

Band on the trot!

MORE than £420 was raised by a charity event featuring Queensferry-based SLA Co-ordinator Hugh Thomas' rock band called The Trotters, in aid of a former Scottish Power employee with multiple sclerosis.

Lorraine McCartan worked in ISD

Glasgow for 10 years before being forced to retire through ill health at the age of 27.

The quiz night and live band event at Pentre Club was organised by Anne-Marie Dodd in Information Systems and was attended by all staff, their partners and friends from the Queensferry site.

Hockey girl Helen wins under-16 cap

THE daughter of Stuart Roberts, shift electrician at Rhostyllen, has recently represented Wales at under 16 level.

Helen Roberts, pictured right, scored a goal against Ireland in the home countries tournament in Cardiff, and she scored both Wales goals in the European tournament in Italy.

She said: "I would like to thank Dave Grady, Business Support Manager, Wales Region, for arranging for me to receive a new stick in recognition of my achievement."

Helen now moves up to the under 18 level and is looking forward to the new season.



Crowning an ambition

DEWI Jones, ISD Project Manager, has achieved a long-standing ambition by being picked to play for Wales at Crown Green Bowls.

Already Captain of North Wales, Dewi played his first game for the national side against Derbyshire in the British Championships.

Having been a reserve for six years, he made an immediate impact, winning his game 21-20 although his side lost.

Dewi, aged 45, said: "I've always wanted to play for Wales and I was slightly nervous.

"I've now got my Welsh T shirt and badge, and I'm hoping to be picked again."

Anglers hook prizes
MANWEB won three of the four main prizes at the ScottishPower Group Angling Cup competition at Bewl Water near Tunbridge Wells on September 5.



The loneliness of the long distance runner... Dewi Rees Williams in action during the Snowdon Race.

Dewi rises to the challenge of Snowdon

DEWI Rees Williams has risen to the challenge of the mighty Snowdon Race - "before I get too old."

Dewi, aged 29, linesman at the Caernarfon Depot, didn't have far to look for expert advice during training - his wife Rhian was a four times winner of the same race as a Junior.

After practising by fell running Dewi joined the 400 competitors in the internationally-famous race involving a five mile dash to the summit, and has raised more than £700 for charity, £300 of which was donated by Manweb.

He completed the race in a creditable 1 hr 58 mins.

Big-hearted fundraiser

JOHN Neal, Procurement Officer for Power Systems, raised more than £2,000 for the British Heart Foundation by competing in the 1998 Flora London Marathon. Manweb contributed £300 from the Charity Chest to his sponsorship fund.

Contact



Manweb
A ScottishPower Company

NEWSLETTER FOR MANWEB PEOPLE

SEPTEMBER 1998

Celebrations across Company to mark start of new era

SWITCH ON TO OPEN MARKET

THE nation's media turned the spotlight upon Manweb and Chester on September 14 as the electricity market finally opened up to competition.

And Manweb, which has led the country in getting ready for this long-awaited day, celebrated the turning of a new page in the Company's history.

Across the Company offices were decorated and staff gathered together to mark the event, before enjoying slices of cake. At Manweb House Managing Director Bill Landels released a cloud of 1998 helium-filled balloons with tags, helped by Mark Roberts of the Royal National Institute for the Blind. Each balloon tag returned will earn money for the RNIB from Manweb, with the tag travelling the furthest distance winning a prize for the sender.

Bill Landels said: "I would like to thank everybody for their efforts which have enabled this historic change in the energy markets to happen. The changes and the systems created - more complex than NASA - couldn't have been achieved without a massive amount of work by all staff.

Marathon

"Manweb and ScottishPower are committed to this because we are looking to the long term: this is the start of a marathon, it's not a sprint. It's all about keeping our customers - and there's been no more than a trickle away - and winning new ones as other areas open up. At the moment Manweb and ScottishPower together are signing up more than 10,000 customers a week.

"We can win new customers - we've got more than 100,000 gas customers and our new combined energy package, dual fuel, is also attracting lots of interest. We are keeping and winning customers on two fronts - because of



A cloud of 1998 helium-filled balloons was let loose into high winds at Manweb House by RNIB's area manager Mark Roberts to raise money for his charity.

competitive prices and because of good customer service. And that good service is down to each of you, how you talk to customers, how you deal with them, whether on the phone, face to face or by letter.

"The coming months will bring more challenges, as the rest of Manweb's area opens up to competition and our neighbours finally get their own systems ready so we can compete in their areas."

Staff roadshows with free Marks and Spencer vouchers are touring Manweb offices already to sign people up to the combined energy offer - look out for news of one in your area soon.



Bill Landels marked the historic day by inviting 98 staff from across the region to Manweb House where celebrations included a massive cake.

£1m facelift for Hoylake House unveiled - see centre pages

Staff achieve degree and HND successes



Graduate Helen Russell

HELEN Russell, Agency Services Manager, has successfully completed a three and a half year Masters Degree in Business Administration.

Helen was sponsored by Manweb for the course at Wirral Metropolitan College, which involved studying international business with visits to Denmark and Phoenix, USA, to complete case studies on firms.

Mark Sobczak, Power Systems commercial analyst, and Frank Davis, Project Manager at Oswestry, have completed HNDs in Electrical Engineering at Shrewsbury College.

While on the course they were both asked to



Graduates Mark Sobczak (right) and Frank Davis.

serve on an Industrial Advisory Committee, and they represented Manweb on a Business Development Day at Oswestry College, evaluating students' solutions to the problems caused by the Christmas storms.

Specialist team work on review

A SPECIAL team is working hard on the Manweb Distribution price control review, preparing a business plan submission to OFFER.

The price review determines the maximum revenue Manweb can generate over the next review period from its distribution business, taking into account the company's estimates of what it needs to spend and its projections of output.

Working for Steve Wood, Programme Director for the Transmission and Distribution regulatory reviews in Manweb and Scotland, Distribution Price Review Manager Graham Morris and his assistant Wendy Mantle have been based at

Manweb House since January. They are currently compiling the responses to the final version of a business plan questionnaire from OFFER for Manweb, although the one for Scotland has been delayed.

Once the questionnaire is returned in November, discussions will take place with OFFER's staff and the regulatory body will give their draft proposals next Spring, indicating what the review will mean for Distribution prices after April 2000.

"Throughout this period we will need to call on Manweb staff to help, either in completion of the questionnaire or later when we receive further detailed questioning by OFFER and their consultants," said Graham Morris.

Plate marks support for arts festival

MANWEB has received a commemorative plate for its support of the 1997 Gwyl Gerdd Dant Festival.

The festival was held at the Aberystwyth Arts Centre last November. It involved people throughout Wales and is based upon a uniquely Welsh craft involving singing to the accompaniment of the harp.

The festival includes competitions for harpists, singers,



Pictured left to right are: Emrys Wyn Jones, Organiser of the 1997 Gwyl Gerdd Dant, Jan Cahill, Public Relations Officer Manweb, and Alan Laird, Wales Regional Manager Manweb.

individuals, groups and choirs, folk dancing, recitation and poetry. The next Gwyl Gerdd Dant final is at Ysgol Maes

Garmon in Mold on Saturday November 14. For further information contact Jan Cahill on 700 2091.

Search is on for champs

FOR the 10th year running Manweb and the *Chronicle* newspaper are joining together in the search for those extra-special members of the community worthy of the Manweb/*Chronicle* Community Champions Awards.

For the second year Manweb is also working with North Wales Independent Press - the *Chronicle's* sister newspaper - in the North Wales area. The 1998 categories are for Man, Woman, Young Person, Environmental Champion and Group of the Year.

We would like you to tell us about unsung local heroes or heroines in one or more categories located within Chester, Mid Cheshire, South Cheshire, Runcorn and Widnes, Ellesmere Port, Caernarfon, Anglesey, Llandudno, Abergelge and the Vale of Clwyd areas.

Top Cheshire nominations will be invited to a gala presentation at the Chester Grosvenor Hotel on November 20 and North Wales nominations to Kinmel Manor Hotel on December 4.

For further details and a nomination form contact Jan Cahill, Corporate Communications on 700 2091.

Legal link to history book



Author Dennis Perrin with his book at Acton Park Primary School.

FORMER employee Dennis Perrin contacted six High Court judges during his research for a local history book.

Dennis, aged 68, who retired from the Property Services Department after 31 years with Manweb, has compiled a 220-page treatise on Acton Park Primary School near Wrexham.

The building has a fascinating history - part of it was once a section of a diamond-polishing factory in the grounds of Acton Hall.

Dennis' four years of research also uncovered Acton Hall's links with the infamous Judge Jeffreys. The six judges contacted by Dennis all went to the school - one of them, Lord Martin Thomas of Gresford - has made a contribution to publication costs.

"I was also in touch with the diamond magnate Sir Bernard Oppenheimer's grandson," said Dennis. "He gave me a donation of £100."

Dennis is Chairman of the School Governors. Copies of the book are available for personal collection at the school, price £6.95 or £8.50 by post.

Jones the molecatcher is a true countryman

HE'S one of a vanishing breed... John Jones, molecatcher extraordinaire, is among the last of Britain's true countrymen.

After 35 years service at Manweb's Crane Street depot, where he was foreman, John, who is now 74, has spent his retirement winning 10 Chester and District Allotment competitions and helping local farmers keep down moles and rabbits. He's well-known in his village of Waverton - hence the "Mole-catcher" notice on the gate of his house - and he's soon to appear on a BBC gardening programme.



Expert gardener and molecatcher John Jones in his award-winning garden.



Digit AI has his finger on the pulse

DIGIT AL, a character with all the information at his finger tip, is spreading the message about Manweb's telephone changes.

He's at the forefront of an internal information campaign notifying staff of the conversion from analogue to digital systems.

Progressively every site will have a new three-figure access code, bringing easier and faster dialling.

Barry Judd, Performance Improvement Manager, said: "We are rolling out information over the next five months. "Digit AI will help inform staff of the Digital Revolution which will bring greater clarity and full Millennium compliance.

"Posters will be put up and we are creating adhesive strips to go on the back of handsets, carrying AI's image and information about the new numbers."



Customer Service staff who are bidding for the Wales Quality Award are pictured with Training and Quality Manager Colin Moston (left standing) and Quality Adviser Jon Pritchard (right standing).

Determined bid for Wales Quality Award

MANWEB Customer Service Operations have entered the 1998 Wales Quality Award, which measures companies' performance against the European Business Excellence Model of quality performance (EFQM.)

To receive the Award, administered by the Wales Quality Centre in Cardiff, applicants must show that their approach to Total Quality Management has contributed significantly to satisfying the expectations of customers, employees and others with an interest in the company.

This detailed application follows almost a year of preparation involving everybody in Customer Service, especially a team of seven who acted as co-

ordinators. The model is now embraced by the ScottishPower group.

"The model includes areas that we already monitor such as business results processes (ISO 9002), Customer Service Standards, Charter Mark and other areas. It measures the impact we have on society, our business results, and how we make use of our resources," said Colin.

Jon said: "The model is a tool we can use in moving the business forward. It gives us a benchmark of how we compare to other companies and enables us to highlight areas within the business into which we need to put effort."

Following site visits in October, the award presentation dinner will take place in November.

Year 2000 test lab opens at Queensferry

AS part of Manweb's Year 2000 programme a test lab and team has been set up at Manweb's Queensferry Depot.

The role of the team is to assist the business in setting up Year 2000 test scripts, to execute tests and record the results in an auditable way. All of the applications will be tested in a Year 2000 compliant environment.

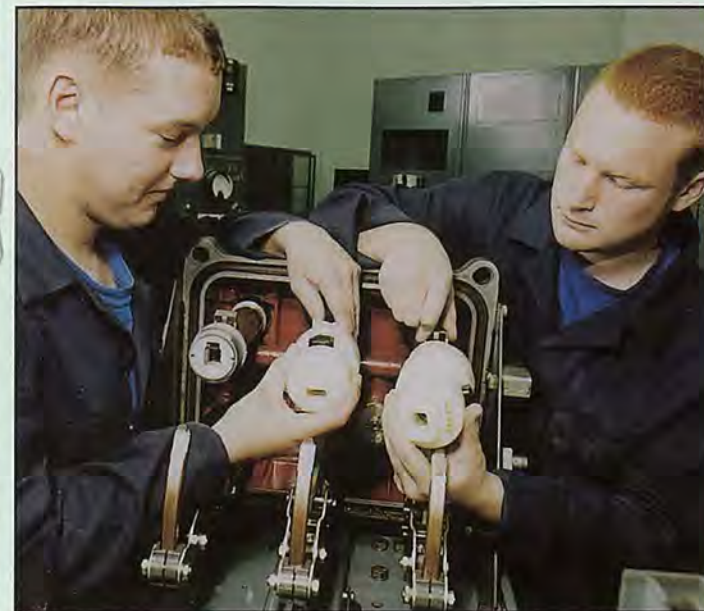
The team comprises of two full-time testers and a testing supervisor and the lab has had the necessary year 2k infrastructure and a test management tool called Test Director installed.

Manweb's Year 2k Project Leader Jill Dewhurst said: "This is an essential part of the Year 2k programme to carry Manweb forward into the millennium."

Hoylake House has highest quality facilities



Manweb Chairman Duncan Whyte (right) presents Hoylake House team member Anna Kelly with the new Investor in People plaque, watched by John Edgar, Power Systems Training and Development Manager.



Trainees Neil Ennion (left) and Steve Jones demonstrated elements of their technical training during the Open Day.

MP unveils new look for training complex

HOYLAKE House, Wirral, with its £1 million refurbishment has been officially opened by Wirral West MP Stephen Hesford.

The completely refurbished training facility includes several workshops, classrooms, computer training rooms, Open Learning facilities and a conference suite.

A purpose-built "live" 11kV training network offers electrical engineers, technicians and operators the opportunity for hands-on experience of high voltage operational safety work.

Hoylake House currently delivers Manweb's rigorous health and safety and skills training programmes for its own employees. It is also used as a training resource by external organisations.

Investment

The refurbishment is the latest initiative in Manweb's training and development programme. Power Systems Training and Development Manager John Edgar said: "This complex has always provided the highest quality training possible.

"This substantial investment in refurbished facilities is tangible evidence of the company's commitment to training and development."

The new facilities will accommodate a



Pictured, from the left, Manweb Chairman Duncan Whyte, Wirral West MP Stephen Hesford, Power Systems Managing Director Alan Richardson and Manweb Managing Director Bill Landels.

wide range of non-technical training activities including management development programmes, team leader courses and training in areas such as Customer Service.

Working with the regional training and enterprise council CEWTEC, Hoylake

House has achieved Investors in People status.

At an official presentation, Anna Kelly received the award from Manweb Chairman Duncan Whyte, on behalf of all Hoylake House staff.

Award success flying colours

CUSTOMER Service in Warrington Region have achieved re-recognition under the Investors in People scheme, coming through with flying colours.

The award recognises continuing excellence in commitment to people and in the exchange of information across the whole spectrum of the section, from High Street CSCs to reception to credit control.

Martyn Jones, Manweb's Customer Service Manager, said: "This is a fantastic achievement, especially since the auditors stated that we had improved so much the first time round, in 1995. This award is about developing people and the success is a reward for a lot of hard work."



Chris Blythe, Chief Executive of Normid Tech (front left) presents the Investors in People certificate to Trevor Fenwick, Finance Director, and Martyn Jones, Customer Service Manager. Behind them are Warrington Region Customer Service staff.



Volunteers on stand-by

TWENTY Manweb employees based at Rhostyllen depot have completed firewarden training and received certificates from the North Wales Fire Service. The volunteers, pictured with Business Support Manager Dave Grady (centre), are now on stand-by in the event of a fire.

Tenants benefit from system upgrade

COUNCIL tenants living in Wirral and Sefton are benefiting from a £30,000 investment by Manweb to upgrade a pioneering computer-controlled heating system initially installed two decades ago.

Some 1,200 local authority high rise homes on 16 sites can take advantage of the scheme, called Cyclo. Space and water

heating are provided automatically by the system and charged as part of the rent. Tenants on limited incomes – older customers, young families and students – need never worry about paying for essential warmth and hot water. Cyclo was first pioneered in 1979 using what was then state-of-the-art computer technology to control space and water heating.

Huge, wardrobe-sized computers at Manweb's offices at Prenton, Wirral and Lister Drive, Liverpool, then operated the system. Working with the original designer, Geoff Davies, and his company, BLD Computer Solutions Ltd, Manweb have rejuvenated the computer system – now a single desk-top PC at the company's Prenton office - at a cost of £30,000.

CustomISer

is new name for the Multi Service Project

Combined bill is on its way

THE new combined gas and electricity bill is on the way - and what a contrast to its predecessor from the fifties!

Giant strides are being taken with the multi utility billing system, and the old formats will soon be a distant memory.

Head of Customer Service

Martyn Jones said: "The example from 1958 recalls the days when bills were prepared manually. Nowadays our priority is to make things as easy as possible for the customer."

A competition to rename the Multi Service Project was

launched in April, and was won by Simon Ryder from ISD, whose suggestion CustomISer has now been adopted.

● Pictured above is the new multi bill and left is a blast from the past – a 1958 bill from the Merseyside and North Wales Electricity Board.

currently have a half-hourly meter.

This data is being validated at an aggregated level together with all the new data flows established as a result of deregulation.

Staff on the Section, together with those based on the SIM project in Chester and East Kilbride, have spent the last 18 months enhancing and developing these Settlements systems and procedures to meet the needs of the 1998 market.

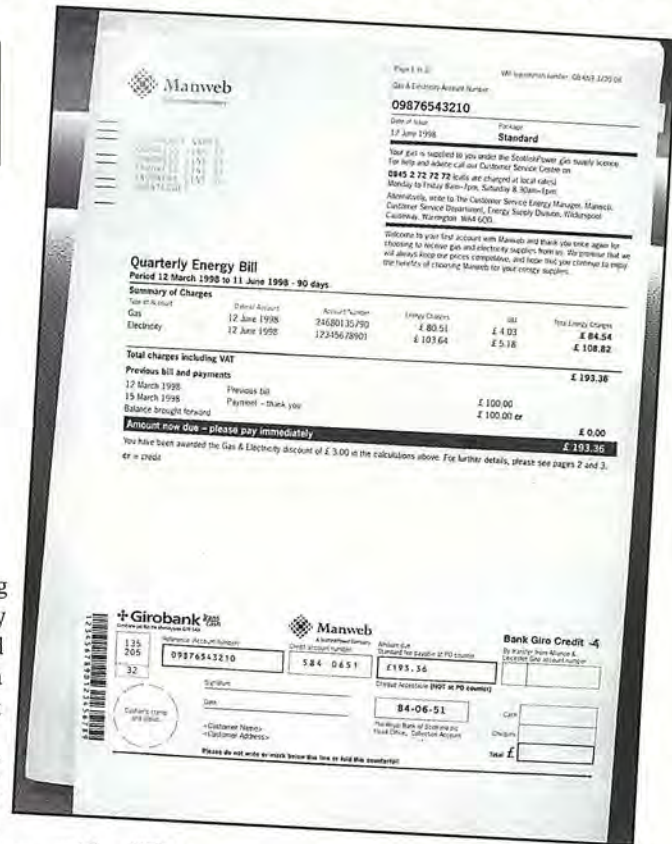
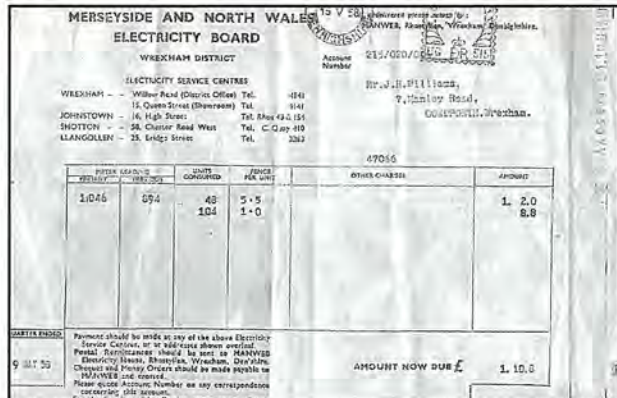
Section is a nerve centre for Group

from SESL (Scottish Electricity Settlements Ltd.)

Deregulation has meant that the two main systems, the nationally-developed ECMS system used for validating our pool invoices and the MDAT system internal to the Group

used in the validation of half-hourly data, have both had to be enhanced.

The biggest single change to the Settlements process is the introduction of half-hourly profiles for all domestic and small business users who do not



Long-serving Moya says fond farewell

SPECIAL tributes were paid to long-serving Moya Strangward on the day the Payroll section at Manweb House closed down.

Payroll details are being transferred to the ScottishPower system Cyborg, which means that Moya and her colleague for two years, Payroll Assistant Carol Pardoe, have taken voluntary severance.

Payroll Manager Chris Shepherd is moving to become OLAS Project Manager, while Jacqui Hughes, who spent six years with the section, transferred in August to Human Resources in Rhostyllen.

Moya, who served for 24 years in Payroll, became known throughout the company for her uncanny ability to memorise people's payroll numbers. During the photocall on her last day she was presented with numerous presents from colleagues.

She said: "I was sad to leave in a number of ways, but I have made a lot of friends and they will stay friends."



Chris Shepherd, centre, says farewell to Moya, left, and Carol.

Cut-price tickets for Alton Towers



A SPECIAL cut-price Fireworks Spectacular offer at Alton Towers is open to Contact readers.

Prices are adults £12.50 (normally £19.50) and children £11.50 (normally £15.50) with under-fours free.

To experience the magic of Alton Towers simply complete the coupon

and return it with a cheque/postal order, payable to Alton Towers, at least 10 days before the date of your visit. Credit card bookings, please call 01538 702200.

All tickets must be paid for in advance. No tickets for this offer are on sale on the day. Not for use with any other offer.

Web views win prize

SCOTTISHPOWER wants to hear employees' views on its new-look web sites – and your comments could win a Sony Camcorder in a prize draw.

All you have to do is visit the web sites at:

1. www.scottishpower.plc.uk
2. www.manweb.co.uk
3. www.southernwater.co.uk
4. www.scottishtelem.com

Send your observations and suggestions to The Group Internet Strategy Team, Fax: 01324 604046 (Internal 787 753 4500) or Email: GIST. All comments will be entered for the draw. Entries must be submitted by October 30.

MANWEB

31 October & 1, 6, 7, 8 November 1998

Name:

Address:

Postcode: Daytime Telephone:

Day of Visit: (Please insert the date you wish to visit)

No. of Tickets: Adults @ £12.50 Children under 4 (free)

Children under 14 @ £11.50 OAPs @ £7.00

Please return this form and payment to:
Alton Towers Booking Office, Alton, Staffordshire ST10 4DB
AT LEAST 10 days before the date of your visit.
For credit card bookings call 01538 702200.



Chance to taste the Big Apple

CONTACT readers have the chance to spend Christmas and New Year in pulsating New York thanks to a special offer from South Quay Travel and Leisure Ltd.

Travellers will stay in the Hotel Lexington in Manhattan's fashionable east side.

Three nights/four days in New York – from December 24: £479 per person, and from December 30: £489 per person.

Six nights/seven days in New York – from December 21: £659 per person, and from December 27: £629 per person.

Special single room supplements and children's prices available. Price includes return flight, transfers, accommodation etc. For further details contact South Quay Travel and Leisure, tel 0171 515 6577 fax 0171 538 8239.