GOING UP IN THE WORLD

The lady with a head for heights is Julie Roberts, a technician with Network Services Telecom Section, Queensferry. Julie should have no trouble in reaching the top of her profession - and she won't have any female competition either. For Julie is the first female in Manweb to become an approved tower rescuer and regularly views the world from her 50 metre high workplace. "She is probably the only female tower rescuer in the industry, let alone Manweb," said her colleague Peter Simcock. "The lads have worked on hundreds of tower jobs and have yet to meet another female rigger." Does any Contact reader know of another one?

THE Menter Aberystwyth scheme that saved Manweb over £1 million pounds when it was introduced has proved to be a long term success. The scheme currently saves Manweb a further £200,000 a year in reduced use-of-system charges.

Network Services, both at Head Office and in Aberystwyth District, Domestic Marketing, and Tariffs and Customer Contracts joined forces to create this innovative scheme to overcome a nightly peak that was putting strain on the local network. The peak was caused by the large number of Economy 7 customers taking advantage of cheaper electricity.

It was decided that it would be more cost-effective to reduce the peak than reinforce the network, so the Menter tariff was offered to Economy 7 customers with large space and water heating installations. As with Economy 7 the Menter tariff offered seven hours of off-peak electricity, and 1,500 customers joined the scheme.

The customer base was then split in two so that the off-peak hours alternated between 9pm to 1am and 3.30pm to 7.30am on a weekly basis. All customers received three hours of cheap rate electricity in the afternoon from 1.30pm to 4.30pm.

The afternoon cheap rate period has proved extremely popular with customers, particularly in the case of elderly or sick people. Space and water heaters can be topped up through the day and show increased performance. This means that a more constant warmth can be achieved and can, if

High levels of customer satisfaction have been achieved

Contact is printed on wood-free paper
SCALING THE PEAK

From page 1

needed provide two tanks of hot water a day. High levels of customer satisfaction have been achieved with Menter Aberystwyth. Inevitably there were some initial difficulties in implementing a novel and creative solution to a network loading problem. Some customers were confused by the alternating time bands.

This problem was solved by providing calendars that showed which hours the cheaper rate operated that week.

Back-up messages through the afternoon have ensured that radio-controlled switch meters have worked effectively. Initially the smallest interruptive in a customer's supply meant the radio signal broadcast was lost, putting the customer on Economy 7 times. An error was made last year when the clocks went forward. This resulted in Menter customers losing about 40 minutes of their afternoon low rate period.

Customers were compensated in October with one extra hour of off-peak after­noon electricity on 24 October.

Load research is now being used to assess customers' reaction to the Menter scheme.

Monitoring equipment has been installed in 50 homes. The households were carefully selected to give the best cross section of Menter tariff customers. Over the next 12 months Manweb will be monitoring the half hourly consumption.

Customers can control their electricity consumption in a number of ways. Storage heaters are activated automatically by the telemetry signal to the electricity meter.

Water heaters may be controlled by an individual timeswitch set by the customer. Cookers and other appliances are more likely to be switched on manually.

The Menter Aberystwyth scheme gives customers the opportunity to control their electricity in a number of ways. Storage heaters are activated automatically by the telemetry signal to the electricity meter. Water heaters may be controlled by an individual timeswitch set by the customer. Cookers and other appliances are more likely to be switched on manually.

The Menter Aberystwyth scheme gives customers the opportunity to use appliances at times at which are more convenient to them at an off-peak rate. For example customers may now choose to use the washing machine in the afternoon rather than in the evening when the lower rates are available to them.

Future tariff developments will benefit from more exact information on how customers physically react to the Menter scheme. Manweb's Load Research team will help to identify how consumers' consumption patterns have changed. This will aid the design and costing of future tariffs.

Menter Aberystwyth has allowed Manweb to defer major capital expenditure on the local network and avoid substantial energy costs, while improving customer comfort and satisfaction.

ENVIRONMENTALLY friendly businesses could be in line for cash awards in a competition to award 'green' achievements. Following last year's successful Business and Environment Achievement Awards, the Mersey Basin Campaign in association with Manweb is repeating the scheme in 1994.

The scheme gives businesses the opportunity to demonstrate how environmental improvements have enhanced their business performance and offers awards of £1,000 and a coveted trophy.

The competition features three categories:

- Large organisations with more than 100 employees
- Medium and smaller organisations with up to 100 employees
- Agricultural industry, including individual farmers, estate managers, landowners and horticulturists

Colin Leonard, Manweb's Director, Power Marketing said: "The high standard and the diversity of entries received in the first year demonstrated the value businesses and agriculture place on protecting the environment. Once again we will be looking for changes which can be shown to have led directly to substantial and sustainable improvements in environmental standards as well as business performance over the last two years."

See Green Issues, Page 8

Mid Mersey to the rescue

HALTON Haven Cancer Care Centre was quick to praise a team of Manweb workers who came to the rescue when the system was hit by a sudden power cut.

Patients were left without heat, light and telephones when a fault developed on the mains cable. The Manweb team worked non-stop for seven hours to help repair the fault. "They were really superb. We would like to say a big thank you to everyone. They certainly got us out of a hole," said Haven founder Pat O'Malley.

Those in the Manweb team from Mid Mersey District were: Bernard Bradley, Len Yeardley, Steve Newson and Pat O'Malley.

COMMITTED railway buff Ian Bewley has had a long time interest in the progress of the channel tunnel project. As the dream becomes reality, with the opening of the tunnel, Ian was lucky enough to have been invited along with the press for a preview of this exciting project.

A radio telecommunications technician in Network Services based at Queenstown, Ian subscribes to Environmental News and has been following the progress of the project in the fortnight publication, Rail.

Here is an extract from his impressions of the day.

TUNNEL VISION

MY invitation was to join a press party for a guided tour on Thursday, 24 February. Along with several others I picked up at the Folkstone Central railway station by Eurotunnel mini-bus and taken the couple of miles to the Eurotunnel Exhibition Centre at St Martins Tunnel.

Although this was not my first visit to the exhibition centre, I still found it most impressive with a positively huge model railway layout representing both UK and French terminals and a short section of cut-away tunnel between both. Outside is a great deal of the construction equipment used while the tunnel was being built including a Running Tunnel boring machine, the size of which just has to be seen to be believed.

Together

The British and French frontier controls are passed together through the terminal, as this avoids queuing a second time. Once you have passed through the tunnel you simply drive away!

We were then taken to the 'allocation' where high vehicles, low vehicles and HOYs are all separated. From here you drive down the platform and onto the shuttle train for your 27 minute journey to France.

Chance

Following this we were given the chance to tour the rest of the terminal where passengers would not normally go. We saw the service tunnel, vehicle maintenance and operation centre, railhead control unit, main ticketing control centre and of course the tunnel portal.

My visit to the Eurotunnel terminal at Folkestone would not have been possible without the very appreciative help of the following people: Mr Philip Llewellyn, Manager, Eurotunnel Terminal, Folkestone; Eurotunnel Press Office (Victoria Plaza, London); Eurotunnel Exhibition Centre (St Martins Tunnel, Folkestone).

I would like to thank them all.

Ambassador's final fling

THE Ambassador 2000 scheme, designed to help staff help Manweb by generating new leads, came to its official end on 31 December 1993. All final leads have now been processed (where possible).

All members of Ambassador 2000 are thanked for their support and contributions, without which the scheme would not have been so successful.

And to ensure that Ambassador 2000 is well remembered, the scheme has closed with a grand finale – two fabulous prize draws.

Valid leads submitted throughout the incentive were entered into a Grand Finale Prize Draw to win a dream holiday up to the value of £2,000 and the lucky winner was Jean Stevens, from Wallasey. She now has the enjoyable task of searching through the holiday brochures to choose the holiday of a lifetime.

In addition, all outstanding leads which could not be validated were entered into a draw to win one of three superb prizes – a murder mystery weekend, a country weekend and a London theatre weekend.

Christopher Kaye, of Moreton Shop, was the winner of a two-night country break, while Jean Humphries, of Network Supplies, is invited to spend a weekend of murder, mystery and mayhem at a choice of hotels. Meanwhile Patricia Reece, of Crewe Shop, is bound for a night of glamour at the Jetsons' wedding, for the theatre show of her choice, plus a stay at the luxurious Hampshire Hotel.

The tunnel portal at the Folkestone Terminal, September 1992.
A NATIONWIDE initiative has been launched to encourage employees to carry out local community work and have fun at the same time.

Organised by The Volunteer Centre UK, Challenge '94 aims to foster longer-term links between businesses and the local community.

Under the scheme, voluntary organisations will be able to issue challenges to local employees via a network of 12 regional support groups.

These challenges can be anything from clearing a pond to writing a piece of software, from renovating a scout hut to designing and producing an information leaflet or taking a group of people out for the day.

Employees choose which challenge they wish to undertake and then complete the work between 16 and 25 September, and are expected to involve at least 25,000 employees to help at least 2,000 different projects, and have issued a direct challenge to staff throughout Manweb to get involved.

**Encourage**

Employees benefit by developing their skills in a new environment which will encourage teamwork and leadership expertise.

Companies also benefit from being better involved with their local community. And for local community groups, it is a way of tackling much-needed projects at little or no cost.

Sharon Kupasarevic, who is managing the Challenge '94 project, said: "Employees volunteering for good are for all involved. People who are already volunteers say they get tremendous satisfaction out of putting something back into the local community. Equally the charities and local groups really benefit from the extra source of help."

Manweb staff who would like to take up the challenge should contact Jackie Unsworth in Public Relations, Head Office (ext 2080) for further details.

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**MANWEB helped Chester Society for the Blind to keep in touch by donating a fax machine.**

Head of Income Bob McMahon is pictured presenting the machine, which will help the charity produce Braille literature on behalf of Manweb, to Anne Roberts, at Chester Society for the Blind.

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**MANWEB**

**single telephone number went live** for staff on 1 May when 0845 112211 was launched internally.

The single telephone number (STN) concept has been developed over the past two years and customers have recently seen our television and bus-side campaign promoting this new service.

Chief Executive John Roberts said: "Instead of telling our customers what we can do, as of 1 May we are actually doing it."

All new page telephone directories will now only carry the 10 emergency numbers and 112211. Callers using the directory enquiries service will only be given these numbers.

However, all staff will be expected to promote the DDI (direct dial) facility.

Managers need to ensure that all letterheads bearing part of the organisation have their own DDI numbers or Help Desk numbers. Only Regional stationery should show the 0845 112211 number. If any staff give out a number for Manweb, they should provide the appropriate DDI number.

In addition, internal standards have been set for staff. These are:

- **All calls must be answered within 30 seconds.**
- **All telephone numbers should be manned or re-routed during normal hours.**
- **No call must be transferred more than once.**
- **All transferred calls should be announced so that the person receiving the call knows he or she cannot transfer it again.**

The Head Office switchboard will continue to deal with all queries which have fallen, and all non-technical telephone marketing such as updating of directories, maintenance of on-line directories and monitoring DDI and switchboard calls will be dealt with by the Income Department.

John Roberts said: "Everybody has to be committed to the customer service ethic. The Regions are under pressure at the moment. They handed 248,499 calls last month - so if mistakes are made in the early days, everyone should try to help. Don't complain or moan; instead say 'how can I make this work' and take responsibility for the calls."
The Unit born for business

AS we all know, Manweb is committed to providing excellent customer service and is frequently found to demand to improve the quality of service given to customers. This is achieved through the standards of service, increased competition and greater customer awareness and expectation following privatization. However, if we're not giving the customers what they want in the first place – forget it.

Through market research and Customer Focus initiatives, we clearly found that most business customers believed they had different needs to domestic customers. This group of customers, up to 100,000, between the domestic and contract market, told us we were treating them the same as domestic customers and were neglecting their different needs. Thus, the Business Unit was born.

Recently formed and centred at Rhostyllen, the Business Unit aims to provide a focal point for all small business customers via its 0345 250250 helpline. Its primary aim is to provide expert and excellent customer service in a cost-effective way.

This means not only providing advice and information on a wide range of business accounts and tariffs, but gradually anticipating and exceeding the needs and expectations of business customers so that they stay with Manweb.

Recently celebrated its first birthday, the Business Unit already handles between 1,000 and 3,000 business customer calls every week. These range from complex monthly billing and street lighting enquiries right down to the more straightforward check meter-reading enquiries.

The business Unit always comes first!

The Business Unit has two rules...

Rule number 1: The customer always comes first!

Rule number 2: If in doubt, re-read rule number 1!

By providing energy efficiency and tariff advice and helping to implement marketing strategy whilst supporting the activities of our Energy Sales teams, all that, and the Business Unit is still managing to provide billing and customer service facilities for Manweb Gas Ltd and consulting the expertise of Manweb Contract Services amongst the business community. Manweb's Business Unit Manager John Kennedy said: 'Clearly we have achieved many goals along the road to achieving excellent customer service. However, we still have a long way to travel. To improve further we will need the continued and constructive support of all our colleagues throughout Manweb Ltd like to take this opportunity of thanking everyone who has contributed to making the Business Unit the success it is already. Together we can make it better.'

A COMPUTER system called EQUERRY has been designed to support Energy Sales and Business Marketing in providing excellent service to our business customers.

EQUERRY is different from previous Sales and Marketing systems because it provides comprehensive information about our business customers in the context of company ownership.

At the heart of EQUERRY is the Contact Manager. Company hierarchies of up to six levels can be recorded. In the case of a very large corporation such as Hanson plc, all of the subsidiary businesses and their subsidiaries, and their subsidiaries etc. down to sites with an electricity supply can be stored.

At each level, the people with whom Manweb contract (contacts) can be stored. Therefore, a contact's sphere of influence within a company and its subsidiaries can clearly be seen and intelligent marketing and sales decisions can be made. Decision-making of this kind, in context, has not before been possible.

EQUERRY also has a project management feature integrated with the Contact Manager, an events manager, mailmerge facilities and an integrated diary.

EQUERRY will become the central information database for Manweb's Sales and Marketing operations. Electricity and gas supply contract information, currently stored in separate databases, will become centralised in EQUERRY. Information regarding a customer's consumption and payment history, extracted from mainframe systems will be stored in EQUERRY.

With all the information regarding Manweb's contact with each customer in one place, an integrated approach to serving each customer, across divisions, can be achieved. This will avoid the customer's impression that "the right hand does not know what the left hand is doing".

A major limitation of the mainframe system is that access to it is confined to the office or home. EQUERRY overcomes this limitation.

EQUERRY is PC-based, and has been designed for use by office-based staff as well as home-based Energy Sales Account Managers. In fact EQUERRY can be used not only in the home, but also on the road on the Account Manager's laptop computer.

EQUERRY includes powerful analysis and reporting tools which maximise the system's effectiveness as an integrated sales and marketing database. Information entered by Account Managers, office-based staff and automated import will be immediately available for analysis and planning of marketing initiatives.

Clearly, information entered on individual laptop computers or office-based PCs must be available to other users of EQUERRY for maximum benefit. EQUERRY achieves this by automatic modernisation of transfer of data on a nightly basis. All data entered on any EQUERRY PC is transferred to all other EQUERRY PCs, ensuring that at the beginning of each day each user, potentially, has access to all data (provided they have sufficient security clearance).

Future enhancements and developments will be phased in over the following months, including implementation to Network Services districts in sections.

CONTINUING our series of articles on the progress of Manweb's Customer Service programme, this month we focus on our continuing contact with business customers. Report by Tony Hartley, John Kennedy, Berin Ames and Jonathan Price.

The main objective of the system is to provide a system that reflected changes in Manweb's organisation and business environment and which satisfied customer needs. To that end, the revised system includes a range of features that can be used to provide customers with a speedy and reliable tariff advice service.

These include a quick tariff comparison facility and a tariff presentation option where customers may receive information in the form of a report tailored to their own requirements.

In addition, the system has the facility to compare new tariffs with more complex electricity contracts, the importance of which has greatly increased with the lowering of the barriers to entry in the electricity supply market to customers with a maximum demand in excess of 100kW.

Training

An important part of the project was to identify appropriate users of the system and to ensure that they receive the necessary training to provide the most cost-effective tariff advice. The main users of the system include the recently established Business Desk at Rhostyllen and the Area Energy Team (Technical Sales & Support Units) both of which will receive immediate training before the system's expected launch during May.
ALTHOUGH the vast majority of Manweb customers are domestic, our business customers have a major impact on both the network and the Company's profitability.

Business customers use around 70 per cent of the total number of units distributed, so handling that volume of business is crucial. Also, many of the businesses with which we deal are much more complex than a household, so the scope for confusion or misunderstanding is much greater.

Business customers differ

The variations between our business customers are massive, ranging from ICI's chlorine plant, which is the country's largest individual user, to literally thousands of small shops using only a fraction of the total demand.

Because of these variations between business customers there are widely varying business customer expectations. To ICI, it is absolutely crucial to be able to call at any time of day or night and have their requirement met. To most businesses, however, people at work expect to be treated as though they are not talking to a machine, but to a member of staff that they may have to explain to a customer.

For complex customers, this can be a real problem. The first step is to design the customer computer system – EQUIP – which we have developed to handle the problem. It can store details of who called and what at any time of day or night. It can also inform the customer as to the status of the problem, for example, that the gas is switched off. This system has already been in operation for six months and has been very successful.

Business customers expect to be treated as:

- Dedicated contact routes both by phone and face to face
- Expert technical, tariff and business advice
- Designated individual people to contact in
- Recognition by the customer's own internal organisation

Manweb or the customer are not the individuals who would be involved in the previous dealings.

Business customers are expected to be treated as:

- With the utmost respect
- With the utmost ease
- With the utmost efficiency

Expanding scope

Although the starting point for EQUIP will be the existing dialogue between Account Managers and their customers, the aim is to use this to gain familiar with the systems and then expanding it to take in network-related issues.

The first step – planned for autumn 1984 – will be to make available, for use by all Network Services and Power Marketing contacts, the 20,000 or so sites operated by large user or multi-site customers.

At the very least, we hope to avoid the impression that neither Division is concerned with the other's dealings with the customer, since customers are generally interested in a clearer communication failure between both divisions.

On a more positive note, the intention is to extend the EQUIP system to include sites with an above average potential to influence network operations so that we can take a more active approach in relation to the verifications of the communications failures and, once the Network Management System project is more fully developed, to link the two systems to assist in the broad range of network services where customer contact will be required.

THEY SAID IT

To: North Wirral District.
FROM: R. M. Palmer, Managing Director, Manweb Limited.

"Just a brief letter to thank you for the efficient and courteous service that you have provided to us with regard to our new IV installation.

The new "MANWEB" is a pleasure to deal with!"

To: Mid Cheshire District.
FROM: Edward A. Bell, Sutton Lane, Middlesbrough.

"I write to your earlier conversation of this week re electrical voltage supply fluctuations and damage to television/bath and appliance faults.

Firstly I must thank you for your patience and interest in solving the voltage problem that we have had since you took up the case. Since your engineers connected the cables I have noted a much more constant voltage and as of yet have not seen the spikes suddenly brighten or suddenly dim which was a continuous occurrence before (either that or I have actually got used to it?). I have had the TV repaired and am forwarding you the bill as requested. You thank you for your assistance in all this matter, you have been most kind. In fact - you are a credit to Manweb - WELL DONE."

These concerned were Messrs. B. Bots, J. W. Roberts, P. Dakin, A. Span, and G. Davies.

To: Dee Valley District.
FROM: D. Happen, Town Lane, Mobberley.

"When I moved into the above address found that the heating system was Economy 7, and was told the idea how to work it.

I was given your telephone number by the Manus group in Knutsford, and I had occasion to speak to Mrs Pam Powell.

I would like to say that it was a total joy to speak to someone who was polite, friendly, and extremely helpful to me. It makes a change, I can tell you.

Thanks to Mrs Powell, we now have a lovely warm cottage, plenty of hot water, and gainful advice on how to take advantage of the Economy 7 system.

This would therefore be grateful if you could please pass on my thanks and gratitude to Mrs Powell, and may you be also thanked for having such pleasant staff."

To: Manweb Contracting Services.

"Please accept this note of appreciation to both yourself and your colleagues, Mrs Pam Powell, for communicating with me regarding the problem which occurred with my electric light's electric supply and the installation of a new one.

I am most grateful that you decided to re¬place the faulty isolating switch which had become damaged. I am convinced that you have gained a very satisfied customer with this favourable customer relationship gesture.

I am also grateful for your kind assistance and personal concern in resolving this matter."

The letter refers to Mr G. Jones, the engineer, on his visits to the customer.

To: Dee Valley District.
FROM: L. Llewelyn, Golf Road, Formby.

"I refer to your letter to my letter to your concern re: the Economy 7 installation above.

Today your Mr Keith Horbury, EMF, liaison officer for the North West, was very helpful and completely satisfied us that no danger exists.

The speed and efficiency of your response is a credit to your organisation."

To: North Mersey District.
FROM: D. Llewelyn, Golf Road, Formby.

"Thank you very much for your letter to my concern re: the Economy 7 installation above.

Today your Mr Keith Horbury, EMF liaison officer for the North West, was very helpful and completely satisfied us that no danger exists.

The speed and efficiency of your response is a credit to your organisation."

To: Mid Cheshire District.
FROM: C. Whitton, Green's Terrace, Crewe.

"Further to our earlier conversation of this week re electrical voltage supply fluctuations and damage to television/bath and appliance faults, we have had considerable improvement since you took up the case. Since your engineers connected the cables I have noted a much more constant voltage and as of yet have not seen the spikes suddenly brighten or suddenly dim which was a continuous occurrence before (either that or I have actually got used to it?). I have had the TV repaired and am forwarding you the bill as requested. You thank you for your assistance in all this matter, you have been most kind. In fact you are a credit to Manweb - WELL DONE."

These concerned were Messrs. M. M. Bots, J. W. Roberts, P. Dakin, A. Span, and G. Davies.

To: Terence Dunn, Power Marketing Division.
FROM: Hugh W. Evans, Deputy Chief Executive, Manweb.

"I am writing to thank you for the photographs which you sent me recording the theft of wiring in our business."

"My aunt and uncle, Margaret and Bill Jones, have been extremely nice to me and I consider you have been treated by you when you approached them.

I think a good measure of any organisation is how it looks after its former employees and I know Manweb is second to none in this regard."

To: Manweb Contracting Services, Wrexham.
FROM: A. E. Darbyshire, Penrith, Anglesey.

"I have just been visited by your company on Thursday, 3 February, and would like to congratulate your staff."

"They were very punctual, did the survey, and also Mr. G. Jones, the technician, on his excel¬lent manner they conducted the enquiries."

These concerned are Dawn Hughes, Sales Representative, Adepta Depot and Glyn Jones, Electrician.

To: Dee Valley District.
FROM: B. Brightlands, Witters Lane, Tarporley.

"Thank you very much for your letter to my concern re: the Economy 7 installation above.

Today your Mr Keith Horbury, EMF, liaison officer for the North West, was very helpful and completely satisfied us that no danger exists.

The speed and efficiency of your response is a credit to your organisation."

To: North Mersey District.
FROM: T. F. Tyrer, Brookfield Lane, Aughton.

"I would like to express my thanks for the efficient way my problem was dealt with by all your officials.

All the neighbourhood were most impressed by the officers who came to our homes; very calm and smartly dressed; the cheerful and pleasant manner they treated the whole family."

"Would you convey my thanks to all your officers. Once again, many thanks for all that was done for us."

To: North Wirral District.
FROM: D. Llewelyn, Golf Road, Formby.

"I would just like to go on record to thank you, and all your officers who have been extremely good to the very polite and very competent service in restoring the power to our street lamp."

"This was a real boost in our empty house for those involved."

To: North Wirral District.
FROM: Pender Homes Ltd.

"I would like to thank your department in particular, Mr. Chris Wharton, for the very prompt attention given when laying in the service to one of our customers adjoining the public road."

"I would also like to thank your department for the very polite and very competent service in restoring the power to our street lamp."
HELP HERE FOR WORKING MUMS AND DADS

THE POLICY

The Scheme is effective from 1 June 1994 and will be subject to annual review.

Manweb plc will assist qualifying employees by contributing towards the cost of childcare. The contribution will be in the form of vouchers given to the parent. The vouchers awarded by Childcare Vouchers Ltd, part of the Ascot Group, are redeemable by the childcare provider.

A Scheme designed to help many of Manweb's working mums and dads while their children are still under school age is being launched next month.

From 1 June Manweb will offer Childcare Vouchers to help qualifying male and female employees with the cost of providing childcare. The scheme will be reviewed annually.

The vouchers will be provided by Childcare Vouchers Limited, part of the Ascot Group, the largest staff benefits company in the world.

David Vernon-Smith, Manweb's Director, Corporate Affairs, said: "We chose Childcare Vouchers because they best meet our needs to provide childcare support for those employees who have children under school age."

"This means offering parents a way of choosing the childcare that suits their own priorities and enables them to remain in the workforce, secure in the knowledge that they have made the right choice of care for their children." Each eligible employee receives an information pack explaining how the benefit operates.

There are also instructions for the childcare provider. Parents have complete freedom and responsibility to select and recruit their own childcare provider.

Each Voucher is secure as it can only be used by the employee to pay his or her designated childcare provider.

Survey results

A questionnaire was issued to all staff to obtain information on the arrangements they had arranged for childcare. Of the 569 who completed questionnaires, 76% said they were satisfied with the arrangements they had made for childcare. Of these 569 employees, 45% said they would have been worse off without the Vouchers.

Q1 Number of Children under the age of 15 years:
- 48% of staff have 1 child
- 40% have 2 children
- 12% have 3 or more children

Q2 Number of Children in each age group:
- Under 1 year: 117
- 1-2 years: 93
- 3-4 years: 85
- 5-6 years: 75
- 7-8 years: 112
- 9-10 years: 451

Q3 Childcare arrangements whilst at work:
- Spouse/Partner 40% (including outside school)
- Registered Childminder 11.5%
- Private/Local Authority 9%
- Friend 1%

Q4 Cost of Childcare per child per week:
- 20-29 100
- 30-39 93
- 40-49 85
- 50-59 75
- 60-69 65
- 70-79 54
- 80-89 45
- 90-99 36
- 100-109 27
- 110-119 18
- 120-129 9
- 130-139 1

Q5 Maximum amount prepared to pay per child per week for childcare:
- NIL 100
- £31-£60 45%
- £61-£90 33%
- £91-£120 16
- £121-£150 NIL
- £151-£180 4
- £181-£210 Don't know 73
- £211-£240 55

Q6 Male/Female Split:
- 215 replies from female employees
- 334 replies from male employees

Q7 Start date with the Company:
- 87% of employees replying had completed over 1 year with the Company.
- 23% of employees replying had completed less than 1 year with the Company.

Q8 Hours of work of employees:
- 46% of employees worked full-time
- 35% worked part-time
- 19% worked more than 1 hour
- 1% worked less than 1 hour

Q9 Spouse/partners type of employment:
- Full time 150
- Part time 100
- Self-employed 7
- None 22

Q10 Only replies confirmed that Childcare Support was provided by the Spouse/partners employer, e.g. in the provision of a work place nursery/play scheme or reduction in nursery fees.

How to Join the Childcare Voucher Scheme:

To complete the application form to join the Scheme, please contact the Childcare Scheme Coordinator, Tracy Stockin, at Head Office on extension (000) 2064, or on Office ID: TSTCJ.

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Customers respond to the Man (and to Freddie)

THE end of 1993 saw a burst of advertising activity on television, posters, press and bus sides. In October and November, we were advertising meter cards on posters and in local press, Dish-washers and Cookers on TV, Price Promise and Aftercare Service in press and on radio.

Having just received results from a research programme designed to tell us what our customers think of the advertising and how they react to it, we are beginning to see that customers are responding to "The Man" and "Make Life Easier".

The recall of Manweb advertising with The Man in it has risen from 9% to 14% from September to February.

Commercials

When pre-testing the new TV commercials, approximately 80% of respondents felt the commercials were trying to "Make Life Easier".

Interestingly, too, when we talked to our customers in the Granada TV region, they were much more aware of Manweb's advertising than they were of Norweb's, despite the fact that Norweb spend significantly more money than do Manweb.

The beginning of 1994 has seen an exciting start to the year with the launch of three new TV commercials: "Checkout", announcing that Manweb will be reducing the number of estimated bills; "Select", announcing a special new tariff for low users of electricity, and more recently "Shine", announcing the launch of the new Single Telephone Number.

This latest was supported throughout April by bus sides, two radio commercials, and an article in Cheshire Life.

Back by popular demand are the Freddie the Frog meter card posters which re-ran during February. So successful was this campaign that posters were mysteriously disappearing from the bus shelters in which they were displayed.

Requests

We have received lots of requests for copies, from as far away as Poland and some people have even asked if they can buy their own Freddie. Watch this space!

try

Keep them safe

- By Phil Hughes

members of staff who pigeon shooting or save relatives and
s do so.

Incident

have already asked
lish Association for

at Chester to let all
member know the
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WAYS LOOK UP!

WAYS LOOK OUT!

KEEP CLEAR OF
OVERHEAD POWER LINES

AWARE OF THE
SENSE OF

OVERHEAD POWER LINES

KNOW THEIR ROUTES

AVOID USING ANY POLES WHICH ARE LONG ENOUGH TO REACH A LINE IN THE VICINITY OF A POWER LINE

BE PARTICULARLY CAREFUL WHEN MOVING POLES FROM ONE PLACE TO ANOTHER IF THERE ARE ANY POWER LINES AROUND

Some of these poles can be 40 feet (12.6 metres) long. Across open country the minimum clearance for overhead power lines is 17 feet (5.2 metres). It is obvious what can happen when movement is uncontrolled.

If anyone would like any further information please contact Phil Hughes on Head Office extension 2239.
A SCHEME designed to help many of Manweb’s working mums and dads while their children are still under school age is being launched next month.

From 1 June Manweb will offer Childcare Vouchers to help qualifying male and female employees with the cost of providing childcare. The scheme will be reviewed annually.

The vouchers will be provided by Childcare Vouchers Limited, part of the Acer Group, the largest staff benefits company in the world.

David Vernson-Smith, Manweb’s Director, Corporate Affairs, said: “We chose Childcare Vouchers because they best meet our needs to provide childcare support for those employees who have children under school age.

This means offering parents a way of choosing the childcare that suits their own priorities and enabling them to remain in the workforce, secure in the knowledge that they have made the right choice of care for their children”.

Each eligible employee receives an information pack which explains how the benefit operates. There are also instructions for the childcare provider. Parents have complete freedom and responsibility to select and recruit their own childcare provider.

Each Voucher is secure as it can only be used by the employee to pay his or her designated childcare provider.

Survey results

A questionnaire was issued to all staff to obtain information on the arrangements they use for childcare and the number and age range of their children. The 569 who completed questionnaires provided us with the following information:

Q1 Number of Children under the age of 15 years:
- 44% of staff have 1 child
- 40% who replied have 2 children
- only 10% have 3 or more children.

Q2 Number of Children in each age group:
- Under 1 year 117
- 1-2 years 89
- 2-3 years 93
- 3-4 years 76
- 4-5 years 112
- 6-14 years 468

Q3 Childcare arrangements while at work:
- Spouse/partner 40%
- 56% of staff have 1 child
- 40% who replied have 2 children
- only 10% have 3 or more children.

Q4 Cost of Childcare per child per week:
- £30 or less 103
- £31-£60 43%
- £60+ 43%

Q5 Maximum amount prepared to pay per child per week for childcare:
- £30 or less 40%
- £31-£60 43%
- £60+ 17%

Q6 From the information provided, the average amount prepared to pay is £42 per child per week.

Q7 Male/Female Split:
- 215 replies were from female employees
- 254 replies were from male employees

Q8 Hours of work of employees:
- 47% replies were from full-time employees.
- 10% replies were from part-time employees.

Q9 Spouse/partner type of employment:
- Full time 173
- Part time 160
- Do not work 104
- In full-time education 3
- Self-employed 7
- No spouse/partner 22

Q10 Only four replies confirmed that Childcare Support was provided by the Spouse/partner employer, e.g. in the provision of a work place nursery/play scheme or reduction in nursery fees.

Many of us are interested in sport. It helps us unwind and be beneficial in several other ways. Not all sport is in the form of team games – a lot derives great pleasure from the more individual sports such as fishing and shooting.

Unfortunately one member of the public, an uninvited spectator, was killed in a shooting accident recently when he accidentally made contact with an 11,000 volt overhead line.

The 30-year-old married man had enjoyed a day’s pigeon shooting at Aughton, near Ormskirk, and was recovering his decoys from a tree when the accident happened.

To do this he used an aluminium sectional pole known as a pigeon lofter to lift the decoys down. It was about 6pm when the accident occurred.

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If anyone would like any further information please contact Phil Hughes on the Head Office extension 2239.

Cust to the

Country Sports

Keep them safe

By Phil Hughes

The end of 1993 saw a burst of advertising activity on television, posters, press and radio.

Having just received a series of press releases from the advertising industry telling us how they react to it, we are

PARTY TIME

KIDDIES from Gwladys street Primary School, Liverpool, were invited to a special party recently.

They were joined by Liverpool District Safety Co-ordinator Bernie Woods and the eight-year-old children.

Wilby, the owl, has been helping Manweb over the past year to spread the safety message to schoolchildren.

The ‘Play Safe with Willy and Manweb’s programmes are based on educational safety education at home and at play.

To date over 120,000 children have received the programme’s message.

The children pictured with Bernie are, (l to r) Stephen Cunliffe, Carl Chatterton and Lois Maxwell.
MANWEB has launched a multi-million pound programme to help its customers save energy and money.

Over the next four years £5.5 million has been set aside to introduce a range of energy saving measures. The ideas have been developed by Manweb, working closely with representatives of the local Electricity Consumer Committee and those in the regional office of electricity watchdog Ofgem.

Liverpool City Council is one of the first local authorities to join Manweb in this partnership which will introduce energy efficiency measures in sheltered blocks in the City and enhances the residents' quality of life.

Announcing this major initiative, Manweb's Chief Executive John Roberts said: "We are particularly keen to see older people, disabled people and those on low incomes benefiting from these measures."

The package of energy saving measures includes roof and cavity wall insulation, more efficient space heating, low energy lighting, draught proofing and hot water cylinder insulation.

Other organisations signing onto the initiative include Knowsley Borough Council, Wrexham Maelor Borough Council and South Cheshire Housing Society.

Councillor Mrs Brenda Parry, Chair of Wrexham Maelor’s Housing and Health Committee said: ‘The Council has a comprehensive Energy Efficiency Policy which is being actively pursued to provide tenants with a high standard of comfort, and at the same time helping to minimise the effects of VAT on fuel from April. The Manweb scheme is an excellent one which complements the existing programme and we are pleased to fully support the scheme.

Substantial funding is also being provided by the Housing Corporation and the scheme enjoys the full support of Vale Royal Borough Council.

Manweb has led the way in promoting energy efficiency with its Holyhead Power Save Project, which recently received a national environment award from the Campaign for the Protection of Rural Wales.

"Energy efficiency not only helps the environment, but also helps our customers," said Ian Sharpe, Manweb’s Head of Energy Resources. "Working with Liverpool City Council and the other organisations, we will provide us with useful experience of how best to introduce these measures. We will then be developing further energy efficiency initiatives in a number of cities around the region."

PROFESSOR Stephen Littlechild, Director General of Electricity Supply, has announced new standards which require regional electric companies to carry out a major programme of energy saving projects.

Announcing the legally enforceable standards of Performance for Energy Efficiency Professor Littlechild said: "When contributions from the companies, customers and third parties to the energy efficiency projects are taken into account it is estimated that enough electricity will be saved to power a city the size of Manchester for four years. The savings should also bring about a reduction in carbon emissions of about 300,000 tonnes by the end of the century."

The Standards, which came into effect on 1 April 1994, follow the new Supply Price Control for each of the REC's which allows £1 per franchise for expenditure on energy efficiency projects. This will finance nearly £100 million of new schemes by 1998. The key requirement of the Standards is to ensure that money raised by the REC's is spent on worthwhile energy efficiency projects to benefit the franchise customers.

Companies will be encouraged to target special needs customers, such as the elderly, disabled, low income families, and be required to consider the environmental aspects of their projects.

THE growing partnership between Manweb and Community Special Landscape Project continues as this picture shows.

Mid Cheshire District Manager Jeff Hunt helps with tree planting at Grange School, Wrexham.

Children in the picture are: Anthony Haspall and Gemma McElhin with Kevin Jones, Landscape Project Officer for the British Trust for Conservation Voluntary, looking on.

OSWESTRY District is supporting the Manweb commitment to replacing all trees lost during vital safety work by donating trees to projects sponsored by local environment groups.

Don McRae, Oswestry District Manager, is seen delivering 2,000 trees to the Montgomeryshire Wildlife Trust to support a scheme to establish a wildlife habitat in pasture land adjacent to the recently opened Welshpool Walking Trail.

Don said: "I am very pleased that this type of sponsorship allows our local communities to see the active involvement that Manweb is taking in our environment. I was also interested to discover through my discussions with local environmental agencies that in many cases the tree clearance work we do to preserve safety standards on our electricity network is financially subsidised by the environmental experts who offer such advantages in areas where the local wildlife benefits from the opening of woodland on a regular basis. It is amusing to note that in some cases the professional environmental agencies seem to get far more trouble for cutting down trees than we do. I did not realise until recently that our tree clearance programmes, combined with our environmental sponsorship, is offering this double benefit to the community."
THE Retail operation, Energy Marketing and MCSL, have established a strong working relationship over the last 18 months with the introduction of the Choice 1 display stands, catalogue and leaflets into 60 Manweb shops and three superstores.

The Choice range, designed to present a domestic electrical installation concepts and packages through the Manweb shops as a joint venture between Retail, Domestic Energy Marketing and MCSL, has proven a great success. The project has contributed greatly to the increase from the last 12 months of domestic contracting sales through Manweb shops.

A prominent example is the domestic shower market where MCSL has expanded its market share while shower sales amongst the general fell 12 per cent. At the forefront of these efforts is Retail Manager Terry Keenan’s team of regional operations managers, shop managers and sales staff, who operate at the sharp end.

The Domestic Work Control Unit now centred around the development of MCSL’s operations.

OBITUARIES

It is with sadness that Contact reports the deaths of the following retired Manwebers.

Violet Walton, 92, who died on 4 March, was a Drawing Office Assistant in Area 1 before retiring in 1981. She will be remembered by former colleagues with affection.

Hugh Samuel Roberts, 66, who died on 19 February, was a Transport Driver at Ranger before retiring in 1981. Anthony Daniels died on 13 March, 73, and worked in Mid Cheshire District before retiring in 1992.

Hugh Alexander Holmes died on 15 March, aged 78. He was a Sales Assistant in Dee Valley before retiring in 1969. He will be fondly remembered by former colleagues.

Clifford Robinson, 65, who died on 4 March, was a Sales Assistant in Dee Valley before retirement in 1988, died on 31 March. Ronald Neil, 73, who died on 23 March, was a Sales Assistant in Head Office before retiring in 1992.

William Horridge, 85, a Meter Fitter in St Helens until retirement in 1974, died on 2 April. John Elliot Orr, 65, who died on 4 April, was a Watchman in Liverpool before retiring in 1982. Frank Green, 60, a Contracting Engineer in Mid Cheshire until retirement in 1974, died on 2 April. Harold Waring, 76, who died on 2 April, was a Principal Assistant in Computer Operations at Head Office until retiring in 1979.

VAT ADVICE FOR ELDERLY

AGE CONCERN and Manweb have joined forces to offer advice and information to older people worried about the impact of VAT on fuel.

The Benefits Agency is also involved in discussions to launch a series of projects throughout the region offering advice and guidance on a range of issues including possible entitlement to income support, energy efficiency, home insulation grants and ways to spread the cost of fuel bills.

The initiative is the result of a seminar held at Head Office on 15 April. Over 40 representatives from the Company’s Customer Service sections, local Age Concern groups and Benefits Agency offices debated the best method of assisting any older people fully informed of their services, and able to access information that would help them offset higher fuel bills caused by VAT.

VAT projects will be run through Age Concern outlets in Knowsley, Liverpool, Sefton, St Helens, Caernarfon, Rhyl and Wirral.

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Manweb sponsors sign language training

MANWEB is supporting a charity’s work in promoting communication between deaf and hearing people.

The Company has donated £200 to the Council for the Advancement of Communication (CACDP) to help fund sign language training.

Last year a record number of 11,500 people sat British Sign Language exams, and Manweb’s sponsorship will cover the cost of examining some of the 290 Stage 1 candidates on Merseyside.

The cheque was presented to CACDP at TypeTalk, the Royal National Institute for Deaf People’s national telephone relay service at Speke, Liverpool, where six members of staff have passed the Stage 1 exam.

CACDP’s Funding Development Officer Ruth Holmes said Manweb’s donation would help keep the examination fee at a reasonable level. "We want as many hearing people as possible to learn to communicate with their deaf friends, relatives or colleagues."

Manweb’s Liverpool District Manager Bill Tubey is pictured presenting the sponsorship cheque to TypeTalk staff, left to right, Jan Makin, Wendy Anderson, Trish Topping, Kathy Allen, Melanie Burnham and Joyo Davies.

IN April 1993 a Service Level Agreement with DOJM (Distributive Operational Job Management) was agreed and signed by senior management within Network Services and Information Services. Even though this current agreement is a success Network Services requested that it be widened to include other Network Services business areas.

With this improvement in mind, further negotiations between JS and Network Services have taken place which have widened the scope and content of the services in the agreement.

Jeff Hunt, Mid Cheshire District Manager, has been acting as the representative for the Districts and as such has been collecting all the comments and concerns of his fellow District Managers. Where possible these areas of concern have been included in the new agreement, examples of some of the new areas to be included are:

- Response time targets for terminals at districts and depot.
- Clarification of support for Network Services critical applications.
- New reporting methods which will provide more regular data tailored to the requirements of the district managers.

It is not currently possible to include all the points Jeff has collected but they will be included in the Agreement in a section entitled ‘Future Actions and Plans’.

Data Centre Manager Peter Goulding commented; ‘This agreement will, over time, cover all critical IS services as seen by the Network Services Division, and will be an important element in improving these services.’
Amazing Grace

IT was service with a song for canteen assistant Grace Jones when her popularity led to an appearance on the Keith Chegwin Big Breakfast show.

Just when Grace had reached retirement age and thought she had served up her last meal to Gwynedd District staff at Caernarfon, she received a pleasant surprise.

Fun-loving Grace was so highly thought of by her customers that they begged her to carry on cooking.

Nigel Hughes, Dine and Draw Office Manager, said: "Grace is such good fun. She takes a lot of leg-pulling and just loves mothering us all. She’s got a heart of gold and there are so many things about her that it’s hard to pinpoint just one."

Grace’s boss, Sutcliffe Catering Manager Yvonne Pritchard, encourages Grace’s tremendous sense of fun by writing rather risque poems with which Grace entertains staff, particularly at Carnival time.

Grace’s TV appearance came when producers heard of her popularity and the staff’s desire to keep her at Caernarfon and decided she would be an entertaining personality on the show.

Said a surprised Grace: "Keith arrived when I was getting a jug of gravy, the next thing I knew I had a microphone at my ear.

True to form, she not only dressed up to provide the fun, but wowed the viewers with her rendering of Danny Boy. And she received the verdict: "She’s got a heart of gold, there are so many things about her that it’s hard to pinpoint just one."

Grace’s tremendous sense of fun by writing rather risque poems with which Grace entertains staff, particularly at Carnival time.

Grace was seen to carry on cooking.

Fun-loving Grace

A burst of extra activity by Gwynedd District staff has given a big cash boost to Headway Gwynedd, a branch of the National Head Injuries Association. District Manager Ian Basford handed over a cheque for £3,000 to Colin Rowlands of Gwynedd Headway at a presentation at Seiont Manor Hotel in March. Colin thanked District Manager Ian Basford for rounding up the total to £3,000. He said the extra cash will go "a long way towards enabling us to help people suffering from the effects of head injuries."

The visit was designed to give Dr Dunn an overview of how Manweb’s capital programme is funded, and to stress the vital role European funding can play in this.

Programme

At the end of the tour Dr Dunn gave his support to Manweb by encouraging submission of future projects.

STRESSING THE ROLE OF EURO FUNDS

Dr Michael Dunn, Head of the European Affairs Division at the Welsh Office, paid a visit to Gwynedd District to learn about the refurbishment and strengthening needs of the network.

He toured a number of sites in the district where work had received partial funding from the European Community Rural Development Fund and was very impressed with the benefits already achieved through this earlier funding.

District Manager Ian Basford, Eryri Section Manager Tom Whalen-Williams, plus Network Services Assistant Accountant Tony Ollier and Economist Garth Blundell presented the network’s needs to Dr Dunn.

The group also visited the Llanrhaeadr 33kV substation, out of which runs the oldest 33kV line in Great Britain. The line is in need of refurbishment and covers around 25km to Cwm Dyli Power Station.

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It was presentation time at Seiont Manor Hotel, Caernarfon, recently when Gwynedd District staff lined up to receive their certificates from Gwynedd District Manager Ian Basford following successful training courses.

Top: With their Management Development Programme certificates are (l to r) Brian Davies, Ian Basford, Glen Powel, Eifion Griffiths, Gwynfor James, Trevor Guest, Menna Rowlands, Ian Barrassough and Kevin Hughes.

Above: At the presentation of certificates in the National Examination Board for Supervisory Studies are: (l to r) Len Hicks, Ian Basford, Carl Woodman, Project Manager, Head Office, Gwynfor James, leuan Davies and Menna Williams, NEGB Telfor. Pencaer College.

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**CAR TESTED:** Citroen Xantia 1.9LX Turbo Diesel Price: £12,900

ONCE upon a time if you bought a Citroen you were regardled, like the cars, as a little unconventional. The sort of thing that didn't mind being sniggered at by the neighbours. Now Citroen has changed tack, and is aiming its cars at a more conservative market. The Xantia is one product of this new breed, and can it compete with the likes of Ford's Escort and Rover's 400?

The Xantia, while looking slightly different from the herd, no longer has the staccato style of Citroen of old. The interior is exceptionally well built and, while not in the class of a Rover, is substantially better than most. Interior space is generous. The Xantia is different from the herd, no longer will no doubt be disappointed. The Turbo diesel over any of its competitors.

**performance**

Table: 1.9TD LX

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**VERDICT:**

Superb ride and handling combined with strong build quality makes the turbo diesel a strong contender. Let down by relatively poor economy and lack of safety features.

**CONTACT:**

Andy Harvey
0268 756002

**FUEL ECONOMY**

Mid-week breaks. Pets welcome. Tel: 0161 678 6854

**SPECIAL FEATURES**

Features of Citroen.abort and braking. Ample legroom for driver. Jack, Queenerney, on 4534.5.

Llandudno, Roseval, Nant. Family run with excellent home cooking, separate tables. All double and twin rooms on-suite with colour TV, tea-making facilities and free parking. £15 B&B with detective evening dinner and optional £5 per head. Central to all amenities and level ground. For further details please ring Mrs W. O. Evans on 0402 877087.

**HOLIDAYS**

French Alp / Annecy. A traditional farmhouse in beautiful Alps village, 30 minutes to Annecy, 25 minutes to La Clusaz. Charming, 8 all modern facilities. Summer activities: walking, mountain biking, swimming, skiing and long. Winter: all winter sports. Contact: Chris Money, Inter. 0979 338 812, Contact: Wayne Henslow, Cumberland House on 0979 706937 or at work: 0244 58017.

**PERSONAL**

Try the latest 'All in The Ear' hearing aid comfort of your home. For a free hearing test and demonstration contact Trevor Davies, Tan y Berlan, Egwylwyd, Bwydwen. Tel: 0492 650590. £20 discount to pensioners and employees. Try the latest 'All in The Ear' hearing aid comfort of your home. For a free hearing test and demonstration contact Trevor Davies, Tan y Berlan, Egwylwyd, Bwydwen. Tel: 0492 650590. £20 discount to pensioners and employees. 0244 62244 (or Home - 0244 572540).
GOLDEN GIRL

WHEN Manda Roberts met HRH Prince Philip she could proudly claim she had earned the privilege the hard way.

For the 26-year-old from Mid Mersey District Planning Office it was the crowning moment following two years dedication to the Duke of Edinburgh Award Scheme.

Manda was presented with her Gold Award on 29 March at a ceremony staged at St James Palace, London.

The impetus for her two year stint came after she had enjoyed Manweb’s training, a solo residential experience and so worth it to anyone especially if they like outdoor adventure.

Now it’s all over, Manda is devoting most of her time to studying. She wants to be an electrical engineer with Manweb and sits her finals in June. After that it’s back to action as she intends to carry on with aerobics, mountain biking, cycling, horse riding “and any other outdoor pursuit”.

Keen to pass on any help or information regarding the Duke of Edinburgh Award Scheme, Manda says she would be pleased to talk to any Manweb employee who may wish to contact her at Mid Mersey District, ext 2199.

Cable link just purr-fect

NORTH West Cable’s “store-in-store” at St John’s Shop, Liverpool, was voted “purr-fect” by customers at its launch with Cable cartoon character Cable Cat and Cable Kitten.

Customers can now sign up for cable TV and cable phone at Manweb’s St John’s Centre and, as well as cuddly cats, face painting for children was laid-on, courtesy of Cable North West Communications.

The link-up between the cable company and Manweb was originally put together by Manweb’s Corporate Business Development Section before management was handed over to Nigel Clark, Utilities Manager in the Trading Division.

Business Income Project Manager Nigel Williams said: “The store is proving to be a phenomenal success. Since its launch it has had more than 500 sales leads, and actually signed-up some 30 subscribers.”

As well as offering a valuable additional service the cable link-up is also helping to attract additional customers to Manweb’s shops in Liverpool.

A happy junior customer is pictured (second from left) with Cable Cat Kitten, and Cable Cat and North West Cable’s make-up artist at St John’s centre.

Debbie’s day

WEDDING bells rang for Debbie Bannister, Security Systems Supervisor for Manweb Contracting Services in Wrexham, when she married Richard Williams at St Michael’s church, Llanyryd, Debbie, who wore a dress of ivory satin with peach roses and antique lace, carried a bouquet of dried roses. The couple spent their honeymoon in Tunisia and are now living in Llay.