



Bryan Weston

Proud to lead Manweb through great challenge

MANWEB Chairman Bryan Weston retired on 31 August after 45 years in the electricity industry.

Mr Weston (64) had been Chairman of Manweb since 1985, and his retirement is in line with the Company's planned strategy for the future. He is succeeded by Mr Bill Goodall, previously Manweb's Deputy Chairman.

Under Mr Weston's leadership Manweb has focused on becoming a high quality, low cost regional utility Company. As part of Manweb's commitment to the region he has been personally involved in a number of regional activities, including the North West Business Leadership Team and the Royal Liverpool Philharmonic Development Trust. He is currently chairing the Development Council of

Chester in Concert, who are researching the possibility of a Millennium Arts and Entertainment Centre for the region. Mr Weston will maintain Manweb's commitment to this project.

He was an Executive Director of the South Western Electricity Board before joining the Yorkshire Electricity Board as Deputy Chairman, from where he moved to Manweb. Mr Weston made notable contributions to engineering, commercial, and industrial relations activities in the electricity industry as a whole. He played a key role in reshaping the electricity industry in preparation for privatisation, chairing the group which negotiated with the Government on how the industry was to be regulated.

Mr Weston said: "I was proud to

lead Manweb through the great challenge of privatisation and to see it achieve a pre-eminent position among Regional Electricity Companies. Customers have told us that they want value for money service from a utility business, and I believe we are well down the road to meeting that challenge. I leave the Company in a very positive frame of mind, knowing that the strength of the Board will steer Manweb through the challenging times ahead.

"I would like to thank my fellow Board members and all the staff at Manweb and others who have given me their support over the 45 years I have been associated with this great industry. I wish everyone at Manweb continued success in the future."

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TOUGHEST YET

THE Director General of Electricity Supply has published the findings of his review of price controls in the distribution business of the Regional Electricity Companies.

The review has been in progress for 18 months and the implications of the Director General's findings are extremely complex and will affect customers, shareholders and staff.

Manweb has accepted the Director General's proposals and is due to make a full statement on 6 September.

Chief Executive John Roberts said: "This is the toughest regulatory review that any industry has had to face. The proposals are very complex and we

Regulatory review proposals are very complex - we need to understand what they mean to Manweb

have needed time to understand what they will mean to our Company".

There are two main elements of Offer's proposals for the price control which will operate for five years from 1995-96 to 1999-2000.

The first is a revision in the pricing formula that will limit annual increases in distribution (Use of System) charges to RPI-2 for the last four years of the con-

trol. The revision would apply to all Regional Electricity Companies.

The second is a one-off nominal reduction in charges equal to 17 per cent of those charges from distribution that Manweb would be entitled to receive in 1995-96 if the existing pricing formula (RPI + 2.5%) was to have been applied consistently since flotation. However, during this period, Manweb has in-

creased charges at a lower rate than that permitted under the existing formula. Consequently, actual charges will be below the allowed level.

The effect of this is to reduce the one-off nominal reduction in charges in 1995-96 from 17 per cent to approximately 10 per cent.

The Company has accumulated around £20 million of under-recovered revenue and, under the terms of our licence, we are allowed to recoup this in future years.

Factors

Manweb is not yet in a position to estimate how the proposals could affect prices from 1995-96, as around two-thirds of the total electricity price for domestic customers is made up of generation costs which vary from year to year due to factors outside our control, such as inflation and oil prices.

Manweb continues to make significant progress with its core utility business strategy, delivering benefits to customers.

Since flotation in 1990 the Company has consistently delivered cost savings and has made efficiency improvements worth over £20m each year, whilst at the same time investing over £300m to improve services.

The results of this investment programme have been dramatic. For example, last year there were 20 per cent fewer faults on the network.

In 1993, Manweb's performance on guaranteed standards, the Director General's own measure, improved by 75 per cent compared with the industry average of 50 per cent. Customers have also benefited, in the past 12 months, from price cuts and rebates worth well over £20 million.

Manweb is committed to delivering a high quality, low cost service to all its customers and will continue to pursue this strategy in the future.



The Manweb quad bike was a roaring success with youngsters Ben Ollier (4) and brother Anthony (6), sons of Manweb Network Services Accountant Tony Ollier, when they visited the Cheshire Show. (See story, page 12.)

NEW OUTLETS PLANNED FOR METER CARDS

ARRANGEMENTS for selling Manweb meter cards in Post Offices will come to an end on 30 September.

Instead, Manweb is extending the range of independent outlets, including off licences, garages and convenience stores, many of which are open from 7 or 8am until 11pm, seven days a week.

Some garages are selling Manweb meter cards 24 hours a day.

The new arrangements follow a move by the Post Office to increase the commission they charge us for each transaction, together with the need for Manweb to make cards available at times when customers want to buy them.

Head of Income Bob McMahon said:

"We had hoped to deal direct with sub-postmasters who have a private side to their business - such as a newsagent's or off-licence - but Post Office Counters have threatened to remove their franchises.

"It leaves us with no alternative, because if we had agreed their commission increases, it would have added millions of pounds to our costs. This is totally unacceptable to us, particularly as we have been able to reduce electricity prices for all our customers by 10 per cent in real terms since 1991."

Manweb has already withdrawn from around 300 Post Offices during the last 18 months and is instead selling meter cards through 500 independent retailers who are open for longer hours.

Several hundred new outlets are planned, and Manweb will continue expanding to give customers even wider choice. Meter cards are also sold through Manweb's own shops and offices.

Bob said: "Only a third of our total meter card sales go through the Post Office - the rest are sold through independent outlets, which shows how successful the expansion has been."

Bread of life

MANWEB staff are urged to put their best feet forward and help the British Heart Foundation fight heart disease!

Heart disease is Britain's biggest killer, claiming one man, woman, teenager or baby every two minutes.

You can help by participating in National Bread Week Walkathon, a series of over 120 sponsored walks organised by the British Heart Foundation to promote walking as a means of reducing risk of disease and to raise vital funds for heart research.

Ranging from gentle 3-mile strolls to 30-mile hikes, the walks wend through scenic countryside, castle grounds and around lakes and reservoirs. It's a great day out for a great cause - saving lives from heart disease. In addition, the two top fundraisers overall will win weekends in Europe and the UK.

During National Bread Week, 24 September to 1 October 1994, you can also help BHF by buying bread: participating bakers will donate to BHF for every loaf sold.

Call for information on your nearest walk: 0500 300445.

Crackdown on crime

FIDDLING the meter doesn't pay. That's the message contained in a new video launched during August by Manweb and 12 other UK electricity companies as part of a nationwide crackdown on meter tampering.

Entitled 'Daylight Robbery', the video has been produced to heighten awareness amongst electricity workers, the police, magistrates and Crown Prosecution Service of the countrywide theft problem.

Regional electricity companies lose millions of pounds in revenue every year and it is honest paying customers that end up footing the bill. Manweb takes theft of electricity very seriously and has a Revenue Protection Unit dedicated to tackling the problem.

"The video contains some powerful messages that theft of electricity is a criminal offence, is very dangerous and can kill," said Martyn Jones, Manweb's Revenue Protection Manager.

"It also highlights the current trend towards organised electricity theft. Cases that we are now coming across involve a number of different addresses where the electricity meters have all quite clearly been tampered with by the same person."

He added: "Serious injury as a result of interfering with the electricity supply is becoming more widespread, and we cannot stress too strongly the

dangers."

The video is a mini drama which follows four people from different walks of life who respond to an advertisement claiming "cheaper electricity bills". They meet up at the back-street premises of a crook selling illegal devices for fiddling meters.

All involved learn some very painful lessons, including the crook who ends up facing a possible murder charge.

During 1993/94 there were just 23 domestic disconnections in Manweb's region for debt, the lowest in the industry. In contrast, the Company's Revenue Protection Unit disconnected 1,161 premises for theft of electricity, a 30 per cent increase over the previous financial year.

Manweb was recently successful in a major Crown Court case where a person was sentenced to two-and-a-half years' imprisonment for conspiring to defraud the Company. In the same case a second person was jailed for eight months and ordered to pay Manweb £50,000 compensation. This was the result of a three year investigation by Merseyside Police and Manweb, involving more than 400 addresses in organised theft of electricity.

If anyone suspects incidents of meter tampering, Manweb's Revenue Protection Unit can be contacted on 051-343 1610.

Bright spark!

THE winner of our Bright Sparks competition, in which we invited you to write in with suggestions on how MCSL can develop the business, was retired employee Mr Thomas Fox of Vicars Cross, Chester.

Mr Fox highlighted the potential market of RCDs as an important safety device for

domestic properties.

MCSL is currently looking into this product area for addition into its Choice in Store Catalogue.

Congratulations Thomas and thank you to all of you who took the time and trouble to write in.



Dave Dodd, using a hand-held terminal on site at Buckley.

FIELD Access System (FAS) trials have been progressing with outstanding success in Clwyd District.

The 'thumbs-up' sign was given to the system by District staff after more than 28 crews had co-operated in the trial so far.

Designed to improve communications and cut out paperwork between field staff and District offices, the system was put in place following a survey which asked the main question: "What information would you like access to when in the field and what extra facilities would you like to be made available?"

The new system is now live in Mold and Rhyl depots with foremen Vic Hooson and Brian Parry in Mold and Ray Stobbart in Rhyl reporting satisfaction with it.

Said Ray: "The trials have enabled us to identify and eliminate a number of bugs in the system. Section Managers Colin Blundell and Derek Robinson are now enjoying major benefits of the system which has enabled them to significantly reduce clerical effort required to support the depots."

East Section Manager, Colin Blundell, says: "It is

It's yes to FAS

a very good system which all the field staff have taken to and is a great credit to the Project Team. The clerical staff have been released from a lot of repetitive work and are now able to contribute much more to other areas of the business."

The trial so far includes two FAS applications:

- A system to eliminate the DOJM paperwork and simplify the reporting back process.
- A facility to allow sending and receiving of messages by field-based staff.

A meter reading system to replace the existing system is to be implemented in the next phase of the trial together with a trial of passing data to hand-held terminals by radio.

Foremen were issued with a PC-based unit to allow them to download

work from the main-frame to the field devices held by each crew on which they can receive work and report back on progress.

The crews tried out different types of terminal. Feedback from the crews is being collated and assessed by the Network Services and Information Services team led by FAS Project Manager Fred Wightman, who planned and implemented the system.

"The success of this system means we will be able to extend it to the rest of Clwyd and possibly to other areas of Manweb," said Fred.

Among the advantages of the system are:

- Reduction in paperwork and associated handling costs.
- Freeing of Network Services clerks to provide better customer service.
- Speeding-up of the reporting back aspects of DOJM.
- Elimination of clerical keying and reading errors.
- Establishment of a method whereby database information can be made available to field workers.
- Provision of a platform to make maximum benefit of other developments eg direct access to the most up-to-date plans and records in the field.



Brian Parry, Foreman at Rhyl, reported success for the Field Access System trial.

Thanks for your efforts

FOUR Manweb districts and all three customer accounts regions have been congratulated by Chief Executive John Roberts for making no guaranteed standards of service payments during June.

Mr Roberts has written to District Managers Mike Jones (North Mersey), John Hampson (Clwyd), Alwyn Ellis (Gwynedd) and Alison Eakins (Aberystwyth), and also to Customer

Accounting Managers Edna Lambert, Kevin Mawdsley and Ray Hall, asking them to pass on his appreciation to staff for their efforts.

"My congratulations to you and all your staff for your efforts in ensuring no payments were made in respect of the guaranteed standards of service. Long may this trend continue," he said.

Q: Is it true that the Chairman was awarded £1m on his retirement?

A: No financial award was made to Mr Weston. The comments in the press are wrong and completely misleading. He retired as a full-time employee in August 1992 under the normal pension arrangements. The £1m quoted in the media is a figure they have arrived at by calculating the value of shares which the Chairman owns and those he has options to buy under an executive share scheme and the SAYE sharesave scheme, which most of Manweb's staff are participating in. He doesn't yet own some of these shares, and we don't know how much they will be worth in the future, so the £1m figure quoted is completely speculative. In addition, Mr Weston has lost his right to his options under the staff sharesave scheme because he has left Manweb before the five-year sharesave period is complete.

Q: Some of the shares the Chairman already owns were bought at preferential rates through an earlier executive option scheme. Why does he stand to make so much profit without spending any of his own money?

A: Mr Weston bought shares on flotation and gained others through an Executive Share Option scheme. Of the shares he owns now, 80,000 were purchased with his own money. The profit on his share options actually amounted to £350,000, not £1m. Manweb's share price has been one of the highest in the industry and this is to Mr Weston's credit as Chairman, as it is to everyone who works for the Company. He put in a massive amount of work and effort to ensure Manweb was successfully floated in 1990 and to ensure that we were seen as a market leader.

After 45 years in the industry, we should be celebrating

his achievements and wishing him a happy retirement rather than having him subjected to gross misinterpretation about his pay in the press. Unfortunately, as a utility company, we live in a goldfish bowl and are easy targets for this type of story.

Q: Is it right to be paid £75,000 per year for a two day week? Mr Weston was Chairman before privatisation, so what's so different now to warrant such a high salary?

A: It can be difficult for people to relate to big salaries and people often ask what's changed since privatisation. Manweb has changed enormously. The Company stands on its own, is not protected from the market, which is subject to increasing competition and from external threats. We must increase the Company's earnings to reward shareholders and provide the service our customers deserve. To attract new directors and retain the ones we have, it is necessary to pay salaries which reflect their value in the external jobs market. Our non-executive directors decide these salary levels, based on advice from specialist remuneration consultants. Job-for-job, our directors are not the highest paid in the industry.

It should also be remembered that if directors get things wrong, the Company, the staff and the directors suffer, usually with their jobs. East Midlands Electricity is a good example of what can go wrong.

Q: What does the Chairman's job actually entail?

A: This is an important role. He must lead the deliberations of the Board as they develop a vision for Manweb's future, and he must preside over meetings of shareholders and help to explain our strategy and progress. An example of this was our recent Annual General Meeting. He is also responsible for ensuring that the structure and balance of the Board is right.

The change of responsibilities two years ago whereby John Roberts assumed the role of Chief Executive meant that the responsibilities of the Chairman could be satisfactorily achieved on a part-time basis.

Bill Goodall has now taken over from Bryan Weston as non-Executive Chairman. He is a highly experienced Chairman and Chief Executive from outside the electricity supply industry and will add strength to the Board in the challenges facing us.

Q & A

THERE has been a great deal of coverage by the media of the so-called 'golden handshake' that Manweb Chairman Bryan Weston was to receive on his retirement at the end of August.

In this question-and-answer session, David Vernon-Smith, Manweb's Director, Corporate Affairs, puts the record straight.

Beyond mere satisfaction

TELEPHONE surveying of customers who have had recent contact with the Company has shown 90 per cent plus levels of overall satisfaction with both the people and the processes involved in the Company's more routine services. To date, the surveys have covered account payment, meter card purchase, account enquiries, address changes and help with payment difficulties. Current surveys are moving into more Network Services oriented work areas.

Most of the small minority of customers dissatisfied with the service they received appear to have had

**By Tony Harper
Market Research
Manager**

some difficulty in relating to the particular member of staff involved at the time. Obviously, the specific human-business skills presented in the Achieving Extraordinary Customer Relations programme and its supporting courses provide very powerful service tools but we have to recognise that it will always be difficult to avoid the odd situation in which customer and staff member simply do not hit it off. The fact that both customers and staff are human makes closing the final gap to 100 per cent satisfaction a really massive task.

However, one message from the AECR course was that to achieve the same level of satisfaction for different customers often requires differences in treatment from one customer to another. The recent survey work has underlined this point, revealing opportunities to improve each of the processes so far monitored but often showing that a range of expected modifications to existing procedures might well be needed if satisfaction is to be improved for different customers. Because people vary they have different expectations of Manweb, giving us an extra challenge in using the human-business skills we have learned.

Following on from the recent survey work, we have been able to identify that some of these different expectations of Manweb service can be related to particular areas within the Manweb region. This suggests that, in addition to the face to face or telephone dealing skills of our front line staff, we may well be able to plan service delivery on a local area basis to enhance customer satisfaction and to eliminate the irritation often caused by trying to deliver services of little relevance to residents of a particular area. Obviously, there is no substitute for skilled customer contact by experienced members of staff.

But the latest work suggests that we may be able to support these skills with carefully planned variations in service, allowing maximum scope for local service excellence to move us even closer to 100 per cent customer satisfaction.

'OPEN' PLAN PAYS

LOCAL residents are in harmony with Manweb as the first phase of a refurbishment programme to enhance the Skills Training Centre at Hoylake gets underway.

An open evening at the Centre a few months ago paved the way for the project's acceptance.

Dave Winter, Skills Centre Manager, and his team, arranged displays and discussions for local residents to explain why the project was necessary and how it would affect them. It applied particularly to the residents of the adjoining Proctor Road who had over 20 representatives attending the evening along with local councillor Frank Jones. The refurbishment, being carried out by main contractor Tarmac Construction, aims to:

- Create a new reception area.
- Modernise all training facilities to meet current methods and satisfy all safety requirements.
- Bring all admin and office accommodation into one area.
- Replace the outdated canteen facility.
- Tidy the site and improve security.

"The contractors moved in on 11 July with devastating speed and efficiency," said Dave.

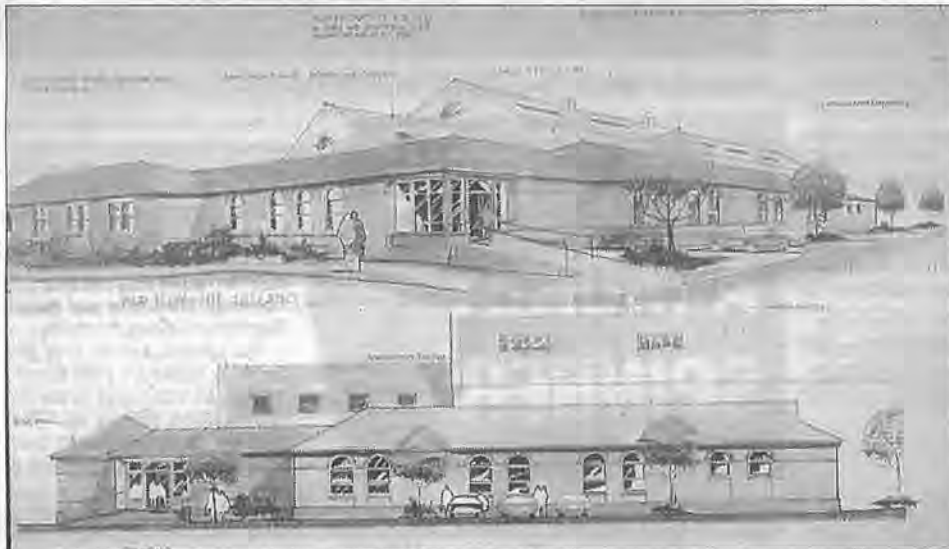
Facilities have been severely restricted with the loss of three lecture rooms and the establishment of temporary catering, administration and meter training accommodation. Car parking has also been drastically reduced.

Work will be carried out in three phases to allow the Centre to continue providing the maximum number of training courses.

The first phase is due for handover by Christmas. This includes a new restaurant, conference room, reception/administration facility and a purpose-built block at the rear of the site with lecture facilities for overhead lines and street-works training.

The rest of the work, which mainly covers the refurbishment of existing areas, will be completed by May 1995.

"This long awaited refurbishment will provide an excellent centre to meet our future training needs and enhance the delivery of our high quality training," said Dave.



An artist's impression of the refurbished Skills Centre.

Greetings – thanks to a little help from Manweb

AN early Christmas is on the cards for Wirral's stroke sufferers, courtesy of Manweb.

For the second year running the Company has sponsored

The Stroke Association by providing its members with the means to create hand-made greetings cards to send to friends and family. By providing plain

white cards onto which stroke sufferers can glue cut-out pictures or shapes from used Christmas or birthday cards, Manweb is helping to provide therapy for people trying to regain their dexterity.

Inside the cards Manweb has printed a simple greetings message, together with the Association's logo and an acknowledgment of the Company's support for the charity.

The Association's Dysphasic Support Organiser is Lorna McLennan, wife of Manweb's District Support Manager Jim McLennan. She said: "Working with their hands in this way is good therapy for stroke sufferers. Many of them only have the use of one hand and have speech problems.

"Making Christmas cards was the first craft activity we introduced, but now we're encouraging them to paint and take up embroidery."

The Stroke Association – Wirral – meets at Pensby Day Centre. Last year its members hand-made nearly 700 Manweb-sponsored Christmas cards for personal use, but this year they plan to branch out and also produce birthday, get-well and various other cards.

• Are you interested in becoming a voluntary helper for your local branch of The Stroke Association? The person you help will need to rebuild lost confidence and be encouraged to practice speech and communication skills. Contact Lorna McLennan on 051-334 7700 or 051-632 0220 for details.



Lorna McLennan (right) and colleague Gillian Young working on Christmas cards with Joe Briggs (left) and George Gray.

THEY SAID IT

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

TO: North Mersey District.
FROM: K. Ryan, Anfield.

"I feel I must thank you for your prompt action re substation doors.

"Also for the polite and efficient workforce to carry out said work. It is nice to have workers as such, as they were so conscientious over their task."

Those referred to are Colin Heaton and Norman Carlson. North Mersey Civil Section dealt with this enquiry on behalf of Lister Drive.

TO: John Roberts, Chief Executive.
FROM: Ross Thompson, Aderley Edge.

"It is sometimes my duty to offer criticism of the way Manweb has conducted some item of business and thus I feel it only proper to write and offer my congratulations when Manweb has provided a service excellently.

When my burglar alarm was activated, knowing it is totally reliable I was concerned and checked the house. Finding everything in order, I went back to bed. Later in the morning I discovered the light was not working. Thinking it odd I tried the adjoining passage light and still no light.

"So I then checked both distribution boards - nothing had tripped, but one was out of supply. Thus it had to be one of our main fuses.

"I telephoned the control around 1.00pm. I described the situation and he told me someone would contact me soon. The same man returned my call within ten minutes and I was told an engineer was on his way. He arrived some 35 minutes later.

"He confirmed one of the main fuses had blown which caused our problem and put both distribution boards on one fuse (having enquired about our usual loading) to give us temporary supply throughout the house. He then arranged for another team to call and replace the fuses - explaining with working on live supply two men must be present. They arrived about two hours later and were finished within minutes.

"Clearly excellent service - the more so being in a rural area and at the weekend.

"Please express my thanks to the men concerned and my appreciation of the efforts of the administrators in organising the workforce in such an efficient manner."

Mr Roberts wrote to those concerned - Ken Brassington, Ian Taylor, Stephen Davies, Anthony Ralph and Robert Spann, of Mid Cheshire District.

TO: North Mersey District
FROM: Susan Healy, Crosby.

"Some recent refurbishment of the mains electricity supply was carried out at the above address and about which I had great cause for complaint. My complaint was duly acknowledged by your organisation and dealt with quickly.

"I am writing to commend the efficiency of the men in charge of the actions resulting from my complaint. The work that they did was excellent. What a pity more care wasn't taken over the initial work!! Nevertheless, we are pleased and grateful about the outcome.

"I cannot, unfortunately, remember the name of the foreman in charge of the refurbishment, but he was particularly co-operative and helpful after my rather irate phone call."

The Foreman was Bryan Pope.

TO: Manweb Appliance Servicing.
FROM: J. Wilcock, Southport.

"We rang today requesting service to Ceramic Hob at 8.25am. By 11.30am the job was quickly, efficiently, pleasantly done.

"Please give credit to all concerned. Thank you."

TO: Mid Cheshire District
FROM: Alicia Bowen, Crewe.

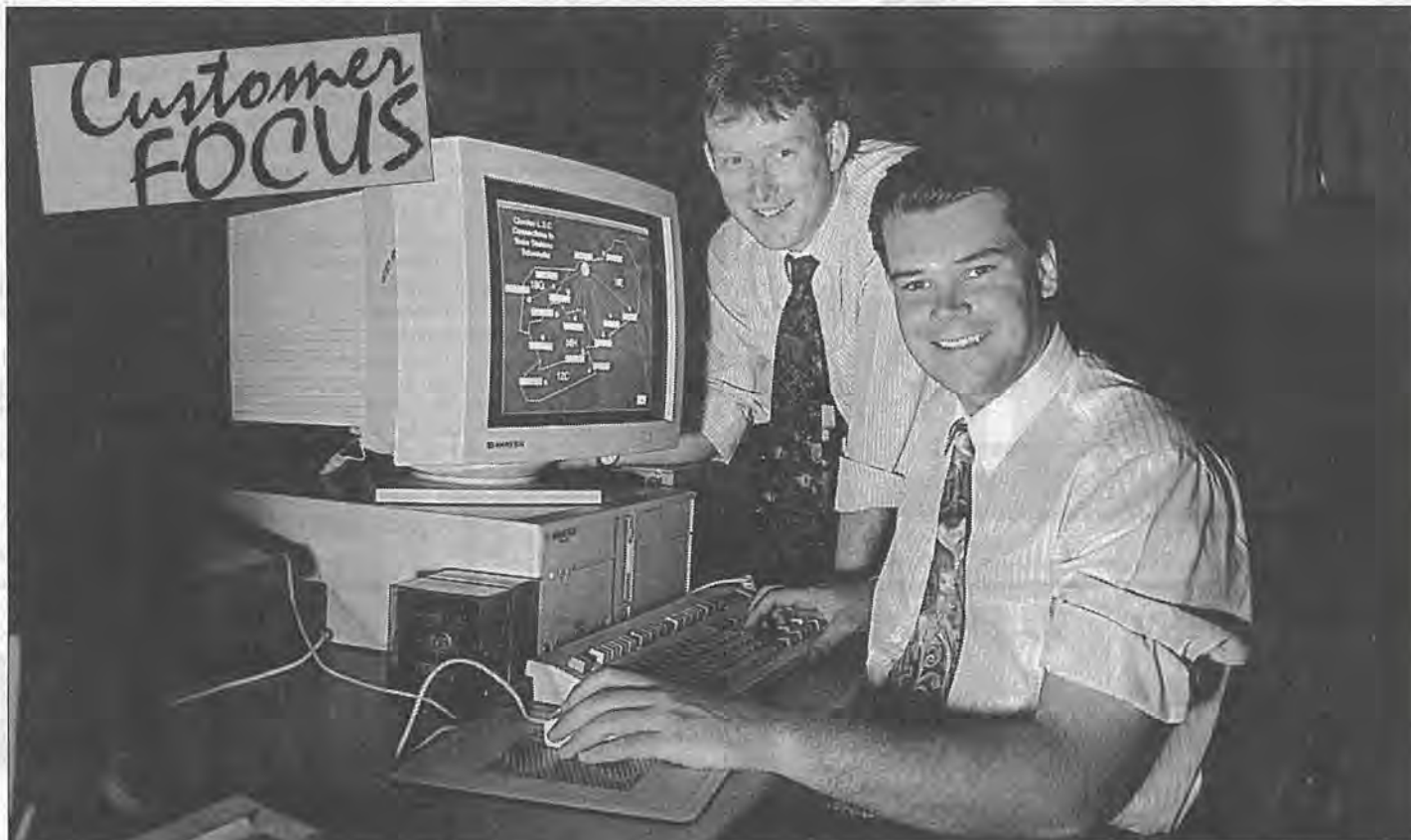
"Further to my telephone conversation this a.m. with a member of your staff. The person to whom I spoke was very patient, and he explained to me the various other methods of

payment.

"Do please thank the employee to whom I spoke for his understanding and reassuring handling of my call.

"It is not often that 'old age dithering' meets with such kindness - and we do appreciate it when it comes our way."

The person concerned was Kevin Nicholls.



Derek Graham (left) and Stuart Jones try out the PMR Graphical Display System.

PROJECT'S A MONEY SPINNER

TO: Mid Cheshire District.
FROM: W. Freeman, Barthomley, Crewe.

"I thought that you would wish to know that we have recently had a two pole generator carrying electricity pylon removed from our paddock. Bank Cottage stands in a beautiful conservation area in Barthomley and for many years the installation was an eyesore. I spoke to your mains foreman, Malcolm Latham, regarding the matter and I am delighted to tell you that whilst he had power off in the village at a local farm he arranged the removal of the poles and fed the cables underground. The whole operation was carried out without the slightest mess or disruption and speaks well of your management team."

10 August when a check of the meter showed that bills were due to high consumption.

"I have noted the number of appliance repairs should it be necessary to ask for a check in the future. I should like especially to thank Mrs Golbourne and Mr Dean for the courteous and thoughtful way they carried out the check. They could not have been nicer."

TO: Region 2, Customer Information Centre.
FROM: W. G. Newman, Irby.

"Ref: Our meeting on 22 June; your arranged visit of the meter tester on 22 June; and telephone call to my wife. Thank you for your quick action following our meeting and the pleasant reception my wife and I received on our visit."

A Graduate project aimed at improving customer service, arranged by PMR Project Engineers Derek Graham and Nick Smye, is proving to be a money spinner for the Company.

The project, to design a graphical interface for the PMR System Manager, has resulted in a marketable product which is already in use by technical staff at Queensferry and has been bought by Yorkshire Electricity and Norweb with South West Electricity showing interest.

The solution arrived at by graduate trainee Stuart Jones, is called the PMR Graphical Display System. It offers an alternative to the existing fault reporting system which outputs all PMR alarms to a printer which is cumbersome and time consuming to use. The new system mimics the alarms and displays

them in a graphical format which can be easily interpreted, allowing faults to be spotted and investigated more quickly.

For the project, Stuart set a number of objectives. He had to familiarise himself with the structure and operation of the PMR System and evaluate the existing PMR fault reporting procedure before suggesting alternatives for the presentation of the information. He also had to investigate any graphical software package alternatives and compile a specification for it. To demonstrate the feasibility of such an approach, Stuart had to write suitable software.

These objectives were met and were incorporated into the new system which now has its own product specification leaflet.

TO: Region 1, Customer Information Centre.
FROM: S. A. Lawe, Alsager.

"Enclosed payment in full of electric bills for last quarter and present quarter. I would just like to thank you for all your help and understanding over the last few weeks in connection with last quarter's bill.

"Your attitude and assistance has helped us tremendously."

TO: Bill Tubey, District Manager, Liverpool.
FROM: Barbara Jackson, Secretary/Co-ordinator, Residents Association, Homewatch.

"We cordially write to extend our gratitude to you for once again kindly allowing us the use of your premises to assemble and decorate our 'float' which took part in the 'Lord Mayor's Parade' on Saturday, 4 June.

"Our great appreciation is also offered to your staff members namely Manager John Chadwick and Richard Dowd for their care and considerate attention which they willingly gave to us.

"Also we are very happy to say that our 'float' - 'Oliver' once again managed to win yet another coveted award.

"Finally, we want you to know that we consider your overwhelming hospitality during the past weeks to be second to none. Thank you for helping us to be successful."

TO: Manweb Contracting Services.
FROM: Stephen Davies.

"This year I arranged to have a storage heating system put into my home.

"I had many anxieties about choosing electricity - mostly because of your reputation for being expensive (but also about the system itself).

"I would like to convey my praise and thanks for a job well done.

"The electrician who fitted the system was first class.

"The bill for the winter quarter was very fair. Well done!"

TO: Region 2, Customer Information Centre.
FROM: V. Bell, Wavertree, Liverpool.

"May I take this opportunity to thank your staff for the way I was dealt with when I had reason to ring them. They were very understanding and sympathetic (re the death of her mother Mrs Dures) and I wish to thank you all for this as it made my task much easier. Thank you!"

TO: Region 2, Customer Information Centre.
FROM: Cllr Audrey Melia, Prescot.

"Re L. Leatherbarrow, 12 Burrows Lane, Eccleston Park. Your Mrs Golbourne and Mr Dean visited Miss Leatherbarrow on Monday,

TO: Oswestry District.
FROM: Jack and Edith Womersley, Meifod, Powys.

"I write to congratulate you and your staff for the prompt restoration of our supply last Friday evening which was quite remarkable. At 9pm an oak tree in my neighbour's garden shed a large branch which severed the overhead supply and telephone cable pulling out insulators, cutting off four local premises including ours.

"Imagine our pleasure and relief to find the damage repaired and the power back on just after midnight. Please convey our gratitude and most sincere thanks to the repair crew for a job well done."

Oswestry staff involved were: D. Meredith and R. W. Dyke.

TO: Mid Cheshire District.
FROM: T. Wood, Wistaston, Crewe.

"Recently three of your staff erected some fencing inside the substation grounds, which is next to my home. May I say that from my wife's first enquiry about having this job done, the response was very good indeed. The whole job was executed very quickly, and the staff concerned did an extremely good job with a minimum of mess or disruption. Can you please express my gratitude to the men concerned. They were Bob Vickers, Terry Edge and Ciaron Baldwin. Once again thank you very much indeed."

TO: Manweb Contracting Services.
FROM: M. Edwards, University of Wales, Aberystwyth.

"I am writing to ask you to forward my thanks to your Mr. D. Rees, Contracts Manager in Aberystwyth, for the way he responded to an urgent request for a fire alarm to be installed in the Sports Cage and the speed in which his electricians carried out the work.

"Without this prompt action the University would not have been able to hold the exams in the Sports Cage."

TO: Manweb Contracting Services.
FROM: Michael Knight, D. & E. M. Knight Ltd, Cannock.

"I feel I must write to congratulate you on the service given by the staff at your Aberystwyth branch.

"Last week I found myself with a problem at my flat in Barmouth. I rang Manweb, expecting the usual load of excuses why they could not help me, but to my surprise found the young lady (Adele) not only could help, but arranged for one of your electricians (Adam) to call the next day and do a full report on the property, and to rectify the problem.

"The report was sent to me within a few days as promised, which enabled me to continue with the sale of my property without any hitches.

"It makes a pleasant change, to find staff so charming, helpful, and efficient, working for such a large Company as your own, I am sure you are very proud of them."

TO: Region 3, Customer Information Centre.
FROM: Vanessa Hartley, Widnes.

I am writing to congratulate you on the service which I received from a member of your staff.

"I have had two weeks of problems from the service centre and the local shop whilst purchasing a washing machine. After a phone call to the Customer Information Centre and talking to Sandy Roberts the whole problem was solved, leaving me very happy.

"Thank you very much for providing me with the service I expected to receive from Manweb as a whole. I am now a very satisfied customer."

TO: Mid Cheshire District.
FROM: Mrs Lawton, TPL Hairdressing.

Mrs. Lawton rang to say thanks following problems with the supply at her hairdressing shop in Nantwich.

Following replacement of fuses so as not to cause problems with the business, Mrs Lawton said how impressed she was the speed and courtesy of all concerned and how understanding they had been. Her son, whose salon it is, had rung her last night to say how good the workmen were and how helpful the foreman was.

The staff concerned were: Caroline Groom, Howard Snape, Steve Davies, Alan Worth, Darren Conde, Ken Brazanall and Mike Sinclair.

TO: Mid-Cheshire District.
FROM: J. M. Smith-Jones.

"Just a quick note to compliment you on the standard of care that I received from one of your telephonists.

"I telephoned the Crewe office asking for some assistance with my new central heating system and an explanation of my bill. The young man that answered the telephone sounded so genuinely happy that I could almost see his smile and, although he could not answer all of my questions, he took all of the details and actually called me back.

"What service! Now thanks to this young man I have a heating system that I can actually use. What a change from those dark pre-privatisation days."

The young man referred to was Craig Sankey.

TO: Richard Williams, Manweb Contracting Services.

FROM: Brian Williams, KnitMesh.
"May I take the opportunity to thank you and your team, Mike, Colin, Lorenzo and John, for the excellent service provided during our recent electrical shutdown.

"The work went very well, thanks to the efforts of all the people involved with the project."



Customer Mrs Esmé Birtles with AMR Project manager, Matt Clay.

CUSTOMER ON TRIAL

A MANWEB customer has assisted the Company in an investigation of new technology.

Mrs Esmé Birtles was one of the first customers to have an Easimeter installed as part of the Company's Advanced Meter Reading (AMR) trial.

The trial will eventually involve 1000 domestic customers in Crewe who will each receive an Easimeter.

The Easimeter, supplied by Thorn Security, using their Mainsborne® communications system, offers significant benefit to customers.

It can be read remotely without the need for a visit. Data is automatically transferred from the meter to local substations via the mains network using Power Line Carrier Technology. Information is transferred back from each substation to Head Office via telephone lines.

A customer display will also be offered to some of the customers on the trial. This unit will provide information on payments and will calculate the value and timing of their next bill.

It also offers price information for customers on multi-rate tariffs.

The first phase of installation (46 units) was completed in July.

AMR Project Manager, Matt Clay, said, "Mrs Birtles was happy to participate in the trial and was pleased that she could assist Manweb in the investigation of this new technology."

"One of the key features of the system for Mrs Birtles will be the ability to use the customer display and see how much electricity she has used since her last bill. She will also be able to see how much it will cost, making budgeting much easier for her."

The second phase of the installations began at the end of August and 800 Easimeters are planned for the installation by November.

The third phase of 200 installations will include tokenless pre-payment Easimeters and is planned to be completed by February next year.

TO: Manweb Contracting Services.
FROM: R. and J. Brailsford, Whitchurch.

"I am writing to pay tribute to the two young men who worked on our property at the above address on 1 July.

"I do not know who they were, or where they came from, but they worked well together, diligently and efficiently, and were well mannered and polite.

"They made me feel there is still hope for Britain."

The men involved were Trevor Harding and Neil Smith, Contracting Linesmen based in Oswestry and working in Mid Cheshire District.

TO: Sue Thomas, Bangor Shop.
FROM: Andy Parkhurst, Bangor.

"A big thank you for your concern and help with my bill, you must be 'one in a million' amongst the electricity companies."

TO: Manweb Retail Operations.
FROM: Mr & Mrs Lesley Thornley, Holywell.

"We called in your store in Prestatyn to purchase a cooker and fridge.

"We were very pleased with the service we received from one of your staff, Mr Gary Bunton, he was very efficient and polite.

"I just had to let you know because you do not get this service these days."

TO: Manweb Contracting Services.
FROM: Park Avenue, Wrexham.

"Just to thank you for arranging to work on updating my security system. Would you please convey my most appreciative thanks to Mr L. Latham and also to the member of your staff who carried out the work on site, a very conscientious and competent technician."

The electrician was Glyn Jones and the engineer Len Latham.

TO: Graham Smith, Clwyd District.
FROM: Assistant Chief Constable, North Wales Police.

"In connection with the Royal Visit of the Prince of Wales to Gwynedd which took place on 3 July, 1994, may I take this opportunity to express my appreciation to you and your staff for the services extended to North Wales Police on the day.

"The contribution of Mr John Stephens in particular, is worthy of special mention and I am extremely grateful to him for his assistance.

"Many people worked very hard to ensure the visit progressed successfully and, again, I am grateful to you for your contribution."

TO: Barry Judd, Mid Mersey District Manager.
FROM: Ann Thornbury, Great Sankey.

"One of your meter readers called at my address on Tuesday, 26 July, and as I was at work put a card through the door to say he would call back later. This he did and read the meter and told me that the house alarm was going when he first called so he checked the back of the house to make sure there wasn't anyone trying to get in, and when he passed later, the alarm had stopped.

"I would be very grateful if you would pass on our thanks to the young man concerned, it isn't everybody who would take the trouble to check when an alarm goes off, and my husband and I are very grateful."

The meter reader was Charlie Hall.

TO: Jeff Hunt, Mid Cheshire District Manager.
FROM: T. R. Redfern, Consultant Orthopaedic Surgeon, Leighton Hospital, Crewe.

"During April 1994 members of your organisation moved a transformer and a series of poles

near to my house, resiting the transformer and concealing the cables underground. Belatedly I write to express my thanks for the helpful and efficient way in which they approached the work and ensured it was carried out with the minimum of disturbance to myself and my family.

"I would particularly like to express my gratitude to Mr John Penn in the Wayleaves Dept and Mr Paul Cunningham in the Planning Dept, who saw the project off the ground and Mr Malcolm Latham who ensured that the plans became reality. All three were most courteous and helpful."

TO: John Bell, Regional Operations Manager, Trading.

FROM: E. W. Pearson, Wallasey.
"I am writing to you on behalf of my wife and myself to thank Manweb for the wonderful and efficient help I received from your Wallasey Showroom, Liscard.

"We were unfortunate to have a fire in the kitchen of our home.

"We rang your showroom at approximately 11.30am the following morning, and were looked after by Mrs Sue Fitzsimmons, who asked us to come and see her straight away, this we did, and having chosen a new cooker and fridge/freezer, Mrs Fitzsimmons completed all the paperwork by 12.30am. Both items were delivered to us by 2.30pm. The damaged items taken away and your engineer, 'Garry' called an hour later and installed a new control box and cable.

"I feel this is a case where only the highest praise can be expressed, and we wish to thank the delivery men, the engineer, but mainly Mrs Sue Fitzsimmons for all the phoning and effort she did on our behalf."

Manweb phone link for hard of hearing

MINICOM telephone facilities have been installed at regional offices to help the Company communicate with hard-of-hearing customers.

With Minicom, callers can type messages on a keyboard linked to the phone. The message is then displayed on a liquid crystal screen on the recipient's Minicom unit.

The system operates through one local rate telephone number - 0345 697510.

This links up with one of the Customer Information Centres in Prenton, Warrington or Wrexham.

Personnel from Cheshire Deaf Society visited Prenton to help train designated staff in using Minicom facilities.

Customer Liaison Manager Brian Carman said: "We are delighted that we can now communicate more easily with hard-of-hearing customers.

Our new Minicom service is in operation in all Manweb areas during our usual office hours - 8am to 8pm on weekdays, and 9am to 5pm on Saturdays.



Experts research answers to shareholders' questions behind the scenes. Left to right are Financial Controller John Couch, Employee Relations Manager George Harrison and Personnel Manager John Illidge.



Sign language interpreting during the AGM.

NOW EN ROUTE TO GOALS

IN his last AGM before his retirement Chairman Bryan Weston received a spontaneous vote of thanks from the floor which produced an ovation from the 238 people present.

Organised by Assistant Company Secretary, Don Kilgallon, the Company's fourth AGM was a lively meeting with questions and comments covering a wide variety of subjects.

Sign language interpreters were present and an induction loop was installed for the hard-of-hearing.

In his report to shareholders, Bryan Weston said the strategy of driving the business hard while investing to improve customer service, was absolutely correct.

He said that since flotation, Manweb had invested over £300 million to improve services and that expenditure had been financed internally without having to borrow.

"At the same time, services have dramatically improved, complaints have fallen to one of the lowest levels in the industry, and disconnections have been virtually eliminated," he told the audience. "Customers have also had real reductions in the price they pay for electricity." He added that those shareholders who had faith in Manweb and who had bought their shares on flotation, had seen an almost threefold increase in their value.

On the subject of competition he warned: "We now have to compete for 60 per cent of the power we distribute, and by 1998 all our customers will be able to shop around."

Mr Weston went on to say how the Company has avoided the potentially expensive pitfalls of diversification into businesses outside its knowledge and expertise. "We have led the field in energy efficiency initiatives, and have invested in renewable energy. We have concentrated on our businesses within our Region."

He claimed that the end result was a Company en route to achieving its goals. It is - "A Company in a strong financial position with all its businesses in profit. A Company whose share price has been continually at the top of the sector."

Turning to last year's achievements, Mr Weston pointed out that Group turnover had increased. Contracting and gas sales had grown and distribution unit sales had increased.

Pre-tax profits had risen by 13.6 per cent to £126.3 million. The Board had proposed an increase in the final dividend to 17.35p giving a total net dividend of 24.35p - an increase of 15.95 per cent on last year.

Other achievements which benefited the Company's 1.3 million customers included:

- A one per cent reduction in domestic electricity prices in July



A shareholder's view. Left to right are Non-Executive Director Eryl Morris; Director, Corporate Affairs David Vernon-Smith; Non-Executive Director Glen Nightingale; Company Secretary Nick Williams; Chairman Bryan Weston; Chief Executive John Roberts, Finance Director John Astall; Deputy Chairman Bill Goodall; Director, Power Marketing Colin Leonard.

- 1993.
- A £10 rebate at the end of March 1994.
- A further one per cent cut on 1 April.

"All these benefits are worth well over £20 million," said Mr Weston.

He pointed out that the Company is also investing £103 million in the business and the Region to improve the reliability of electricity supply and other customer services.

Mr Weston said that last year had brought:-

- 20 per cent fewer faults on the network.
- Shorter length of interruptions.
- A fall by half of complaints to OFFER.
- The second lowest number of complaints in the country.
- The lowest level of disconnections.

He went on to outline a number of new initiatives introduced during the year which focused on the services of most concern to customers.

Concerned about the impact of the VAT levy on fuel, particularly for elderly and low income customers, Mr Weston said: "We are arranging a number of schemes to make homes more energy efficient, and we are working with Age Concern, Benefits Agencies, Neighbourhood Energy Action and other organisations on projects to ensure those most affected are receiving the help they need."

Mr Weston said he was delighted that Manweb's customer service achievements had been acknowledged with the Citizens' Charter Mark and the Today/Arthur Anderson 1994 North West Service Excellence Awards.

"These customer service initiatives have been helped by the more flexible working arrangements agreed with staff and introduced during the year.

"The commitment and consistently high efforts of staff since flotation have been exemplary, and I was de-

lighted that the Board agreed to award 50 free shares to each member of staff in recognition of their contribution to the Company's success."

In conclusion, Mr Weston referred to some Board changes. "I would particularly like to thank Richard Morgan for his considerable services to the Company, especially during the time of our flotation." Richard Morgan retired at Deputy Chairman in March and was succeeded by Bill Goodall. Mr Weston said he was delighted that Bill had agreed to take over as Chairman. "I am leaving Manweb after 45 years in this great industry - years in which I have witnessed enormous change. The greatest change, of course, being the transformation of Manweb, once described as being 'unfloatable', into one of the most highly rated Companies in the sector. I am immensely proud of what the people in your Company have achieved. It is a great success story for this Region."

This year's meeting was the first at which Bill Goodall has been present. It was also the AGM debut of David Vernon-Smith as a director, though he has been involved as Head of Human Resources.

Following the AGM, Don Kilgallon praised the efforts of staff who helped to plan such a smoothly organised event. "The organisation of an operation of this size and the putting together of such a large team, just would not have been possible without the help, co-operation and time which you have all given. My grateful thanks, therefore, to you all for this co-operation and superb performance on the day."

But the show must go on and already next year's AGM is in the discussion stage.



A shareholder puts his question.



FUN IN THE SUN

FUN and games, sporting rivalry and intense competition marked Manweb's latest 'It's a Knockout' style event.

Staged by Liverpool District and held at Thingwall Road Sports and Social Club, the event attracted 18 teams from around the Region.

A large crowd, some of whom camped out at the ground, gathered to watch the spectacle.

Wackey Sackey, Bouncy Wouncy and Dragon Slayers were just a few of the all-action challenges faced by the competitors who went into battle in the summer sun.

The final produced a thrilling contest between Liverpool and Mid Cheshire Districts with the Cheshire side emerging as this year's champions.

The event raised over £1,800 for the YMCA, this year's chosen charity. The cheque was presented by Manweb Chief Executive John Roberts to Richard Marquiss of the YMCA.

It marked the successful completion of four months' planning for organiser John Boyer, Liverpool District Customer Service Manager, who was quick to praise the efforts of others who had helped in staging the event. They included Jim Parry, Sports and Social Club Chairman, Jimmy Kay, Club Steward, club members who made the hamburgers,

Liverpool District's Knockout occasion

chips and drinks, the local Fire Brigade for ensuring a constant supply of water for the various games and Alec Eden for First Aid services.

Special thanks went to the Aberystwyth team and supporters who travelled for three hours to reach the venue. "They were completely involved and performed magnificently," said John. "We are looking forward to seeing them again next year."

"It was a great effort by all concerned and a marvellous result for the YMCA," said John, who explained that the YMCA had been chosen as this year's charity, in the main, due to the organisation's 150th anniversary and its active involvement in community matters throughout the Manweb Region.



Soaring into the spirit of things.



Chief Executive John Roberts (right) presents the £1,000 cheque to Richard Marquiss of the YMCA.



Club members who worked hard to provide food and drinks during the day, the money from which went to the Sports & Social Club Children's Party Fund.



The Mid Cheshire winning team members were: Catriona Barker, Debbie Quinn, Angie Harrison, Sarah Goff, Andy Martin, Jason Latham, Frazer White, Brian Murray, Trevor Bloor.



The Liverpool team - runners-up.

L MEETING



**TE
LS**



David Vernon-Smith; Non-Executive John Roberts, Finance Director John

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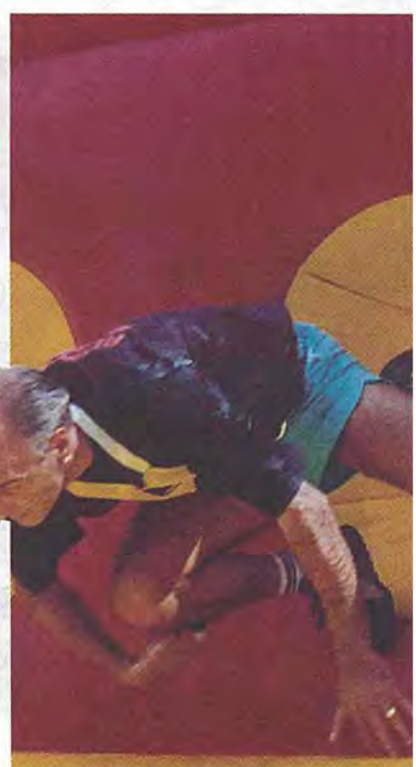
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Soaring into the spirit of things.



Chief Executive John Roberts (right) presents t



Club members who worked hard to provide for to the Sports & Social Club Children's Party Fu



The Mid Cheshire winning team members were: Catriona Barker, Debbie Quinn, Angie Harrison, Sarah Goff, Andy Martin, Jason Latham, Frazer White, Brian Murray, Trevor Bloor.



The Liverpool team - runners-up.



View to the rear of the hotel, over one of the 12 lakes which are a feature of the championship golf course.

WIN A SUPER NIGHT OUT at Blackpool's newest attraction!

WOULD you like to win an overnight stay for two people at The Village, Blackpool's newest attraction - well read on.

Village Leisure Hotels, part of the Boddington Group, are offering a one-night leisure break at this superb hotel and leisure club. Set in its own 216 acres of parkland the hotel offers unrivalled leisure facilities, inviting bars and restaurants, and golf too - all beautifully blended to provide that unique village ambience.

Conveniently located just five minutes away from the bright lights of Blackpool, yet with easy access to the M55 motorway, the Village is ideally placed for a short break where you'll find the staff are friendly, efficient and on hand to help make your stay comfortable and enjoyable.

Village Leisure Hotels are leaders in providing quality and value. All residents of the hotel enjoy full usage of the free Leisure Club facilities. Splash out in the 21m heated pool or

spread out in the sauna or steam room after a workout in the aerobics studio, gym, or toning salon. Or maybe your tennis or squash could do with a brush up with one of our coaches.

Then there's the championship standard golf course designed by Peter Alliss and Clive Clark and an 18-bay driving range.

The options are endless, and whichever way you look at it you're on to a winner.

The Village Hotel & Leisure Club, East Park Drive, Blackpool FY3 8LL. Tel: 0253 838866.

Sister Hotels are located at:- Bromborough, 051-643 1616. Cheadle, 061-428 0404. Dukinfield, 61-368 1456.

Prestwich. 061-798 8905. Warrington, 0925 240000.

Please note that guests wishing to take advantage of the golf course must have a knowledge of golf etiquette and rules, and a handicap certificate or letter of introduction.

YOUR PRIZE!

ONE night stay at the Village Hotel & Leisure Club, Blackpool for two people bed & breakfast.

To be taken prior to April 1995. Subject to availability.

BRIGHT & BREEZY WORD SEARCH

Reading forwards, backwards, up, down and diagonally, find the listed weather words hidden in the grid. The unused letters will spell headline-making weather! Some letters form part of more than one word.

BREEZE BRIGHT CLIMATE COLD DRY DULL FOG GALE GREY HAIL HOT HURRICANE LIGHTNING MIST RAIN SHOWER SNOW STORM SUNSHINE TEMPERATE THUNDER TORNADO WARM WIND

G N I N T H G I L G E
E A I T H U N D E R N
N S L A M I S T E E A
I N H E R T S T C Y C
H O B A O W A R M E I
S W D R I R Y R D T R
N H M A E L O D R A R
U C O P N E D D N M U
S F M W T R Z L U I H
H E O O E E O E O L W
T T H G I R B T R C L

The unused letters spell: _____

Name: _____

Location: _____

Phone: _____

Send to: The Editor, Contact, Manweb plc, Sealand Road, Chester CH1 4LR.

Closing Date: 26 September 1994

AS SEEN ON BBC TV'S HOLIDAY PROGRAMME

MINI BREAK

CHILDREN UNDER 16 GO FREE

MAXIMUM VALUE

And what a break it will be!

Golf (18 hole course), 21m heated pool, squash, snooker, tennis, gymnasium, toning salon, sauna, sun shower and lots more.

Its all at the Village Hotel & Leisure Club, in its own parkland setting just 5 minutes away from the mainstream attractions of the Nation's favourite seaside resort.

FROM ONLY **£39.50** PER PERSON PER NIGHT BED & BREAKFAST

VILLAGE hotel & leisure club BLACKPOOL

Call us now quoting the reference "Manweb"

TEL: 0253 838866

IT'S A GAS!

HEAD OFFICE Sports and Social Club Rounders Tournament 1994 was held on Thursday, 14 July, at Cheshire County Officers' Club, Upton.

Nineteen teams competed. Two teams from Dee Valley, one from Region 1, one from Region 3 and one from Queensferry joined the 14 Head Office teams.

Keenly-fought contests resulted in a semi-final between 'Volume Controllers' and 'We Work For Cunard', with the Cunarders coming out 17-14 winners.

In the other semi-final, 'Manweb Gas' beat 'Caught In Possession', also 17-14.

The final was more clear-cut with 'Manweb

Gas' emerging 22-6 winners over the Cunard team.

Presentations were made and refreshments served in the County Lounge after the final.

"Everyone had a lovely time with the exception of Jayne Suckley, who was the casualty of the night and nursed a black eye for some time after," reports Manweb Head Office Sports and Social Club Administrator, Sue Linton, who added: "I feel we should also thank the referees Ken Sudlow and Damian Hyland who helped the tournament along with their grit and determination, also Brian (I want to be in a team) Carman and Sally and Eugene Gallagher, without whom the whole thing could not have happened."



The winners - Manweb Gas.

Chris pleased to help youngsters



★ IT was a clean sweep for Dallam Community Centre, Warrington, recently when they were presented with a vacuum cleaner by Manweb. When Region 1 Customer Liaison Manager, Chris Walker, visited the Centre recently, he met Sue Emery, one of the leaders who had been involved in setting up a youth club in the Dallam area. "Sue mentioned the difficulties in attracting financial support for the scheme in an area which is desperately in need of this type of facility," said Chris. She mentioned that they needed a vacuum cleaner as the youngsters leave a lot of mess. "I was very pleased on behalf of Manweb to be able to help out for such a worthwhile cause." Chris is pictured with Sue Emery and club members Jodie Howard and Terence McElroy.

SAFETY SCENE



Lift off for Manweb's Manual Handling campaign, with (l to r) Assessors Bill Foster, Frank Evans, Danny Devlin, Fork Lift Driver Paul Kulicic, Bob Love, John Ford, David Dodd, Peter Stansfield and Gary Henshall.

LIGHTEN THE LOAD

LIGHTEN the load! That's the message to Manweb staff as the Company gears up for a campaign to improve health and safety at work.

Around a quarter of reported accidents are associated with manual handling tasks, and 45 per cent of these result in injuries to the back.

To heighten awareness of the problem and at the same time improve working practices at Manweb, Network Services Division has signed up for the 'Workplace Health and Safety Week', a Health and Safety Executive initiative, which will run from 17 to 21 October 1994. This will serve as the 'lift off' for a major safety campaign at Manweb.

The project is being run by John Ford, of the Network Services Health and Safety Department, who said: "Many work activities involve some degree of lifting, handling and carrying, and we are obliged under the Manual Handling Operations Regulations to identify and encourage measures to decrease risk of injury, whether to the back or to other parts of the body such as hands and fingers.

"Accidents resulting in these types of injury represent a significant financial loss to the Company, and there's also personal harm and suffering to take into account."

The Assessors are:-

North Mersey - Danny Devlin or Garry Grice, 710 2239 (DEVLD)
 Liverpool - George Deakin, 720 2207 (DEAKIGB)
 Mid Mersey - Ray Wright, 730 2158 (WRIGHR1)
 Dee Valley - Nigel Evans, 740 2292 (EVANN)
 North Wirral - Steve Holmes, 750 2238 (HOLMS)
 Mid Cheshire - Bob Love, 760 2233 (LOVEB)
 Clwyd - David Dodd, c/o 773 225 (DODDCE)
 Gwynedd - Alwyn Roberts, 780 2115 (ROBEA)
 Oswestry - Frank Evans, 790 2159 (EVANF)
 Aberystwyth - David Davies, 799 2135 (DAVIDS)
 Head Office - John Ford, 700 2348 (FORDJ)
 Central Field Unit - Alan James, 750 2410 (JAMEA)
 Transport - Peter Stansfield, 700 2140 (STANSP)
 Queensferry - Gary Henshall, 700 433 (HENSG1)
 Hoylake Skill Centre - Colin Roberts, 752 2445 (ROBECJ) or Bill Foster, 752 2450 (FOSTWG).

By
**Jackie
 Unsworth**

He added: "The campaign is all about fitting the task to the man and not the other way around. We have to look at our working practices and find ways to reduce risk of injury. For example we can make better use of mechanical aids and re-design ways of working."

Network Services staff have been appointed Manual Handling Assessors to identify areas of risk in the workplace.

"These lads know their stuff because they have first hand knowledge of work involving manual handling, and have been fully trained up as Assessors," said John.

If you have a manual handling problem or are aware of any hazards at work, please contact your local Assessor for help and guidance.

QUALIFIED SUCCESSES



HARD WORK PAYS OFF

EIGHTEEN months studying has resulted in exam success for a number of Manweb Trading staff.

They recently completed their Institute of Supervision and Management full certificate course with a presentation of their projects to managers and invited guests.

The course was run by

MultiTRAIN and the group was tutored by Janet Knapper.

Similar courses are now being run in-house by Trading Division's Training and Development Section to achieve the same qualifications and develop supervisory and management skills.

The group's projects included:

- Recommendations for implementing changes in systems and procedures.
- The need for training in product knowledge and health and safety.
- Improved communication systems and stock con-

trol procedures.

- Future objectives of Regional Operations Managers.
- The profitability of taking utility payments.

The picture shows the successful candidates:

Sheila Unsworth, Syd Farrimond, Helen Russell, Dave Kingston, Terry Keenan (Trading Division Retail Manager), Gena Holmes, Peter Jones, Janet Knapper (MultiTRAIN), Chris Davies, Jean Shaw (Training Manager), Jacqui Swift and Robin Melvin (ISM Regional Education Officer, South Wales).



Degree by day release

PRICING clerk Alan English has earned a degree award through the Manweb Day Release Education Scheme.

Alan has achieved a BA (Hons) 2.2 in Business Studies at the John Moores University, Liverpool.

Bootle-born Alan joined Manweb in 1988 as a clerk on Customer Accounts at North Wirral District.

After a brief spell in the Central Field Unit he moved to North Mersey Customer Accounts. He later moved to the Regional Customer Accounting Centre, Warrington, enjoying an eight month stint as Team Leader on Accounts Central.

Alan worked on the Debt Project at Dee Valley for a while before moving to Head Office.

Delighted with his degree Alan said: "Graduating was particularly rewarding for me, as I am the first member of a large extended family to have this achievement. My youngest sister has just gained the A-level results she required to gain entry to Leeds University, so I'm hopefully not the last!"

High flyers



Pictured (l to r) Kathy Shaw, Tariffs and Customer Contracts, Paula Clipperton, Secretary and Janet Wait, Clerical Assistant. Helen Sutton, a Buyer in Purchasing and Services, was not available for the photo.

HARD work and commitment has paid off for four Manweb employees who recently passed their HNC qualifications with flying colours.

Janet Wait, Paula Clipperton, Kathy Shaw and Helen Sutton, who are all based at Head Office, took time off from the office to spend one day a week at West Cheshire College, Handbridge, where they worked towards a B/TEC High National Certificate in Business and Finance.

The course was modular-based, providing the students with theoretical background which they then had to implement through a range of practical assignments. Access to this course

was made possible by Manweb's Educational Incentive Scheme which sponsors employees wishing to further their educational qualifications.

Not content with simply passing the course, the qualified quartet went and did it with a clean sheet of merits and distinctions. Janet Wait, a Clerical Assistant in the Public Relations Department, has no doubts as to the benefits of her success: "I learnt a great deal on my HNC and believe that a course such as this prepares you for the business environment. Having this qualification should help me to develop my career within Manweb," she said.

OBITUARIES

WE regret to report the following deaths-in-service:-

Billy Bowers, a Craft Attendant in the Mains Section at Liverpool District, died at home on 19 July. Bill, 41, had been with the Company for eight years.

Security Officer Rob Bridges was killed in a motorcycle accident on Sunday, 14 August. Bachelor Rob, 37, of Wrexham, was an employee of Firm Security, and had been based at Manweb's Head Office since January 1993.

We also regret to report the deaths of the following retired staff and ex-employees.

Joyce Doreen Clinch (nee Ainsworth), who died on 27 July, was a Clerk with the Mid Mersey Power Company (pre-Manweb utility). She left in 1946 after her marriage to Debt Recovery Administrative Assistant Ron Clinch (retired) in 1945.

James Walker, who died on July 20, was a Labourer in Northwich before retiring in 1970.

John Rowland Bagnall was a Labourer in sub Area 3 before retiring in 1963. He died on July 23.

Charles Leslie White, who died on July 25, was an Electrician in North Wirral before retiring in 1976.

Answering charity call

MANY questions are asked when Derek Roberts finishes a ten-pin bowling match.

But it's not his performance being queried - it's his general knowledge. For Derek, Senior Accounts Manager, Energy Sales, Wales, leaves the lanes to join his colleagues at the quiz table to help raise money for charity.

The quiz takes place in the bowling alley, New Brighton, on Friday nights.

"After the bowling league matches have finished, we retire to the bar and take part in the quiz league we have formed," said Derek.

All team members pay £1 to take part. The money accumulates over the months and eventually goes to charity.

"At present, we have £200 for which we have had a draw to decide the charities.

"This time, half will go to The Royal National Institute For The Blind and half to The Spastic Society.

Then the team will start again and when another £200 is reached, will choose another two charities.

Unfortunately, there are not many of us and approximately £10-£12 is collected each week, so it takes a number of months to collect the £200. It's no big deal - but every little helps," said Derek.

Revisited

TWENTY-SIX members of Manweb's Retired Managerial Staff Association went to see how operations had changed in Dee Valley when they revisited the office in Rhostyllen in August. Half of the group were given a tour of Regional Customer Accounts by Val Jones, the Call Centre Manager, while the others were shown around Network Services by Bob Douglas, Customer Relations Manager.

The guests, including former Director, Network Services, Denis Farquhar, ex-Mid Mersey District Manager, Glyn Norbury and Retired Staff Association Social Secretary John Powell were treated to a buffet lunch before departing to visit the National Trust property at Erddig Hall.

IN THE PICTURE



IFOR JONES has retired from Llangefni shop after 26 years' service.

He is seen being presented with a watch and miniature clock on behalf of his colleagues in appreciation of his contribution to Manweb over the years.

Melanie Jones from Caernarfon takes over as Manageress of the Llangefni shop.

Pictured (l to r), Sharon Jones, Sales Assistant, Ifor Jones, Melanie Jones and Gwyneth Hughes, Sales Assistant.

Retirements:

MR PHIL JONES, Second Engineer at Dee Valley District, has taken early retirement after 31 years' service in the Electricity Supply Industry.

Phil, 62, joined the Company as 4th Assistant Engineer, Planning. Since November 1987 he has worked at both New Crane Street and Rhostyllen in the Mains and Planning Sections.

PETER SPILSBURY, has taken early retirement, at the age of 55, from Dee Valley District. Peter started with Manweb in 1978 as a Meter Reader based at New Crane Street, where he became Meter Reading Foreman in 1989.



LIVERPOOL District Second Engineer, Ted Bostock, received an unusual gift when he retired recently.

Ted, who joined the Company as a student apprentice in 1953, was presented with a novel paperweight made from a shaped fuse carrier on a polished slate panel. He also received a cheque and other gifts from his colleagues.

Ted and his wife, Lettie, are pictured at the presentation made by District Manager, Bill Tubey.



PICTURED are many employees from Mid Mersey District who received Long Service Awards at a presentation made by District Manager Barry Judd.

Those who received awards were: Colin Moston, Ian Bidwell, Judith McIntyre, Dave Clifton, Ken Jones, Janet Farrell, Ruth Moore, Dennis Brown, Pat O'Malley, Joe Davies, Ted Green, Andy James, Tony Hurley, Barry Gray, Dave Caldwell, Steve Waywell, Gwen Dorsey and Jean Holloway - for 20 years' service.

Ken Forber, Harry Furnival, Glynn Crosby, Tony Hassall, Barry Hayes and Walter Boughey - for 30 years' service.

Managers in attendance: Barry Judd, District Manager; Mike Townson, Customer Services Manager; Edna Lambert, Regional Customer Accounts Manager; John Shead, Cheshire Area Energy Sales Manager.

CHARITY PRIZE DRAW

WIN

A signed full size CRICKET BAT

Signed by England & New Zealand 1994 Test Sides

In aid of THE ROY CASTLE APPEAL & CHILDLINE

ChildLine 0800 1111

£1 ENTRY

CLOSING DATE
14 October '94
PRIZE DRAW
17 October '94

SIMPLY ANSWER THE FOLLOWING QUESTIONS:-

Please tick the correct box below:

- Result of England vs. New Zealand 1994 series?
(a) Draw (b) England won (c) New Zealand won
- What is the population of New Zealand?
(a) 3.5 million (b) 5.0 million (c) 6.5 million
- What is the capital city of New Zealand?
(a) Auckland (b) Wellington (c) Christchurch

RULES (1) This Charity Prize Draw is open to all Manweb staff, retired employees and their families.
(2) The closing date is Friday 14 October 1994 noon.
(3) The judges decision is final.

Send your completed entries with a cheque payable to Manweb Sports and Social to:
ALAN FOX, Domestic Marketing, 251 Head Office.

For additional entry forms, contact ALAN FOX on 7002801 or Dissos FOXAT

Name: _____ Section: _____
Address: _____
Home No: _____ Work No: _____



TERRY MOLE has retired from his post as Operations Supervisor after 33 years' Company service.

He is seen with many of his friends and colleagues being presented with a leaving gift by Ian Bastford, Chester and Ellesmere Port Section Manager.

Terry joined Manweb from Shell as General Duties Assistant at New Crane Street.

He was the Manweb person largely responsible for the provision of electricity supplies to the prestigious Grosvenor Precinct in Chester. There he spent many months underground, jointing and laying cable. "Perhaps this is where the name Mole originated," say his colleagues, who wish him a long and happy retirement indulging in his favourite hobby, fly fishing.

IDRIS SNAPS TO IT



READER Idris Griffiths, now 83, who retired as a chargehand at Mold 18 years ago invited readers on a trip down memory lane with a number of photographs he has acquired over the years.

"I appointed myself unofficial correspondent for Contact and had pictures taken for publication at the time," he said.

Obviously not all of them made it into print. So here are just two to stir the memories.

In the top picture, the late Wilf Taylor, Mains Foreman, Flint, and Ray Evans, Electrician, Mold, are presented with safe driving certificates.

In the picture right, George Bowers, Area Manager, with Mr John Hagg, Consumers Engineer, are seen presenting the Mold Quiz Team with the Area Cup.



FREE ADS

FOR SALE

Good Quality Fold-away Bed, thick mattress (single size). Used twice, as new; £80. Contact Mr R Perris on 0244 544086.

Dupla Tandem Pushchair. Ideal for new-born twins, vgc; £180 ono. McLaran Skipper 3-in-1 pram/pushchair, vgc; £70 ono. Baby Walker; £10. Baby Bouncer (suspended type); £15. Contact Lindsey on 0244 549240.

Three Storage Radiators. Two medium size slimline, Dimplex XT18; £65 each. One Creda slimline TSR12; £60. All good condition. Contact Pat on 051-931 3936.

DC Test Set. Brand new, used once (purchased in error); £10 or px AC Test Set or Encyclopaedia Britannia. Contact Keith Hornby, North Mersey, on int. ext. 7102020.

Newholme 921 Sewing Machine. Excellent condition; £90. Contact C. McDougall on 051-924 2852.

Man's Mountain Bike, nearly new. Was £250, quick sale; £150. Also Brownie uniform, age 7; £16. Contact Tony Blake on 051-609 0412.

Fender Combo; £100. Good as new, with mono signal processing. Truly useful combined amplifier and loudspeaker system, 2 truly independent mike inputs with shared tune controls (2 band, 2 high quality cassette decks, 1/h play only,

r/h play record, 1/h replay with variable pitch speed control and new microphone. Handy for club, group. Contact 051-931 2033, after 5pm.

Static Caravan, 6-7 berth, for sale (off site), situated Presthaven Sands, Gronant, North Wales. 29 foot, two bedrooms, toilet, shower, good condition throughout; £795. For more details ring Steve on 730 2134.

Atlas Super Sherwood Caravan for sale. 35x12, 8-berth. Many extras. Large ensuite end bedroom, comfortable seating in lounge. Snowdon range views from picture window. Full services; £11,000. Contact L. Lindfield on 051-677 8351.

HOLIDAYS

Northern Snowdonia. Quiet valley, beautiful views, warm, modern house, sleeps 8. Fully inclusive. Parking, pub and shop nearby. Telephone 0286 650537.

Benalmadena, Costa. Studio apartment, suitable two. Lovely pool and gardens. 10 mins from beach. Easy transport from airport. Amenities nearby. Vacancies mid-September onwards. Contact Bette Flanagan on 0244 341097.

Lanzarote, Playa Blanca. Spacious 1 bed villa on small development with pool, tennis, bar, own garden with BBQ. Quiet yet close to resort centre. Available 1 week, 24 Nov. (also May). Tel. 051-336 8678 or HO int. ext. 2833.

Caravan (modern) 31ft, 6/7 berth, sited on Haven's award-winning park at Towyn, North Wales. All mains services, gas and electric, free. Fully equipped, including TV. Free family entertainment, heated indoor swimming pool, children's Tiger Club. All amenities on site. Sorry, no pets. Big savings on Haven's brochure price for Manweb employees and their families. Tel. 0244 372860.

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

Llandudno, Rosaire Hotel.

Family run with excellent home cooking, separate tables, all double and twin rooms with ensuite facilities with colour TV, tea-making and free private parking. £15 B&B with 4-course evening dinner optional at £5 per head. Central to all amenities and on level ground. For further details please Tel. Mrs. W. G. Evans on 0492 877677.

PERSONAL

Furniture Loose Covers. Handmade to measure, tailored for 3pc suites. 180 easycare, labour saving, washable, drip/spin dry, non-iron fabrics. Fitted on delivery (limited area). Cheshire, Wirral, Merseyside, South Manchester. 17% Discount for Manweb staff and retired personnel. (Quote MWB). Brochure write, Furnishing Options, PO Box 110, Warrington WA2 7DR. Tel. 0925 240027 inc evenings/weekends.

CV Consultants. Experts at composing quality, persuasive CVs that secure interviews. For a professional service call 051-648 4876 (7 days).

Professional Photographer. Let me create your wedding album, also framed wall portraits or portfolios. Studio with all equipment for families and children. Friendly service assured. Peter Davia Studio (Wrexham). Contact Pete or Pat on 0978 263448.

Clothing Parties. Leading chainstore fashions. Day or evening. Commission for host. Further details: Tel. 051-336 8678.

Maths Tuition. School, college or mature students. Tutor with Cambridge degree available to give personal supplementary tuition/coaching in pure and/or applied maths at all levels of ability or study, e.g. elementary, GCSE, A-level, HNC/HND. Very competitive rates. Based in the Wrexham area. Contact Gordon Park. Tel. (0978) 759581.

Saxophone Tuition. Tuition available for school, college or mature students, from absolute beginner to intermediate (Grade 4). The rudiments of music theory and practical sax playing. Hire or purchase of alto/tenor saxes also available. Competitive rates. Contact Gordon Park. Tel. (0978) 759581.

Sax Swing Band for Hire. From jazz classics to ragtime, blues to soft-rock, this four-piece sax and rhythm line-up is able to satisfy most tastes when it comes to parties, functions, music festivals, etc. If you have something in mind. Contact Gordon Park. Tel. (0978) 759581.

Artist. Paintings supplied and produced to order - oil and water-colour. Contact Galbraith Studios on 051-530 2330.

Wedding and Portrait Photography at realistic prices. Weddings covered from £70. Full details from Ken Smyth (Work - 0244 652449) or (Home - 0244 544771).

WANTED

Back Issues of 'Czech Motor Review' magazines, any

books, brochures, posters or any such regalia for Czech motorcycles. Complete bikes and parts also always wanted. Tel. Mario or James on 0352 752049.

Wanted Fiesta White Blossom dinner plates and sauce boat. Contact Lynn Wynne on 0928 732988.

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

ACCOMMODATION

House To Let. Three bedroom detached. Fully furnished in Nantwich area; £475 per month. Tel. 0270 665987.

Two Bedroom Terraced House. Lovely decorations, in the village of Bethel, 3 miles north east of Caernarfon Town, Gwynedd. Vacant possession; POA. Contact C. Owen on 0248 670138.

TOUR ON SCREEN

MEMBERS of Manweb (Chester & Head Office) Retired Staff Association sampled 'A Holiday Revisited'.

A video of their 7-day coach tour to Trier, taken by two members, and edited by another, was shown at the Association's meeting in August.

"The Harrison/Jump production was much enjoyed by all," said secretary Bert Austin.

Future visits - 21 September, Jodrell Bank; 19 October, Jewellery Quarter, Birmingham; 23 November, Galleries Shopping Centre, Wigan.

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

Penalty paid

CLWYD District Sports and Social Club recently held a local 5-a-side competition in which eight teams took part, including teams from Welsh Water and Manweb Contracting, reports Val Wickerson.

The evening turned out a great success with the games being played at Prestatyn sports centre followed by the presentation and refreshments at a local hostelry. Our guests from Welsh Water (with whom we share our office in Clwyd) were very successful only losing in the semi-final on penalties.

Our other guests Manweb Contracting Services did even better by winning the event by two goals to one against a team from Mold depot.

MCSL almost scooped all the prizes with Dave Miller winning the "highest goalscorer" with eight goals, however a special prize was awarded to Derek Robinson for his prowess at refereeing and for making the referees we see on television look good.

We hope to arrange another event in the coming winter and would be interested if any ex-Clwyd employees would be willing to enter a team.



DROPPING IN FOR APPEAL FUND

A MAN who was one of the first to do a reverse bungee jump is now setting his sights higher.

Peter Tubey, of the Call Centre, Prenton, will be going up in the world this month to try his skill at sky-diving.

Peter will be dropping from over 12,000 feet above the Cambridgeshire countryside.

His daring leap - although he will be strapped to an instructor - should help bring in more cash for the Peter Owen Appeal Fund.

Peter and colleague John McMahon aim to pull in at least £1,000 for the Fund through sponsorship.

And how does the former bungee jumper feel about his next big drop? "A bit apprehensive," said Peter. "It's a bit different from a 200ft reverse bungee jump - and believe it or not, I don't like heights."



HONOURS were even when a group of Liverpool District staff visited Moneypoint Power Station, Southern Ireland, recently.

It was a return visit for the group to the mouth of the Shannon on the west coast of County Clare near Kilrush.

A guided tour of the power station was followed by lunch. Then the Liverpool lads took on the Moneypoint men at soccer in an exciting, sporting match which resulted in a 3-3 draw. After exchanging mementos, the Liverpool guests were treated to a presentation night including a sample of the 'finest-ever-tasted' Guinness.

After their momentous three days, the lads returned to Liverpool, tired but happy, eagerly awaiting next year when the Irish team will visit Thingwall Road. Members of the Lister Drive team are pictured outside the Moneypoint Power Station.

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

(BLOCK CAPITALS, PLEASE)

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Name

Work place (or retired)

Tel:

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



Mersey Basin Campaign

FANCY A DIRTY WEEKEND?

Then grab your chance to get involved with the 1994 Mersey Basin Weekend.

Hundreds of volunteers from around the region will be helping out with environmental improvements on rivers and canals.

Manweb plc will be getting involved in a special event on Friday, 7 October, where your work will make all the difference.

At Burtonwood Nature Park near Warrington we will be joining other businesses from around the Mersey Basin to build a boardwalk, plant wildflowers and construct steps. It won't all be work with a free lunch for participants.

But if you would like to know more contact:

TERRY DUNNE, INT. H.O. 2826 EXT. 0244 652826

Full details will be circulated to all participants in September.

THE SECOND ANNUAL KRYPTON FACTOR ASSAULT COURSE CHALLENGE

at HOLCOMBE MOOR ARMY CAMP, BURY

A FUN WEEKEND FOR ALL THE FAMILY

SATURDAY & SUNDAY, 24th & 25th SEPTEMBER 1994

ARMY BENEVOLENT FUND Merseyside Services Charities

10am-4pm

ALDER HEY CHILDREN'S HOSPITAL Surgical Day Care Unit Appeal

INFORMATION FROM:

Krypton Factor Challenge 1994, PR & Fundraising Office, Alder Hey Children's Hospital, Eaton Road, Liverpool L12 2AP
Tel: 051-252 5726 Fax: 051-228 6845
Registered Charities

CHALLENGING TIMES FOR MANWEB

THE curtain was raised for the UNIPEDE congress in June as 74 teams from across the international power industry tested their ingenuity and perseverance to raise money for charity.

Almost every company involved in Britain's electricity industry, together with entries from as far afield as Germany, Italy and Belgium battled it out for glory in the first ever UNIPEDE Trophy Challenge.

Stimulating

Not wishing to miss out on the fun, Manweb posted three teams of six employees to the Forest of Dean, where for three days they were subjected to demanding and stimulating problem-solving exercises and a range of adventurous pursuits.

The UNIPEDE Trophy Challenge follows the success of the UK's own annual Power Challenge which has so far raised over £250,000 for the Raleigh International Youth Development Programme. This year's challenge was estimated to have raised a further £100,000 for the cause which provides young people from all cultural backgrounds who have had very few opportunities a unique opportunity for self-development.

North Wirral's prospects

By
MARK SMITH

looked very favourable on the second day, lying in joint 15th place and well up with the leaders. Unfortunately, fortune was not to be on their side and they suffered two major leg injuries during a night navigation exercise and mountain biking accident. However, team spirit and determination prevented them from dropping out and they eventually finished in 64th place behind both Chester and Dee Valley who finished 26th and 27th respectively.

Perseverance

It was to be the Atomic Energy Authority who came out on top after the three days, but that did not dampen the fun for North Wirral's Neil Hunter. "The 'Challenge' not only brought together people from across the industry, instilling the values of teamwork, leadership and perseverance, but it was also very successful in raising so much money for a very worthy cause," he said.



Manweb out in front (l to r) Peter Jones, Neil Hunter (team captain), Barry Hughes, Jeff Ainslie and Steve Holmes.

Reporting 'live' from Cheshire

LINEWORKING skills and commitment to customers were demonstrated by Manweb staff on Company stands at the Cheshire Show.

Linesmen Peter Booth, Steve Millington, John Dawson and Martin O'Neil showed the public how they tackle linework while the line is still live, including the changing of insulators.

"Just seeing how the men climbed the pole created a great deal of interest," said Geoff Wilcock. "The public don't often see this side of the industry as

live lineworking is usually carried out in the middle of a field."

Geoff, Gary Caulfield and Gail Chesters were there to man the Manweb caravan.

Also on show was a quad bike as used by Manweb personnel to traverse soft ground without causing damage.

The bike proved popular with the children many of whom took the opportunity to climb on board (picture, page 1).

Meanwhile Business Unit staff were busy on their stand advising customers on tariffs, energy efficiency and Manweb

Gas. There was a link up with the Company's mainframe computer to allow customers the chance to deal direct with Customer Accounts.

There to keep things running smoothly were Business Advisers Phil

Youell and Dave Baxandall, Customer Liaison Officer Kevin Gee, Customer Service Representative Tracey Morris and Customer Liaison Officers Dave Clifton and Ken Jones from Warrington.



Window on a wedding

LOOKING forward to her marriage on 1 October gave Corwen Shop Manager Donna Horton the idea for a window display – a wedding theme.

And it proved to be a winner, earning a rosette in the Corwen Carnival Best Dressed Window Competition.



The window display which Donna designed also promoted food preparation items sold in the shop.

"I also did a small D-Day display to commemorate the 50th anniversary of the Landings," said Donna.

Local customers contributed to the display by arranging the flowers and contributing D-Day articles such as, medals, ration books and other memorabilia.



Manweb Linesmen show how to change an insulator with the line still live – just one of the demonstrations at the Cheshire Show.