical Projects CFU; Rodger David Nock, 2nd Engineer Architecture/Buildings; Stephen Chantler, 1st Engineer Network Management Systems; Ian John Sharpe, Generation and Venture Development Manager; David Evan Lewis, Executive Officer Income and Accounting Management; David Michael Fisher, Clerk Customer Accounts; Alan Edwards, Enhanced Craftsman Field Technical Servicing; William Frank Bates, 2nd Engineer; Paul Clough, Wayleaves Officer; David Gareth Owen, Wayleaves Officer; Elizabeth Denise Davies, Clerical Assistant Marketing Services and Development; North Mersey – John Ashton, 1st Engineer; David Loyley, Craftsman Electrician; Barry Segnan, Commercial Assistant; Liverpool – Jim Henderson, 1st Engineer Operations and Maintenance; Mid Mersey – Douglas John Houlbrook, 1st Engineer Customer Marketing; Tommy Prendergast, North Section Network Services; Robin Bradshaw, 1st Engineer Planning; Jean Higgins, Sales Assistant Warrington Shop; Dee Valley – Ron Ball, Clerical Assistant; Diane Griffiths, Clerical Assistant; Christopher Smith, Linesman; Mike Troughton, Charge Hand Mechanic; North Wirral – Ian Cross, 3rd Engineer Energy Sales; Mid Cheshire – Cliff Bloor, Craftsman Joiner; Gwynedd – Trevor Coates, Engineer; Huw Evans, Electrician; Oswestry – Colin Thomas, Electrician; Aberystwyth – Andy Stubbs, Construction Manager.

30 years: Head Office – Robert Stephen Cochrane, 2nd Engineer CFU; Gary Glyn Jones, Electrician Queensferry; Arthur John Ellinson, Head of Regulatory Review; Philip Edward Swift, Chargehand; John Ford, 1st Engineer MSD; Rodger Stuart Glover, 2nd Engineer Energy Marketing; Ian Baird, Customer Accounting Manager; George

Stuart Barker, Executive Officer; Peter Edwards, 2nd Engineer; Arthur James Mackrell, 1st Engineer Technical Support; North Mersey – John Appleton, 1st Engineer Industrial Sales; Cliff Robinson, Energy Sales Manager; Chris Kavanagh, 2nd Engineer Operations and Maintenance; Derek Pearce, Craftsman/Installation Inspector; Liverpool – Tommy Mullin, Shift Electrician; Mid Mersey – Bill Hutton, Area Energy Sales Manager; Bill Peters, Section Clerk Network Services; Norman Dennett, Shift Electrician; Rod Goodall, Contracts Engineer Eastern Region Contracting; David Wright, Contracting Electrician Birchwood; Dee Valley – Hilton Roberts, 2nd Engineer; Mid Cheshire – David Fisher, 2nd Engineer Operations; Arthur Elson, Projects Manager; David Swindells, DRC Attendant; Robert Cooke, Installation Inspector; Clwyd – John Powell, Craftsman Electrician; Arthur Salisbury, Craftsman Electrician; Gwynedd – Hefin Roberts, Joiner.

40 years: Mid Mersey – Bill Clarey, 2nd Engineer Network Services.

Good Luck to Myfanwy

CHANGING FACES



STAFF gathered at Dee Valley District to wish long-serving Admin Assistant Myfanwy Davies good luck for the future.

Myfanwy, 53, who worked in Customer Services, has taken early retirement after clocking up 23 years in the electricity supply industry.

Based at Rhostyllen, Myfanwy, who previously worked as Admin Assistant in Personnel, is pictured (front centre) at her leaving party with colleagues who presented her with Edinburgh crystalware, jewellery and flowers.

CONGRATULATIONS



Celebration time for long serving staff



LONG-serving Mid Mersey staff gathered at the Rockfield Hotel, Grappenhall, for a special celebration.

They were joined by District Manager Barry Judd, who is pictured presenting them with their framed certificates. The recipients were:

40 years: Bill Clarey, 2nd Engineer Network Services, St Helens Depot, and DRC Attendant John Rae.

30 years: Peter Tharme, 2nd Engineer, Network Services; Stan Gilbert, Meter Reading Foreman; Rod Goodall, 2nd Engineer, Eastern Region Contracting; Norman Dennett, Shift Electrician; David Wright, Craftsman Electrician, Eastern

Region Contracting; Mick Joyce, Craftsman Joining, and Bill Peters, St Helens Depot Clerical.

20 years: Les Butterworth, Senior Draughtsman; Tommy

Prendergast, Mains Foreman, St Helens; Carol Scott, Clerical Assistant, Customer Accounts; Geoff Willcock, Energy Sales Representative; Leo Purcell, Industrial Account Manager; Bill

Peet, Resources Manager, Network Services; Dickie Donaldson, Craftsman Electrician, Eastern Region Contracting; Phil

Watson, Operations Manager, Network Services; Doug Houlbrook, Commercial Account Manager, Power Marketing, and Robin Bradshaw, Planning Manager, Network Services

IN TRAINING

Continued from Page 1

ter and new customer service ideas and initiatives through their managers.

The training of the facilitators has already begun and the first AECR programme are due to get underway this month (October).

Additional training of the facilitators for the other programmes will continue into early 1993 as they gain experience in running the initial courses.

David Hannah said: "The most important issue is for staff to ensure they adopt the new skills they are taught. Some of the techniques may seem rather alien at first, but those who have persevered and used them have found that in practice they do work."

"So everyone should please persevere and remember that the facilitator is there to help when the programme is over, not just when they are undergoing the training."

DEGREE OF SUCCESS TIMES FIVE



Manweb's five business minded high flyers (back row, l-r) Richard Denman, Gary Morris, Jonathon Lampkin, and (front row, l-r) Lisa Healy and Laura Smith

FIVE Manweb high achievers have recently graduated from Liverpool University, after passing their degrees in Business Studies with flying colours.

Richard Denman passed his honours degree with a grade of 2.1. He is currently working as a Team Leader in PA Debt Control at Mid Mersey.

Lisa Healy gained a grade 2.2 honours degree. She is a member of the Single Telephone Number Project Group at Head Office.

Jonathon Lampkin passed his degree and is now Manager at Manweb's Neston Shop.

Gary Morris passed his honours degree with a grade of 2.2. He is currently working as a Polyphase Metering Supervisor in North Mersey.

Laura Smith also gained a 2.2 honours degree. She is a Deliveries controller at Queensferry Depot.

All are now enjoying their various jobs at Manweb, putting their top qualifications to excellent use!



It all adds up to good results

MANWEB'S budding accountants are pictured being congratulated by Financial Controller John Couch (centre) for their excellent all-round exam results.

Deserving particular recognition is Pauline Allen (left) who earlier in the year became a fully qualified accountant (ACCA).

Forging ahead with the same goal firmly in their

sights, having recently gained passes in their CIMA Part III exams, are (l-r) Keith Hart-Jones, Admin Assistant, Special Projects, in the Financial Department, Grahame Jones, presently seconded to Network Services, and Judith Hunt, currently on secondment to the post of Assistant Contracting Accountant at Mid Mersey.



To the rescue . . . quick thinking Service Technician Tony McGuinness.

SO COOL, TONY TAKES CONTROL

SERVICE Technician Tony McGuinness has been praised for his prompt actions after coming to the rescue of a disabled motorist.

Tony, who is based in Rhyl, was driving along the busy A55 near Holywell when he spotted a woman at the roadside in obvious distress. He pulled up and was told her husband, a paraplegic, had collapsed at the wheel of their car with a suspected heart attack.

The disabled man, Mr George Chadwick, from Glossop, Derbyshire, had managed to pull into a layby but to his wife's dismay the emergency telephone was out of order.

Realising the situation was very serious, Tony used the telephone in his van to contact the depot at Queensferry and summon help.

Within minutes an ambulance was on the scene and Mr Chadwick was rushed to Glan Clwyd Hospital, at Bodelwyddan, where he was discovered to have suffered a severe angina attack.

Whilst the ambulancemen were treating Mr Chadwick, Tony found out where he was to be taken and then escorted Mrs Chadwick, a stranger to the area, to the hospital.

Mr Chadwick, who is totally paralysed below his chest, later made a full recovery and was able to continue his holiday in Llandudno.

In a 'thank you' letter to Manweb, he said that Tony, after telephoning for help "in a cool and calm manner", had "proceeded to render what assistance he could in keeping me calm until the ambulance arrived. He was also very courteous and reassuring to my wife."

He added: "The help, courtesy and time given to us by Mr McGuinness is to be highly commended."

"Without him and his assistance, the situation would have been very difficult. You can be proud that you employ him."

Afterwards Tony, who has worked for Manweb for 14 years, said: "I saw an elderly lady in the layby trying to flag down the traffic. She obviously needed help, so I pulled in and did what I could."

"Mr Chadwick was very ill, and he seemed to have had a heart attack. Fortunately everything turned out okay."

CONTACT

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PROJECTS PROGRESS

Sharing helps reduce costs

MORE POWER FROM WIND FARM

MANWEB and Dwr Cymru Welsh Water are looking into the possibility of sharing premises in parts of North Wales.

The two companies have set up a joint project team which will report back on the feasibility of Dwr Cymru Welsh Water renting space in existing Manweb depots.

"This is a sound commercial proposition which will enable Manweb to make the best use of its assets in North Wales," said Mr Howard Kirkham, Manweb's Director, Network Services.

"Sharing facilities will help Manweb and Dwr Cymru Welsh Water to improve customer service by maintaining local bases and at the same time reduce operating costs for us both."

Initially, the team will focus on the possibility of sharing accommodation in the Conwy/Llandudno Junction and Rhyl/Rhuddlan areas, and there could be similar opportunities in Corwen and the Mold/Alltarni area.

The study is expected to take several months to complete. There are no plans to reduce current staffing levels if the scheme goes ahead.

Similar schemes could be in the pipeline . . . Manweb Engineer John Cummins (left), the Project Manager, gives Site Agent Brian Lunt a progress report.



Homing in with successful scheme

MANWEB played a leading role in a pilot scheme to provide all the mains services – electricity, gas and water plus telecommunications – to a new housing development in Warrington.

Working in co-operation with British Gas, North West Water and British Telecom, Manweb acted as Managing Agent for the

'joint lay' scheme at Wainhomes' Whittle Hall site, using the same trenches for all the cables and pipes.

And the success of the scheme, with its associated cost-savings for housebuilders, may have laid the foundations for similar projects in the future.

Manweb has in the past laid telecom ducts on behalf of British Telecom and North West Water has laid electricity cables for Manweb. But it is the first time Manweb has taken on responsibility for installing all services.

SUPPORT

The project had the support of the National Joint Utilities Group and the National Housebuilders' Federation. The actual laying of the pipes and cables was carried out on Manweb's behalf by contractors Norwest Holst.

Manweb's Mid Mersey District Manager Barry Judd said: "The scheme went extremely well and it must have been much more convenient and less costly for the builders for there to be less excavation work and to have all the pipes and cables laid in one go."

TOGETHERNESS

MANWEB has awarded BICC Cables a one year contract to supply 80 per cent of the Company's annual cable requirements.

The £2 million contract, which includes the supply of service cables and overhead lines, includes measures to further improve the working relationship between the two companies.

Manweb is keen to work with suppliers who can offer a reliable and secure supply service for its customers and, with this in mind, the contract includes detailed stocking and distribution agreements aimed at ensuring that quality cables are delivered on time every time.

Howard Kirkham, Manweb's Director Network Services, said: "We hope this agreement will lead to the development of closer relations between BICC Cables and Manweb. We can provide BICC Cables with advice on how to save energy and reduce costs within its factories and offices. In return we are looking to BICC Cables to help develop new products and services appropriate to our business."

The two companies have worked together on a number of projects. In conjunction with BICC Cables' personnel department, Manweb graduate engineers have received comprehensive training over the past 10 years at BICC Cables in Wrexham.

MANWEB has announced its second venture into wind generation with a project at Coal Clough, near Burnley in Lancashire.

The £11 million wind farm scheme is scheduled for completion in February

by Graeme Cooper

next year. Twenty-four wind turbines will produce a total output of 9.6 megawatts – enough to power 7,500 homes.

The site will be developed by Coal Clough Ltd, a subsidiary of Wind Resources Ltd. This company is owned by Manweb Generation Holdings Ltd, South Western Electricity and the Robert McAlpine subsidiary, Renewable Energy Systems.

Wind Resources Ltd was responsible for Manweb's first generation project launched earlier this year at Carland Cross in Cornwall.

Manweb Contracting Services Ltd successfully fought off fierce competition to win the contract for all the on-site electrical installation for the Coal Clough project.

ATTRACTIVE

John Roberts, Manweb's Chief Executive, said: "This is an exciting development for Manweb to be involved in. It offers an attractive investment opportunity and further demonstrates our commitment to the environment."

The new project is due to get underway on September 29 when a ground-breaking ceremony is to be held at the Coal Clough site.

■ The Carland Cross Wind Farm, which came on stream on August 21, is now undergoing commissioning trials.

"The wind farm is now producing a significant amount of power and is already earning revenue," said Manweb's Generation and Venture Development Manager Ian Sharpe. "It's nice and windy down in Cornwall at the moment!"

He added: "Carland Cross was only due to come on stream on November 1. I'm very pleased the contract has moved ahead of schedule."

COMPUTER COSTS CUT AS USE INCREASES

FOR the second successive year, the cost of using mainframe computer systems at Manweb has been substantially reduced.

The computing rates for 1992/93 show a reduction of 23

BY
MIKE GIBBS
Computer Operations
Manager

per cent for batch work and 12 per cent for on-line services compared to last year. The usage rate for Office Systems has also been reduced by two per cent.

A recent study of the Data Centre by the independent analysts Compass showed that over-



all cost efficiency had improved by 18 per cent from the measured period in the previous year.

It is this high level of efficiency improvement together with an ongoing commitment to provide quality services that has enabled the computer charge rates to be reduced yet again.

The present high utilisation of the mainframe coupled with many planned improvements in the service will enable Information Services to further reduce rates in the future to the benefit of the company.



All set to be a roaring success . . . Manweb's Assistant Public Relations Officer Rob Skinner (centre) helps Chester Lions President David Knott (left) and his colleagues Peter Marchant, Tom Bolshaw and Roy Mitchell to move the old stage.

Stage out in a blaze of glory

MANWEB has donated the wood from its old stage at Head Office to fuel this year's Chester Lions' Charity Bonfire.

The stage was replaced as part of the recent restaurant refurbishment. Now it will burn on the bonfire to be held at Chester Zoo on November 7 - the proceeds of which will mostly be channelled into the local community.

David Knott, President of Chester Lions, said: "We are extremely grateful for Manweb's generous offer. We plan another spectacular fire-

works display and food marquee, in addition to the bonfire, and St John Ambulance will be on hand to ensure full safety at the event.

"Money will be raised through door and marquee sales, but all children will be admitted free. Almost all the profits will be used to help the local community."

The bonfire was originally set up as a gift to the people of Chester for their help in raising money. It proved to be such a success that the Lions made it one of their major annual fundraisers.

Manweb Chronicle Awards

ONCE again Manweb has set off on the hunt for those rather special men, women and children in our community to honour with the fourth Manweb Chronical Community Awards.

In the last three years we have uncovered some spectacular achievements way beyond the call of duty, and this year is no exception! Nominations are

coming in and we hope to get many more before the final judging and awards ceremony held at The Moat House International Hotel, Chester, on January 27 1993.

Nominations

This year we are looking for nominations in the following categories: Man of The Year,

Woman of The Year, Team of The Year, Young Person of The Year, Charity of The Year, Environmental Award, Business of The Year.

Nomination forms are now available in Manweb shops and Chronicle Offices, so if YOU know of anyone deserving of recognition now is the time to let us know!

CROSSWORD NUMBER 4

ACROSS

6. An officer commanding a regiment (7)
7. Race-course near Windsor, which has annual royal meeting (5)
9. Judge's seat in court (5)
10. Where the earth and the sky appear to meet (7)
12. Comedian who based his act on magic (5,6)
14. Composer of the '1812 Overture' (11)
18. Movement of electrically charged particles (7)
19. This Rock is an Australian landmark (5)
21. The Vulcan in 'Star Trek' (5)
22. Climbing plant (7)

DOWN

1. Motorized bicycle (5)
2. Blanket-like piece of cloth with a slit in the middle for the head (6)
3. Badger's burrow (3)
4. Dweller on North America's Arctic coast (6)
5. A small crown (7)
8. Curved like the interior of a circle (7)
11. Addictive habit (7)
13. Rough cider (7)
15. Second-largest continent (6)
16. Pass between Pakistan and Afghanistan (6)
17. Avarice (5)
20. Part of the circumference of a circle (3)

Solution on page 12

SAFETY



Why we must watch our waste

NEW legislation came into force earlier this year requiring us all to WATCH OUR WASTE!

Although some details of the Environmental Protection Act (Duty of Care) Regulations and its Code of Practice were given in a previous edition of 'Contact', it seems prudent to review how the regulatory authorities want us to handle our waste.

The basic requirements of the new law means we must take all reasonable steps to look after our waste and prevent its illegal disposal by others. Waste now means not only toxic or hazardous waste materials, but also household, commercial or industrial waste. This is termed 'controlled waste'.

Important

If we have waste on our premises, we must by law stop it escaping and must also store it safely. If the waste is liquid, we need to ensure it does not spill or leak, and solids must be contained and unable to blow away.

It is also important that waste is kept in containers such as skips or drums and not deposited on the ground.

BY
COLIN
HERBERT
Corporate
Health & Safety
Manager

This applies even to excavated material such as soil.

If we hand our waste on to others, such as contractors, they must be licensed and a document known as a 'Waste Transfer Note' should be signed by both parties. A copy of this note must be kept for at least three years.

Manweb is licensed to carry waste in company vehicles. If we need to transfer it to someone else, for example at a waste disposal site, we need to provide the recipient at the site with a Waste Transfer Note.

A 'season ticket' transfer note can be used for a specific time period if we are using the same site to dispose of the same materials.

Hazardous

We have relatively little hazardous waste to deal with in Manweb. However, in cases where we do have such material, it must be stored safely and securely and disposed of correctly. We would normally use a specialist contractor to do this for us.

The new law means we must be much more responsible when dealing with waste materials, and failure to do so means we could be fined for non-compliance.

MEETING TIME

THE next meeting of the Retired Members' Section of Nalco's Merseyside and North Wales Electricity Branch will be held at Head Office on Thursday November 12 1992, starting at 2pm.

PLANS TO MEET NEW FIRE FIRE REGS.

MANWEB staff need to be aware of the basic requirements of the proposed Fire Precautions (Places of Work) Regulations, which will come into effect on New Year's Day 1993.

Although January 1 is the operative date, the regulations will be applied in stages. New premises or those modified after December 31 1992 will have to comply with the regulations straight away, while other premises will have until January 1996 to comply.

The regulations apply to any premises used as a place of work by one or more persons, including those with existing fire certificates.

It is required that an assessment is made of the risk to persons in case of fire in the workplace. If five or more people work there, the assessment has to be in writing.

Following the assessment, an up-to-date emergency plan for the workplace has to be prepared and will have to include:

- The means provided for fighting the fire (eg extinguishers)
- The action taken by persons in the workplace
- The evacuation procedure
- The arrangements for summoning the Fire Brigade

The people responsible for implementing the plan and conducting fire drills must also be identified.

The regulations deal with the precautions relating to means of escape in case of a fire and impose a general duty to provide 'such means of escape in case of fire as may reasonably be required in the circumstances'.

Size and design of the workplace has to be considered, as well as the activity being carried on and the number of people likely to be there.

The provision of fire fighting equipment has to be carefully considered - where it is placed and 'suitably indicated'. The equipment, together with alarms and detection systems, has to be in good working order and appropriately maintained.

One of the regulations covers combustible rubbish, a problem not specifically addressed before. Any combustible refuse will have to be stored in an area set aside pending disposal, either in a room of fire resistant construction or where combustion would cause the least risk to persons in the workplace.

Other regulations cover training and instruction on means of escape, fire drill, and fire extinguishing and keeping records of these, along with maintenance.

The final regulation states in turn which contraventions are the responsibility of employers, occupiers and owners.

A guide is to be published and, although not having the quasi-legal status of an approved code of practice, is a comprehensive explanation of the regulations.

Continuing our series about the regions that make up Manweb Contracting Services Ltd, this month we focus on Western Region

Why they have to fight hard on the Western front

WESTERN Region Contracting has one characteristic that sets it apart from the other regions. It has age on its side!

Of the 70-strong team, Regional Contracting Manager Roy Haley is one of the most 'senior' – at the ripe old age of 45!

However, the average age of the team is well under 30 and they form a highly motivated team of craftsmen, administrators and professionals.

The region, comprising the Districts of Clwyd, Gwynedd and Aberystwyth, covers some of the most beautiful landscape within Manweb. However, as the team is well aware, scenic beauty, sheep and hills do little to generate business opportunities.

Industrial customers are a rarity and the only means of expansion is into South Wales, where the nearest substantially populated town is 60 miles beyond Manweb Aberystwyth border.

"This is all the more reason why we have to fight hard for survival, both within our borders and throughout the UK," said Roy.

It is in these circumstances that a young and creative approach to business has shone through. Western Region is 'contracting' in the broadest sense of the word. The staff have proved themselves to be versatile – willing and able to tackle any viable project from electrical installation through to painting substations and cutting the grass!

Roy said: "Whilst we may have a sparse customer base compared with the other Regions, Western has done

remarkably well in achieving a high market share, concentrating on those opportunities available, in the form of commercial establishments, local authorities and, in character with the area, in tourism and leisure."

NEW OUTLETS FOR RHYL TEAM

The Rhyl contracting team is successfully compensating for the lack of industrial customers in its home patch by adopting a subcontracting role to the main Manweb business.

Work carried out on behalf of Network Services includes the refurbishment of multi-domestic services, such as flats and other residential complexes.

Western is also doing its bit to promote Manweb's green image, and is currently investigating a project for Network Services to remove the overhead lines from a picturesque North Wales village and underground the supply.

BY CHERYL STEVENSON



Streets ahead ... Electrician Elwyn Jones carries out lighting work in Rhyl.

WESTERN Region is making 'light work' of contracting work being carried out on behalf of local authorities.

The Region has taken on board design, installation and maintenance of street and amenity lighting-work previously done by the Councils themselves.

Amongst the larger projects currently being carried out involves erecting 137 street lighting columns and lanterns on four major roundabouts on the new Mold A494 bypass – a contract worth over £100,000.

In addition to one-off schemes, Western staff are also kept busy with ongoing work for local authorities, community and parish councils, including the installation inspection and

Light work pays off

maintenance of public street and car park lighting, design and installation of street lighting on new housing developments and private street work.

DUAL ROLE FOR ROY

IN addition to his duties as Regional Contracting Manager, Roy Haley has also taken on the role of Training Officer for staff throughout the entire Contracting operation.

Working closely with Training and Development Manager David Hannah and his team, Contracting has a progressive approach to training and staff from all regions have recently been put through their paces on residential courses at Kinmel Manor Hotel, Abergele.

The hotel has been a regular venue for courses for electricians, engineers, site supervisors and administrative staff, covering a host of subjects including Quality Assurance (BS5750), contract management, contract law, financial accounting and sales and marketing.

Roy Haley said: "The objective is to develop and promote awareness of all aspects of the Contracting business amongst staff of all levels and specialisms."



Western Regional Contracting Manager Roy Haley (centre) with members of his team at Rhyl.

JUST TESTING

A WESTERN Region speciality is low voltage testing comprising two specific packages – Inspection and Planned Maintenance (IPM) and Portable Appliance Test (PAT).

IPM involves regular testing of customers' electrical installations, while PAT is the testing of all small appliances used within the working environment.

Employers are required by law to have such tests carried out in order to keep the workplace safe and conform to the Health and Safety at Work Act.

Several prestigious IPM clients within the financial sector have been secured, including such banks as Lloyds, Midland, TSB, Barclays and Barclaycard, both within and beyond Manweb's territory, in South Wales, Norweb and Midlands Electricity areas.

In addition, Senior Contracts Manager Dave Miller has secured an IPM contract with the Little Chef chain of restaurants, owned by the Forte Group, and is currently negotiating with a large national chain store with a view to providing this service. Local authority customers to date include Gwynedd County Council and the Countryside Council for Wales.

The Region has recently completed a contract at Pontins Holiday Camp, Rhyl, involving the upgrading of existing electrical distribution and the installation of additional HV substations.

This has enabled the Camp, which was built in the 1960s, to cope with the additional load needed to meet modern demands.

According to the Region's HV Engineer Graham Monks, the project was "similar to providing a new supply to a small village" and had added demands in that staff from both Clwyd and Gwynedd not only had to convert old line cupboards into substations and lay new underground cables, but also achieve these mainly outdoor tasks during the coldest winter months of January to March during a two year period – the only months in which the camp was closed to visitors!

RAF Valley is also a major customer of Western

Speciality service draws top class clients



Barclays bank on Western Region ... Electrician Nigel Lawrence tests equipment at the Bank's Prestatyn branch.

Region. In 1989 the Contracting team in Caernarfon won a competitive tender for a three-year project valued at over £360,000 to rewire the married quarters on the base. The Property Services Agency was so pleased with the work that they subsequently awarded them a further contract worth over £200,000.

The Region has also completed several major projects at Aberystwyth and Bangor Universities. The most recent was a £200,000 contract at Aberystwyth, a design and build project which started with an extension to the University's HV network through to the complete electrical installation of the students' accommodation in the halls of residence.

The building is all-electric with sophisticated heating controls, utilising intelligent thermostats (Delcom Smartstats) which are centrally controlled from a computer in the Manager's office.

Staff in Aberystwyth are not sitting back and resting on their laurels, however, and are currently negotiating with the University for a further contract.

Meanwhile, HV Engineer Graham Monks has been dubbed the Don Quixote of Manweb after being seen chasing windmill developers around North Wales!

"We are awaiting his first success in the Region but are confident he will succeed and we will enter the wind farm construction business just like Central Region, which has won the Coal Clough contract in Burnely," said Regional Contracting Manager Roy Haley.

IT'S QUICKER BY AIR WITH THE EXPERTS IN CONTROL

FROM their base at the Bryn Howel Hotel, Llangollen, the patrol team were to inspect a third of all lines in Dee Valley District.

Lift off is usually around 9.30 am, and the crew are airborne all day with rest breaks in between. The pilot flies above and along the overhead lines while the Manweb inspector observes, looking for fallen or overgrown trees and new buildings that are causing obstructions.

Extremely tiring

Andy Brown, Network Services Foreman and line inspector at Dee Valley said: "Flying all day is extremely tiring! That's why we take breaks to relieve the monotony."

Manweb do have the option of making all patrols by ground. But as the region covers the rugged areas of Wales, ground patrols can be problematic, slow and expensive. Using a helicopter means that about 100 kilometres of line can be

CONTROL

By
Rob Skinner

covered in one day. With foot patrols, it takes a day to check just ten miles. For these reasons, Manweb uses air patrols more frequently.

Concerns from local residents are usually rife at patrol times. People query the safety aspect of low flying. Are we taking unnecessary risks? Manweb contracts a private helicopter company, Lakeside Helicopters, who are experts in this type of work. Their fully trained pilots carry Civil Aviation Authority Low Flying Dispensation Certificates, and keep well within the prescribed safety limits.

There are often complaints from farmers, worried about the effects low flying could have on their livestock. With many farmers as customers, Manweb heeds their concerns and where possible will skirt round fields of livestock, and avoid low flying at peak birth times.

Prior notice

Additionally, new optical equipment is available, meaning that line surveillance is possible from a much higher altitude. With prior notice, line inspectors will use this equipment in farming regions in order not to disturb the livestock.

All lines throughout the Manweb region are inspected by helicopter every three years and by ground ever five years. As a result, it is hoped that electricity power cuts can be kept to a minimum.

MANWEB HEEDS THEIR CONCERNS



Mike Sedgwick, Chief Pilot Lakeside Helicopters (left) and Andy Brown, Dee Valley Network Services Foreman, plot out the day's route before take off.

WITH over 16,000 kilometres of lines, Manweb has a mammoth task ahead of them all in full working order. Relatively new Officer Rob Skinner, Photographer Mike Hall recently took a view of how the company goes about its task when they joined Manweb's helicopter line patrols.



The Lakeside/Manweb helicopter in operation near Llangollen



Airborne, and the overhead checks begin. Andy Brown of other obstructions to the line.



All systems go? Final checks are made to the helicopter at Hotel near Llangollen, by Chief Pilot Mike Sedgwick.

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s base at the Bryn Howel



Lower away! Chris Bower (left) and Philip Doheney (right) bring the boulder down to earth at its new resting place, watched by onlookers Bill Farrell and George Burgess at the Wirral Country Park, Thurstaston.

How they unearthed an ancient relic

GEOLOGICAL history was made in North Wirral recently, when Manweb uncovered ancient glacial relic that had been hidden since the ice age.

The boulder had not seen the light of day for 10,000 years, until Manweb employees unearthed it while digging a trench at the Glegg Arms Substation, Heswall.

Alerted

It was left for dead, until Manweb ex-employee, Eric Coley found it and immediately alerted the Wirral Country Park at Thurstaston. They identified it as a glacial erratic — a rock formation shifted hundreds of miles as a result of the ice age.

One metre in diameter and almost two tons in weight, the biotite granite erratic was originally part of a much larger mass, probably from South West Scotland but was plucked up by a 2,000 feet thick moving ice sheet and transported to the Wirral.

Chris Bower, Ranger at the Wirral Country Park, requested that this geological discovery be moved to a permanent site at Thurstaston, where it could be put on display to the public.

Lowered

Help was enlisted in the form of Manweb heavy goods driver Philip Doheney to shift the erratic from the substation, to the Wirral Country Park. Once transported, it was carefully lowered into position at its new home.

The rock takes pride of place at the centre of the Glacial Erratic Display, which will be used as an educational aid for thousands of school children each year.

VINE TIME HAD BY ALL

MEMBERS of Chester and Head Office Retired Staff Association had a corking time when they recently visited one of the most northerly vineyards in England.

Halfpenny Green Vineyard, planted in 1983, is near Bobbington in South Staffordshire, on an open sunny site 300 feet above sea level, on frost-free south west and south east slopes. The land overlooks Halfpenny Green Airfield and enjoys magnificent views across open countryside to the Clee Hills.

The soil is very light and sandy over sandstone rock and, with free-draining, is the perfect environment for the vine.

The vineyard, which covers 20 acres, grows four main varieties — Huxelrebe and Reichensteiner, both German whites, Madeleine Angevine, a French white, and Seyval Blanc, a French hybrid, plus several French red varieties.

All varieties are European vines grafted onto American root stock, which is resistant to Phylloxera, a parasitic louse that attacks grapevine roots. This infection devastated the world's vineyards in the late 19th century and is now controlled by grafting. The American root stock is not affected.

'Bud burst' is in early May and grapes are in evidence from Mid July until the gathering in early October.

The wines produced at Halfpenny Green are in three styles, dry, medium dry and medium. They are fresh, clean, fruity with a touch of spicy acidity and a flowery bouquet. In 1990 and 1991 the Vineyard won awards in the English Vineyards Association's 'Wine of the Year' competition.

The retired group had a guided tour of part of the vineyard, saw a slide presentation and enjoyed a wine tasting! Most members also bought bottles of wine to sample back at home.

● The Association's next excursion will be to Bulmer's Cider Mill at Hereford on November 18!

Also on the agenda is the annual Christmas Dinner on December 11, to be held at Head Office, when the principal guests will be Manweb Chairman Bryan Weston and Mrs Weston. Tickets will be available at the November 25 meeting.

Pen for letters

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

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

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

Keri Wynn
Retired 2nd Engineer
(full address supplied)

YOUR CHANCE TO WIN A CORBY

With a Corby Trouser Press in the home the whole family can look smart each and every day — without the tiresome, time consuming effort involved in ironing or the bother and expense of trips to and from the dry cleaners.

At the turn of a dial, the Corby press smooths away wrinkles and "baggy knees" from all your trousers and slacks — whilst providing sharp knife-edged creases.

A unique stretcher bar system gently grips and eases trousers back into shape while the pressing temperature is controlled by a heat sensitive thermostat, to give perfect results every time.

The press is lined with a special material (dispensing with the need to dampen or steam) which ensures there's no hint of the "shine" so often left by normal ironing. The heating area is cushioned and adjusts at the base to differing fabric thicknesses to give just the right degree of pressure.

All you do is turn the dial and walk away — your Corby will switch off automatically on completion.

Handy extras are included like an extending tie bar, a shelf for loose change, wallet,

keys, etc. and a contoured jacket hanger — so your Corby press also doubles as a complete valet stand!

You will be delighted with the low running costs — approximately 1p to press a pair of trousers — plus the excellent reliability which is backed by a full 5-year guarantee and B.E.A.B. approval.

Manweb shops stock three Corby trouser press models, which are available at the following staff discounts:

Model 4400 Mahogany finish — staff price

£76.79

Model 2200 White finish — staff price

£68.79

Model 9000 Black Ash finish — staff price

£103.99

We've three Corby 5000 models (white) to give away in our easy-to-enter competition. All you have to do is correctly answer the four simple questions below. The senders of the first three correct entries drawn will each receive a trouser press.

The competition is open to Manweb employees and retired staff, and the closing date is November 6 1992. The Editor's decision is final.

Answer the following four questions and send your entry to: The Editor, Contact, Room 5E1, Manweb, Sealand Road, Chester CH1 4LR, to arrive no later than November 6 1992. Please mark your envelope 'Corby Competition'.

QUESTION 1	ANSWER 1
What safety approval symbol is held by Corby?
QUESTION 2	ANSWER 2
How long is the free guarantee?
QUESTION 3	ANSWER 3
Which unique function re-shapes your trousers?
QUESTION 4	ANSWER 4
What is the cost of pressing a pair of trousers using a Corby?
Name:	
Address/Dept.	
Postcode:	



WICKER BY TH THE TS IN ONTROL

By
Rob Skinner

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**DS
NS**



and Andy Brown, Dee Valley Network Services Foreman,



The Lakeside/Manweb helicopter in operation near Llangollen.



Airborne, and the overhead checks begin. Andy Brown observes for fallen trees and other obstructions to the line.



All systems go? Final checks are made to the helicopter at its base at the Bryn Howel Hotel near Llangollen, by Chief Pilot Mike Sedgwick.

WITH over 16,000 kilometres of overhead power-
lines, Manweb has a mammoth task keeping
them all in full working order. Assistant Public
Relations Officer Rob Skinner and Head
Photographer Mike Hall recently had a bird's eye
view of how the company goes about this major
task when they joined Manweb's annual heli-
copter line patrols.



Lower away! Chris Bower (left) earth at its new resting place, the Wirral Country Park, Thurston.

How they unearthed an ancient relic

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The rock takes pride of
place at the centre of the
Glacial Erratic Display,
which will be used as an edu-
cational aid for thousands of
school children each year.

Putting you in the PICTURE



Clowning glory

THERE was plenty of clowning around when Manweb's Mid Mersey District took part in a recent Disability Awareness Day in Warrington.

District staff manned the Manweb caravan, which carried a display of specially adapted appliances and information leaflets about the services available.

Manweb was amongst a

number of companies taking part in the Awareness Day, organised by Warrington Information Group for the Disabled. Clerical Assistant Janet Hewitt, of Personnel, is pictured (above) with some of the young visitors and Big John the Clown, otherwise known as John Barnes.

SEE 'NEW HEIGHTS' STORY, PAGE 1.



BOOST FOR BUSINESS

CONTINUING its support for the local enterprise agency network, Manweb has given budding businesses in Deeside a helping hand.

Manweb's Area Energy Sales Manager Bill Hatton is pictured (left) presenting a £1,000 sponsorship cheque to Norman

Sturt, Managing Director of Deeside Enterprise Trust.

The money will be used to buy computer software which will assist the Trust's business advisors in preparing and reviewing business plans for local companies.

Mr Sturt said: "We are most grateful to Manweb for their generous donation. In today's economic climate, sponsorship is much harder to raise, which makes the value of Manweb's continuing support all the greater."



Geoff Fogden, Regional Commercial Director for Fairclough Homes, is pictured (right) receiving the sponsorship cheque from (l-r) Howard Crompton, Mike Boxall, Head of Tariffs and Customer Contracts, and Mid Mersey's System Planning Manager Robin Bradshaw.

CUSTOMER LINK-UP GAINS COMMITMENT

REORGANISATION has prompted Energy Marketing to develop closer links with major customers in order to provide a first class service.

One such customer is Fairclough Homes, whose representatives recently met with

Manweb to discuss changes in supply policy and exchange views on a number of issues, including joint mains laying with other utilities.

Manweb's Cheshire Region Account Manager Howard Crompton, who organised



the meeting, said: "Customers are always pleased to see their comments taken on board and not lost in the corporate machinery. This can only help our business and gain the commitment of our customers."

During the meeting a £100 cheque was also presented to Fairclough's to boost their fund-raising appeal on behalf of the Macmillan Nurses Trust, a special unit dedicated to the treatment of cancer patients.

TV gift for support scheme

MANWEB has donated a portable television to boost a fund-raising appeal in aid of Clwyd's crime victims.

The colour tv is the major prize in a raffle being organised by Clwyd Victim Support Scheme.

Manweb's Regional Accounts Control Manager John Kennedy is pictured presenting the television to Mary Byrne, the Support Scheme's County Co-ordinator.

John, who is also Treasurer of the Rhuddlan District Victim

Support Management Committee, said: "Manweb is happy to be able to help this worthwhile community charity. Our staff and our customers are all potential victims of crime and we would like to think we are supporting the community as a whole in this project."

If anyone would like further information about Victim Support or would like to volunteer their services or make a donation, John Kennedy can be contacted at Dee Valley District Office, ext. 2170.

DIRECTOR AT DEE VALLEY



DEE Valley staff recently met Non-Executive Manweb Director Eryl Morris when he visited the District.

Mr Morris, who toured the District Office at Rhosyllen, also called in at Corwen Depot and Corwen Shop, where he is pictured (centre) with Dee Valley District Manager John Macdonald (left) and Shop Manager Emyr Jones.

YOUR GLASSES PLEASE

HEAD Office Taxation Accountant Helen Connolly is reminding staff that she is still collecting unwanted spectacles on behalf of Vision Aid Overseas.

The charity ships the glasses to third world countries where they are needed. Spectacles should be in reasonable condition, though cases are not necessary.

Spare specs can be sent to Head Office, Room GS1, and collection points have also been set up at shops and District Offices. Helen plans to carry on collecting up to around Christmas, and can be contacted on Head Office ext 2518.

OBITUARY

CHRISTOPHER TAYLOR

It is with sadness that Contact reports the death in a road accident of Christopher Taylor, a Storekeeper at Queensferry.

Chris, 25, was extremely popular and well thought of by his many friends and colleagues, including Queensferry Depot Manager Bob Wright. "We were all devastated by the accident and send our sympathy to Chris's family," said Bob.

Chris's mother Margaret is a Private Secretary in the Finance Department. Accountancy Manager Eifion Jenkins said the thoughts of everyone at Manweb were with Margaret and her family.

ESPS

Electricity Supply Pension Scheme

NOTICE OF MEETING

NOTICE is hereby given that the Tenth Annual General Meeting of the members of the Scheme will be held at the Institution of Electrical Engineers, Savoy Place, London WC2 on Monday November 2 1992 at 2.00 pm to confirm or receive the following:

1. Minutes of the ninth Annual General Meeting held on December 18 1991.
2. Matters arising out of the minutes.
3. Statement by the Chairman on the report by the Trustee of the Scheme for the year ended March 31 1992.
4. Statement of accounts for the year ended March 31 1992, and the auditors' report thereon.
5. To receive any other competent business.

W Hamilton

Secretary of the Electricity Supply Pension Scheme

SWITCH TO BETTER USE OF CONTROLS

IN the August issue of 'Contact' I said that comprehensive energy audits would be completed in each District and at Head Office by the end of the financial year.

Audits have now been completed at Clwyd and Liverpool and at Queensferry Stores. Sadly they show similarities in that existing methods of control — thermostats, time clocks and light-switches — are not being used effectively.

Time clocks are being set too early without exploiting the benefits of Economy 7 (E7), thermostats are set too high on both room and water heating and light switches are left on when there are no occupants in the room.

The recommendations in the report indicate to managers how the better use of existing controls would save energy and reduce our carbon dioxide emissions, for example, by staff switching off lights when not necessary.

A comprehensive energy audit at Head Office has now been completed. The recommendations are being studied so that we can begin to save at Head Office as we are beginning to in our District offices.

However, staff throughout the Company probably know many ways to make real energy savings. If so, why not enter the 'Bright Ideas' competition and try to win one of the energy saving prizes for use in your own home?

The Head Office recommendations showed amongst other things that we could be more economical in our use of lighting.

Staff may be aware that heat recovered from the lights, from

by
Geoff Ravenscroft
Energy and
Environment Manager

the staff themselves, from the air conditioning plant and from office equipment (such as personal computers, VDUs and printers) is used to heat the building.

The building's internal temperature is maintained at comfort conditions during office hours using only this recovered heat. The outside temperature has to be below -1 C before supplementary heating is needed. We are therefore cooling the air for the majority of the time.

The lights (300 kW of energy) DO NOT, therefore, need to be on when the office is closed!

But how many of you have

passed the office and seen the lights on when the office is closed?

The following information, which is also available on the 'bulletin board' within the Office System, explains how the lights at Head Office are controlled.

Lights are switched on by the central lighting control system at 8am and off at 8pm, after the cleaning staff have left. Any member of staff working after 8pm needs to press the light switch at the end of the room to turn the lights back on again.

At 8.45 pm the central control system will again switch off any lights still on, but after that time any lights left on will not automatically be switched off.

In fact, they will be left ON all night, and if this is a Friday evening, the lights will remain ON throughout the weekend.

For safety reasons, the corridor, toilets and vending room

lights on a wing stay on until the very last office light is switched off. So potentially even more lights may be left on unnecessarily.

Leaving the lights on in one office in a wing is the equivalent of 250 hundred watt lamps staying on. This is enough power to light more than 50 homes!

The control system for the lighting may seem a complicated system. It is, but all I ask is that YOU aren't DIM or LIGHT-HEADED, but instead become a BRIGHT SPARK!

When you leave an unoccupied room SWITCH OFF the lights.

Other savings could result if we switch off our PCs and VDUs when we leave our desks. If everyone did this, we could save as much as 250kW or the equivalent of 250 one-bar fires.

Remember — 'Get switched ON to switching OFF'.

GREEN ISSUES

Prizes Galore!

HERE's your chance to turn your bright ideas for saving energy into a super prize.

The Energy and Environment Section is running a competition throughout October aimed at encouraging staff to put forward suggestions on energy saving in any work situation within Manweb. This could apply to ways of reducing

electricity or water consumption, or fuel for the transport fleet.

There are a number of prizes at stake for the senders of the best ideas which could result in quantifiable energy savings. Each of these prizes will help staff to reduce their domestic energy bills and cut down on the Carbon Dioxide gases which we all produce in the home.



NEARLY ALL GREEN NOW

MANWEB's drive to convert its fleet of vehicles to run on 'green' fuel has shifted into top gear as the programme nears completion.

Four more Districts have recently taken delivery of their first consignment of unleaded petrol, and the imminent switch over of Caernarfon and New Crane Street will mark the end of the scheme.

Manweb, which owns more than 1,600 petrol and diesel vehicles, including cars, vans and trucks, began converting all suitable petrol engines over two years ago.

At that time it became company policy to gradually replace older, leaded vehicles with more environmentally-friendly unleaded or diesel models.

The latest Districts to go 'green' are Aberystwyth, Clwyd, Oswestry and Liverpool.

Aberystwyth has 60 vehicles — 39 diesel and 21 petrol — 19



John Boyer, Liverpool District's Customer Services Manager, fills up Transport Supervisor John Chadwick's vehicle with lead-free petrol.

of which were suitable for conversion, while Clwyd, which has 46 diesel and 83 petrol vehicles, was able to convert 74.

Oswestry, with a fleet of 52 diesel and 38 petrol vehicles, was able to convert 32, and Liverpool, which has 87 diesel and 82 petrol vehicles, converted 67.



Clwyd Transport Supervisor Dennis Vaughan tops up Customer Services Manager Phil Starkey's tank, with Motor Vehicle Fitter Harry Morris next in the queue to fill up his van.

First prize — The outright winner will win a microwave oven.

Second prize — SIX winners will have an E7 timer installed in a suitable immersion heater.

Third prize — TWELVE winners will receive 24-hour plug-in timers that allow the use of E7 electricity.

Fourth prize — SIX winners will receive compact fluorescent lamps which directly replace a standard domestic bayonet cap lamp.

Fifth prize — TWELVE winners will receive an immersion heater lagging jacket.

The judging panel will consist of Manweb's Technical Sales Development Manager Dr David Walker and Energy and Environment Manager Geoff Ravenscroft.

If you have a bright idea and would like to enter the competition, complete the form below and send it to: G Ravenscroft, Energy and Environment Section, Room 4W1, Manweb, Sealand Road, Chester, CH1 4LR, to arrive no later than November 6 1992. The winners will be announced in the December issue of 'Contact'.

RULES: The competition is open to Manweb employees only. The judges' decision is final. The closing date for entries is November 6 1992.

BRIGHT IDEAS COMPETITION

(Please complete in block letters)

Name.....

Place of work.....

Where will the energy saving take place.....

My energy saving suggestion(s) is/are.....

I think it will save Manweb money because.....

(Use a separate sheet of paper if required)

Send the completed form to: G. Ravenscroft, Energy and Environment Section, Room 4W1, Manweb, Sealand Road, Chester CH1 4LR. Closing date: November 6 1992.

PLEASED TO PUT IT IN WRITING

MORE letters have been arriving at Manweb to congratulate staff for the excellent service they have provided.

Wrexham Shop Manageress Sheila Unsworth and her staff were praised by Buckley customers Chris and Ruth Alsop, who recently bought a television and video. Mr Alsop wrote: "My wife in particular appreciated their helpfulness, since she has a medical condition which makes shopping something of an ordeal."

"Could you please ensure that this letter of thanks is passed on to Mrs Unsworth for her staff to receive the praise they deserve."

Alison Jenkins, at Walton Vale Shop, was next in line for a pat on the back. Customer Mrs Elsie Martin wrote: "I bought an Electra washing machine and her help and expertise was excellent. Just thought I'd give a mention about her as good sales assistants are appreciated by the buying public."

Drivers Errol and Glyn Moxon, who are based at Caernarfon, were the subject of a thank you letter from customer Mrs JE Jones, after they delivered and fitted a new electric cooker at her home in Penygroes.

She described them as "most polite, helpful, good working and very clean and tidy", and went on to say: "It was a pleasure having them working here. Well done Manweb."

Staff at Mid Mersey District saved the day when one of the main fuses failed during a wedding reception at the Nalco Social Club in St Helens.

Club Secretary David Rogers wrote: "I rang from home and explained the urgency of the situation. It took me about six minutes to get to the club from home, but when I arrived Manweb was already present and investigating the fault. Many thanks for prompt and excellent service."

Learning to live with electricity

MANWEB was in a class of its own when the Company hosted a series of 'Electricity in Technology' workshops for the annual Cheshire Schools Sixth Form Conference held recently in Winsford.

More than 80 students and teachers from Cheshire schools took part in the day-long seminar, culminating in workshops sponsored by Manweb, J Sainsbury and the Milk Marketing Board.

Manweb's Education Officer Nigel Charlton took students through three classes designed to make them aware of the use of electricity in modern day living. These were:

- At Home in Wattville — a computer-generated energy trail through a modern house.

- Cooking By Induction — using induction hobs to demonstrate energy efficiency in cooking.

- Into the Doll's House — the use of electric storage and water heating for economy in the home.

Nigel is pictured (right) demonstrating the induction hob for (l-r) teacher Helen Revans and students Lisa Nansen and Tracy Lynch, from St Joseph's High School, Widnes.



Don't be left in the cold about those fridge facts

AS a nation, we are all guilty of taking our fridges for granted! For 86 per cent of the people questioned in a survey have no idea that the correct average operating temperature of their fridge should be below 5°C.

The survey was commissioned on behalf of the regional electricity companies to study refrigerator habits throughout the UK.

One of its main purposes was to determine whether the domestic fridge is appreciated as a vital aid to food hygiene or

merely used as an extension of cupboard space.

The launch of this important research is part of a campaign by the RECs to give customers much-needed information about how to make the most of their fridges, and the results have confirmed suspicion that, while we all seem to number a refrigerator amongst the most important of kitchen appliances, we know little or nothing about how to use them properly.

Many people are unaware of the link between the safe handling and storage of food in the

home, and potential food poisoning.

Almost half (45%) of respondents claim that increased publicity about food safety over the past few years has prompted them to take greater care. There is, however, still a conspicuous lack of knowledge about the role played by the refrigerator in this area.

Two-thirds (66%) admitted they rarely or never alter the dial on their fridges, regardless of the temperature in the kitchen, or the number of times the fridge door is opened.

Furthermore, nearly half (45%) say they rarely or never worry about the time lapse between the purchase and refrigeration of foods — an important factor which should not be overlooked.

"Gallup was commissioned to carry out this research in order to investigate how fridges in the UK were being used and misused," said Jenny Webb, Home Economist for The Electricity Association.

"We are all guilty of expecting our fridges to serve us faithfully year in, year out, without needing any special adjustment or attention," she continued. "The fact is that, used properly, the fridge can be our first line of defence against bacteria growth and subsequent food problems."

The survey also uncovered some other fascinating refrigerator habits: it was found that 3% of the respondents regularly keep live maggots in their fridges — to the chagrin of their partners! Others created domestic discord by insisting on collecting empty milk bottles, and leaving food well past its 'use-by' date in the family fridge!

Other items kept in refrigerators seemed to suggest a reawakened interest in taxidermy: among the more gruesome were dead budgerigars, dead frogs and dead snakes, while one respondent was taking no chances by keeping snake bite serum as well — just in case!

SAY CHEESE!

by
Marj
Scregg

MAKE a meal of cheese. It's good value, nutritious and very more-ish! Be daring and get to know the true flavours of our various cheeses. They can be grated, sliced and tossed into salads and used to flavour soups. Cheese makes a wonderful flan filling and pastries, and mixed with breadcrumbs and grilled is a delicious golden crunchy topping.

But first a few do's and don'ts. Do not cook cheese for long periods, but do mix cheeses with starchy foods such as breadcrumbs or potatoes. Only cook sauces long enough to melt the cheese.

MACARONI AND BROCCOLI CHEESE (Serves 4)

6oz (175g) pasta penne (large ridged tubes); 1/2oz (15g) butter; 1/2oz (15g) plain flour; 1 pint (600ml) milk; 6oz (175g) Red Leicester, grated; 1/2 bunch spring onions, thinly sliced; 1/2 tsp Dijon mustard; 8oz (225g) broccoli florets; 1oz (25g) breadcrumbs.

Cook pasta in lightly salted water for 10 minutes until just soft. Melt butter in a saucepan, add flour and cook for one minute. Gradually add milk and bring to the boil, stirring. Remove from

heat. Stir in cheese, spring onions, mustard and seasoning.

Add broccoli to pasta pan for last five minutes of cooking. Drain well then tip into a shallow two pint (1.2 litre) ovenproof dish. Pour cheese sauce over and sprinkle with breadcrumbs. Cook under a hot grill until bubbling and golden.

PAN HAGGERTY (Serves 6)

1oz (25g) butter; 1 tbsp sunflower oil; 1lb (450g) potatoes, peeled and sliced; 2 onions, thinly sliced; 4oz (125g) Cheddar, grated.

Heat butter and oil in a frying pan. Remove from heat and add a layer of potatoes to pan, then a layer of onions, then one of cheese. Repeat layers, seasoning well between each, finishing with a layer of cheese. Cover with lid or foil and cook over a low heat for 25 minutes until potatoes are tender.

Uncover the pan and cook under a hot grill until golden. Serve with grilled tomatoes and bacon.

CHEESE AND ONION PUFF (Serves 6)

1lb (450g) potatoes, peeled and halved; 1 onion, finely chopped; 2oz (50g) butter; 4oz

(125g) Sage Derby, grated; 3 tbsp chopped fresh mixed herbs or 1 tsp dried; 13oz (375g) packet frozen puff pastry, thawed; beaten egg to glaze; fresh sage to garnish.

Cook potatoes in boiling water, slightly salted, for 20 minutes or until tender. Drain and mash. Fry onions in butter until soft. Stir into mashed potatoes with cheese, herbs and seasoning to taste.

Roll out pastry on a lightly floured surface to two 4x10in (10x25cm) rectangles. Put one puff pastry sheet on a baking sheet and spoon potato mixture along centre.

Slash along centre of reserved pastry sheet at one inch (2.5cm) intervals. Moisten edges of pastry with water and place slashed pastry over potato and filling. Knock up edges (mark with knife to emphasise flakes) and chill for 15 minutes.

Brush top with beaten egg and cook at 220°C 420°F mark 7 for 20-25 minutes until crisp and golden. Garnish with sprigs of sage and serve hot with a selection of fresh vegetables, or serve cold, cut into slices, with mixed salad, cherry tomatoes and spring onions.



Anglo-Spanish relations at work, (l-r) Francesc Busquets and Site Supervisor John Coates.

Contracting help exchange in Spain

MANWEB Contracting recently played ambassadors for Britain when they adopted 17-year-old student Francesc Busquets from Spain, on his two week work placement.

The placement, from July 13 to 24, was part of the Sefton-Catalunya Exchange between a school in Barcelona and three schools in Sefton, Merseyside.

A call for help went out when the electrical student's place fell through at the last minute. Hilary Ryan of Personnel at Manweb's

By
Rob Skinner

North Mersey District Office in Bootle, was able to find a new position within the hour — with Northern Contracting in Liverpool.

Hilary said: "The first I knew was a phone call from Sefton Education Department saying they urgently needed to place a foreign student. I was able to get

in touch with our contracting team who gladly took Francesc on board.

"During his time at Manweb, Francesc gained hands-on experience both on-site at Cathedral Chambers, Liverpool and in the office familiarising himself with the computer system."

Manweb was also able to provide language support for the overseas student, as one of the contractors, Site Supervisor John Coates is fluent in Spanish — a great help in breaking language barriers!

FREE ADS

Holidays

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

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

Llandudno – Branstone Hotel. Privately owned licensed hotel in a central, level position, close to shops and promenade. Comfortable rooms with central heating, tea and coffee-making facilities, shaver points etc. Room and breakfast £14, dinner optional. Family rooms available with reductions for children. Bookings now being taken for Christmas, all inclusive 3-night break, £149 per person. You are assured of a warm welcome at all times. Tel. 0492 876448.

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

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

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

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

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

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

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

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

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

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

Algarve – privately-owned villa set in

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

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

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

Anglesey – Self catering and coarse fishing holidays. Two lakes on 15-acre site overlooking Snowdonia. Touring caravans and tents welcome. Brochure available, tel: 0248 713410.

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

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

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

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

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

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

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

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

Criccieth – North Wales, house overlooking village green. Sleeps six CTV. Beach and shops two mins. Tel: 0766 522 614(Ann Tudor).

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

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

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

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

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

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

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

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

Jersey – Channel Islands. The Willows Hotel, Grand Vaux, St Saviour, Jersey JE2 4NB. New, purpose-built hotel, completed May 1991. One and a half miles from St Helier, situated in the lovely Grand Vaux Valley. All bedroome en-suite, colour television, radio, direct dial telephones, tea and coffee-making facilities. Economy 7 electric heating, hair driers and shaving points. Choice of menu, also self catering apartment. Ten per cent discount to Manweb staff and retired employees, tel. 0534 36267.

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

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

Cornish Cottage – with garden. Gwinear, Hayle. Peaceful countryside, convenient location, sleeps 2/4. Tel. 0736 850389.

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

For sale

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

Nintendo Nes – Game system, two control pads, zapper gun and two games: Super Mario Bros and Duckhunt, a bargain for only £65. Also available 5 other games – Super Mario Bros 2 & 3, Zelda II, Goal! and Double Dragon for only £20 each or £85 for the lot (cost £39.99 each new). Tel. 0978 855273.

Harvard Graphics – 2.3 new and unregistered, £125 ono. Sim Earth, £27.50. Various anti-virus and utility software from £5. Contact Ian Stockdale on HO ext 3023 or write to Office ID 'Stockid' for a list.

Caravan – Campus 2-berth with full awning, electric hook-up, fridge, gas heater, £850 ono. Tel. 0244 321119.

Calor Gas Heater – Portable with bottle, £25. Also Child's scooter, BMX 5-7, lilac and pink, £20. Tel. 0244 819110.

Cooker Hood – Hotpoint, brand new (unwanted gift), standard 600mm width, wall mounted or fitted under a cupboard, polar white, £65 o.n.o. Tel. P Fetherson on HO int. ext. 3115 or 0244 377318.

Servis – Type 212 compact tumble dryer, 6lb washload, £50 o.n.o. Excellent condition. Also Dimplex XT slimline storage heater 2.5kW, £50 o.n.o. Tel. Alex Battisti on HO int. ext. 2795 or 051 342 1893 (home).

'Freestay' – Luxury accommodation voucher, value £500, Spain or Portugal, will sell for £250. Contact D B Birtwisle on 0244 382313 (am) or 0244 319914 (pm).

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

Wanted

Doll's House – Contact Mrs Mary Metcalf on 051 526 9892.

Property

Hoylelake – House for sale. Entrance hall, lounge, dining room, morning room, kitchen, cloakroom with w.c, outside toilet, 5 bedrooms, large bathroom and shower, double garage, central heating and alarm system, £175,000. Tel. 051-632 4192.

Wallasey – 4 bedroom house in Rice Lane, 2 entertaining, large kitchen, £35,950. Tel. Graeme Cooper, Head Office ext. 2099.

Leisure

New Year – Join ex Manweb and CEBG employees on their 4th New Year holiday together, from December 30 to January 2 1993, at the Sherwood Hotel, Torquay. Coach from Liverpool-Torquay-Liverpool. Accommodation full board. One half-day tour, entertainment and dancing at hotel each night. VAT at current rate, all rooms ensuite. Total price £135, insurance £7.90 extra if required. Enquiries to Mrs A McDonnell, Liverpool Electric Power and Lighting Sports and Welfare Club Retired Members Group, tel. 051 489 4880.

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

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

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

Personal

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

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

Quality – Replacement windows, doors and conservatories, UPVC

hardwood, aluminium. Free estimates, all work guarantee, 10% discount for Manweb employees. Tel. 0244 549449 or 0352 758793 after 5.30pm.

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

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

10% Discount – To all Manweb staff. Suits 'U' and Juliano Italia, two shops within the Albert Dock, Liverpool. Suits 'U' (formerly above 'L' for Leather) now at 5 Britannia Pavilion, Albert Dock, 051 707 0980. Juliano Italia, 14 Britannia Pavilion, Albert Dock, selling designer suits, jackets, shirts, etc. from Milan, Genoa and Naples. Fantastic styles, competitive prices. Both shops open 7 days a week, 10am to 6pm, free parking.

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

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

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

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

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

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

Fishing Trips – and pleasure cruises aboard the DTI vessel

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

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

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

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

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

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

Vehicles

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

Volkswagen Golf – 1.3 5-door hatchback in gleaming Diamond White, 1989 F-reg. New MOT, 25,000 miles with absolutely full detailed service history. One owner. Panasonic quad stereo, factory sunroof, still covered by 3 more years' VAG Roadside Assistance, free of charge. Taxed for 6 months. Contact Al Davies on HO int. ext. 4339 or 0352 712408 (home).

Ford Sierra – 2.0i Ghia Estate, D-reg, 50,000 miles, 5 months tax, 10 months MOT, full service history, £3,500 o.n.o. Tel. 0978 755992.

Tuition

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

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

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

(BLOCK CAPS PLEASE)

Name.....

Work place (or retired).....

Tel:

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

Ambassador 2000

WIN A HOLIDAY WEATHER WON'T RUIN

Ambassador 2000 members...here's your chance to win a holiday for you and your family at one of Britain's most popular new resorts, Center Parcs.

forget the wind and rain, this is one holiday the weather definitely can't ruin. At Center Parks everything is under cover so you can relax on your own tropical beach, complete with golden sands and palm trees...and it doesn't mater what the weather is doing outside!

Center Parcs offer fun and excitement all year round. Set in 400 acres of woodland the surroundings are ideal for resting or walking, exploring or just getting away from it all!

Completely different

For something completely different you can try out life inside the sub-tropical Swimming Paradise — a startling futuristic dome full of tropical vegetation. Here you'll find bananas, sugar cane, dates and olives, all thriving in a constant temperature of 84 degrees...ideal for plants and humans alike!

And hidden in this paradise, among the plants and rocks, you'll discover whirlpool baths, sweeping flumes for the more adventurous, swirling rapids, waves and cool plunge pools.

But if it's relaxation you're looking for, then you can enjoy a leisurely swim, the warmth of the solarium or a cocktail at the swimmers' bar.

Your week at Center Parcs will included some time to pamper yourself in the Health Centre — whether it's a stimulating massage, a simple facial or a complete new look, it's up to you! And should you choose a winter break, there's always the sauna and Turkish bath to keep you warm!

More energetic

To keep you (or just your family!) busy, Center Parcs offer a wide range of sports. For the more energetic you can play everything from tennis to badminton; basketball to squash, roller-skating, golf, dancing, sailing...you name it.

And don't worry, there are some more leisurely pursuits: if you prefer fishing, bowling, walking, cycling, it's up to you.

All the villas have a view of the woods and surrounding parkland. Just a step away from all the activities, they all offer privacy and secluded gardens. Your villa has two bedrooms, a log fire, radio, fully fitted kitchen, a lounge, television and of course, central heating. Definitely a home from home!

Lucky winner

To win your own oasis you just need to send in as many leads as you can between October 4 and 30. All leads will be put in a prize draw and the lucky winner will receive a week for a family of four at Center Parcs in Sherwood Forest. Holidays must be taken between November 1992 and the end of March 1993 subject to availability.*

REMEMBER: THE MORE LEADS YOU SEND, THE MORE CHANCE YOU HAVE OF WINNING!

* Excludes Christmas and New Year. The prize is for a family of four sharing a two bedroomed villa at Sherwood Forest Center Parcs between the dates specified. Also included are holiday insurance, club membership during the stay and an allowance of £200 for spending on activities etc.

CROSSWORD SOLUTION

ACROSS

6. Colonel, 7. Ascot, 9. Bench, 10. Horizon, 12. Tommy Cooper, 14. Tchaikovsky, 18. Current, 19. Ayers, 21. Spock, 22. Creeper.

DOWN

1. Moped, 2. Poncho, 3. Set, 4. Eskimo, 5. Coronet, 8. Concave, 11. Smoking, 13. Scrumpy, 15. Africa, 16. Khyber, 17. Greed, 20. Arc.



A towering challenge for Karen Harvey, pictured during her sponsored abseil in St Helens.

MONEY FOR NEW ROPE TRICK

IS it a bird? Is it a plane? No, it's Mid Mersey superman Stephen Farrell who recently took the plunge in a fund-raising bungee jump.

Daredevil Stephen, who works in the Civil Department at Warrington, dived into action from a cradle suspended from a crane 200 feet above Pickmere Lake, with just two bungee ropes attached to his ankles to prevent him smashing into the water.

"The thrill blocked out my nerves and it was all over in 30 seconds, although the adrenalin was really pump-



Stephen takes the plunge.

ing," said Stephen, whose death-defying leap raised £200 for his children's school.

He added: "I want to thank all the Manweb employees who sponsored me and helped raise so much money for St Alban's RC School."



On with the ankle harness as Stephen (seated) prepares for his daredevil bungee jump.

SPORT

Karen lowers herself to raise funds

WIDNES Shop Assistant Karen Harvey certainly knows the ropes when it comes to fund-raising.

Her sponsored abseil from the top of the Parish Church Tower in St Helens town centre recently netted £126 for the local branch of the children's charity Barnardos.

This was further boosted by a donation from Manweb's Charity Chest scheme, which matches £ for £ up to a maxi-

mum £150 the fund-raising efforts of staff.

The crowds below held their breath as Karen descended the sheer wall of the church tower from the dizzy height of 200 feet.

Her achievement earned her an award from Barnardos. She was presented with a plaque for individually collecting the most money during a recent fund-raising push.

Captain takes top trophy

THE final meeting of the 1992 Manweb Golf Society season, the Captains Day, took place at Oswestry Golf Club on September 4. Despite the dire predictions of the weathermen the rain held off and a good day was had by all.

The prizes for the day were won by the following:

Morning Greensome Medal —

- 1 Pat Burke (Mold) and Austin Heathwood (Ret'd)
- 2 Rob Mackenzie (Oswestry) and Harold Mayhew (Ret'd)

Afternoon Stableford (Captain's Prize) —

- 1 Peter Lawler (Mold)
- 2 Norman Clarke (Ret'd)
- 3 Steve MacKenzie (Oswestry)

Category Prize Winners for the afternoon were:

- Scratch — 12 Alan James (Prenton)
13 — 20 Mike Potts (Ret'd)
21 — 28 Ron Trowler (Ret'd)

The President's Trophy for the best performance over the season was won by the Captain, Howell Watson (Head Office), from Paul Clare and Steve MacKenzie.

MANWEB — Order of Merit 1992

for the PRESIDENT'S SHIELD

Rules

10 points for a win down to 1 point for 10th place EXCEPT Gravett Cup at Hill Valley where each of the winning pair gets 5 points and points are awarded down to 5th place (1 point each). best 5 results to count. Prize to be awarded at Captain's Day (will include the points gained that day).

FINAL POSITIONS

Player	LGC	WaGC	RGC	WxGC	DGC	HVGC	OGC	Total
H. Watson	—	7	6	10	8	4	—	35
P. Clare	—	6	7	9	10	—	—	32
S. Mackenzie	9	—	4	—	7	—	8	28
I. K. Rodger	8	9	2	—	3	—	—	22
I. Evans	—	10	—	—	5	5	—	20
M. Pearson	6	—	—	—	9	—	—	15
M. P. Potts	—	3	—	—	1	3	7	14
N. Clarke	—	—	—	4	—	—	9	13
D. Croston	—	—	8	—	—	4	—	12
I. Stockdale	—	—	9	—	—	—	3	12
A. D. James	1	4	—	—	—	—	6	11
P. Lawler	—	—	—	—	—	—	10	10
L. Rigby	10	—	—	—	—	—	—	10
D. Malpas	—	—	10	—	—	—	—	10
T. Keenan	—	8	—	—	—	1	—	9
J. K. Pryce	5	—	—	—	—	—	4	9
R. O. Morgan	—	—	—	8	—	—	—	8
K. Evans	3	—	5	—	—	—	—	8
J. Cheers	—	—	—	7	—	—	—	7
F. T. Edwards	—	—	—	6	—	—	1	7
P. Falcon	7	—	—	—	—	—	—	7
W. T. Gopill	—	—	—	—	6	—	—	6
M. Hughson	—	5	—	—	—	—	—	5
W. D. Jones	—	—	—	—	—	5	—	5
B. E. Morris	—	—	—	—	—	—	5	5
T. G. Morris	—	—	—	5	—	—	—	5
E. Rowlands	—	2	1	2	—	—	—	5
K. Winter	4	—	—	—	—	—	—	4
P. H. Wilkinson	—	—	—	—	4	—	—	4
T. B. Dunne	—	—	—	—	—	—	—	3
L. Butterworth	—	—	—	—	—	1	2	3
V. A. Palmer	—	—	—	3	—	—	—	3
R. Trowler	2	1	—	—	—	—	—	3
K. Spencer	—	—	3	—	—	—	—	3
R. Bramhall	—	—	—	—	—	2	—	2
A. Heathwood	—	—	—	—	—	2	—	2
C. Latham	—	—	—	—	2	—	—	2
F. W. Thomas	—	—	—	1	—	—	—	1