

# G'day boyo! Welsh welcome in Oz...

**C**ERI Jones took a break from Wales to go on holiday Down Under – but there was no escape from speaking Welsh!

Ceri, Customer Services Representative in the Call Centre at Caernarfon, went with an eight-strong family party to stay with her boyfriend's uncle in Westnead, a suburb of Sydney, Australia.

Forty-five-year-old Michael Lloyd still speaks his native tongue after more than 30 years away from Wales, and he and Ceri had long conversations in Welsh during the holiday.

In addition Ceri and her boyfriend Paul Rowlands met up with some Welsh-speakers in Sydney – and ended up discussing Caernarfon with them in the Welsh tongue.

"It felt strange to be talking in



Ceri Jones feeds a kangaroo during her stay in Australia.

Welsh so far from home," said Ceri. "It's amazing how many Welsh people live in Australia."

● Caernarfon Customer Service Representative Lucy Hop-

kins was able to give Ceri some good advice on what clothes to pack – she lived in Australia for a year before starting work with Manweb.

## POWERPartners

# Special readers' offer for Warrington Wolves

CONTACT readers can take advantage of a special Family Day offer for tickets to the Warrington Wolves versus London Broncos rugby match on July 22.

The voucher on this page will ensure an adult ticket for £10 together with free entry for two accompanying children.

The voucher should be exchanged for tickets at the club shop on a day before match day (to avoid queues on the day) or presented to Window 23 at the ground on the afternoon of the match. In both cases, Warrington Wolves will give 50 per cent of the entry price back to the PowerPartners charities.

Kick-off is at 3 pm. Photocopies of the voucher will not be accepted.



**WARRINGTON RUGBY LEAGUE  
WOLVES**

**WARRINGTON WOLVES  
VERSUS  
LONDON BRONCOS**

*Sunday July 22nd, 3pm*

**MANWEB FAMILY  
DAY VOUCHER**

**Admit one adult for  
£10 and two children  
free of charge.**



**Manweb**  
A ScottishPower Company

## Great Wall of China trek to raise charity cash

**JULIE** Crofts is preparing to trek along one of the greatest man-made monuments on earth as part of ongoing charity fundraising by staff at Pentre Bychan.

Her walk along the Great Wall of China in October will raise more than £2,000 for the Wrexham Maelor Hospital Shooting Star Appeal towards a specialist cancer treatment unit.

The staff's fund-raising for the Appeal has been co-ordinated by Julie, Kevin Gee and Debbie O'Shea and has so far included a sponsored snogathon. They aim to raise a total of £10,000.

## Last chance to reserve tickets for Zoo Day

**READERS** are reminded to send in the voucher which appeared in the last edition of *Contact* for the superb cut-price offer at Chester Zoo. The Zoo Day which includes a free overhead rail journey is on June 24, and entries must be in to Wendy Ellison by June 11.

Entries are also invited for this year's PowerPartners It's A Knockout on July 14 (see form in last edition). Teams of six are sought for the event at the Warrington Wolves rugby club, and applications should go to Jane Hall at Prenton.

## Have you got news for us?

IF you have a story for *Contact* please get in touch with editor Anne Benson on 800 2098 (internal) or 01244-652098, or Ron Quenby on 01244-678575 or fax 01244-678749.

# Contact



**Manweb**  
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NEWSLETTER FOR MANWEB PEOPLE

May 2001

# Love is... a great new deal

**K**ATHLEEN Hughes would recommend the New Deal to anybody – it's how she met her husband-to-be!

Kathleen, aged 22, joined Caernarfon Customer Services under the ScottishPower Learning scheme and took an NVQ Level 2 with the guidance of Customer Services Representative Derfel Hughes.

It was just before she went on to join the Call Centre on a permanent basis that Derfel asked her out to the Customer Services Centre Reunion Party, and they realised they wanted to see each other socially.

Only a few days later Kathleen had a lucky escape in a car crash, and she was impressed by Derfel's caring attitude. "That was the point at which we both eventually



Kathleen and Derfel on their wedding day.

realised we felt seriously about each other," she said.

The couple – who are both film buffs – were married in Caernarfon Registry Office in March of this year, and honeymooned in Lanzarote. They enjoy working in the same offices, though on different floors. Derfel is Kathleen's team manager on the Saturday shift.

Kathleen said: "I did not expect when I came in on New Deal to be going out with a member of the Manweb staff, let alone getting married to him. I am grateful to the scheme for that, as well as for helping me to get the qualifications without which I would not have secured the full-time call centre job."

Derfel, aged 35, said: "We had been working closely for six months but it was not until Kathleen's lucky escape in the car accident that we realised we felt a lot for each other."



## Great makeover darling!

A CELEBRITY seal of approval... Manweb's Karen Bloor is presented with a certificate by design guru Laurence Llewelyn-Bowen, of TV's *Changing Rooms*, after her team helped to complete a makeover of a community centre in north Wales. SEE STORY PAGE 3.

## Excellent network performance

**MANAGING** Director Stewart Saunders, speaking on the publication of ScottishPower's annual financial results, highlighted Manweb's excellent network performance.

Despite a drop in group profit before tax to £628 million for the year ending March 31, 2001, reflecting the impact of the UK regulatory reviews and problems at the power station in the US, underlying ScottishPower business performance has been good.

Mr Saunders said Manweb had made a solid contribution to the parent company's strong

UK performance, and the staff were to be congratulated.

He added: "We had a very good network performance, measured in terms of customer minutes lost and time taken to restore lost supplies, improving on the previous year."

"We are also having a lot of capital investment, £411 million over the period 2000-05, in equipment and transformer replacement, expanding the network across the area served by Manweb and making it more secure."



# Grant to help sign training

A £15,600 grant from ScottishPower's charitable initiative PowerPartners is to help triple the number of sign language interpreters in Wales.

At the moment there are only three sign language interpreters servicing the entire deaf community in Wales of about 36,000 people.

The Royal National Institute for Deaf People is running the Cymru Communication Project to support and train electronic notetakers, sign language interpreters, British Sign Language tutors and lipspeakers.

PowerPartners' funding will pay for the training of six new interpreters under the Cymru Communication project.

● Two Manweb staff are training to use sign language. Wendy Hatton, High Street CSC Representative in Crewe, and Marian Scott, CSC Representative in Caernarfon, have both been sponsored to take college courses.



Manweb's Melanie Jones, centre, watches Cymru Communication Project Co-ordinator Leonie Hughes in sign conversation with Lyndon Williams, BSL Tutor/Project Officer RNID.

## Appeal for staff to assist at RNIB Sports Day in July

AN appeal is going out to staff to help at the RNIB Sports Day which is being held in Colwyn Bay this year, thanks to PowerPartners sponsorship.

The event, to be held on July 5, will be held at Eirias Park and a Manweb Cup will be presented to the most outstanding performer.

"The Sports Day is taking place the day after Independence Day and it will

give a sense of independence to 100 young adults with a sight disability," said Melanie Jones, SuperCentre Manager for Wales and Mid Cheshire.

Anyone who is interested in assisting with the Sports Day and who will be able to gain permission for time off from their line manager, should contact Melanie on 01978-832800 or 07753-623500.

## Major sub-metering installation complete

SCOTTISHPOWER Metering Business staff have completed a sub-metering installation for a pharmaceutical company in Liverpool whose electrical engineer is a former Manweb employee. The meters have gone into service at Evans Vaccines, manufacturer of the majority of the UK's flu vaccines.

Detailed technical advice and support was given by Metering Business Technical Support Co-ordinator Russ McAdam and

Hawker Siddeley Switchgear.

Additional factory units have been built on the site in Speke, which operates its own private 11KV network. Although the site is served by a single 9.5MW supply and one primary Settlement CoP 3 metering installation (also installed by Metering Business staff) the customer needed to meter each of the additional units.

Metering Business Technicians Gary

Wilson and Kevin Atherton installed and commissioned all 8HV sub meters and associated metering accommodation in the customers' substation.

Evans Vaccines electrical engineer Alan Lord, who was once a Manweb apprentice of the year and an instructor at the Hoylelake Training Centre in the 1960s, took a set of start readings so that the electricity account for the site can be settled more accurately.



## Prince's Trust Volunteers boost charity

THE outgoing Deeside group of Prince's Trust Volunteers raised £400 for the children's ward at Bodelwyddan Hospital through a car wash and bag pack at a supermarket, and fundraising at a football match.

● Pictured with members of the group are new Deeside leader Paul Kirkham, second left, with his outgoing counterpart Warren Finney, centre.

# Key pledge made to green initiative

AN energy buying group in north Wales has become the first key customer to sign up to a new green energy source set up by ScottishPower for the business community in the Principality.

North Wales Energy Partnership (NWEPP) has made a ground-breaking commitment in the biggest-ever Welsh green energy deal. This new Green Source facility will be marketed this new ScottishPower brand name for green energy. It represents the first time that output from Wales' many renewable energy sources has been specifically directed at the Welsh business group.

More than 2,000 sites operated by the nine public sector member organisations of NWEPP will now have a large proportion of their electricity



Manweb Managing Director Stewart Saunders with the Welsh Green Source certificates before presenting to members of the North Wales Energy Partnership pictured in the background.

supply matched to small-scale hydro, on-shore wind sources of generation and landfill gas, owned and contracted by ScottishPower within Wales.

Stewart Saunders, Managing Director of Manweb, said: "ScottishPower is delighted to announce the biggest green energy purchaser in Wales as the first key customer for Welsh

Businesses Green Source.

"This ground-breaking deal demonstrates a commitment to new and renewable energy in Wales, supporting current investment and, potentially, new developments."

● Three Merseyside Councils, Liverpool, Knowsley and Wirral, have also signed a deal to use Green Source in their areas.

## Dewi's lucky radio flutter

OPERATIONS Team leader at Pentre Bychan Dewi Jones did a stint on BBC Radio Cymru's Gang Bannor programme as a racing tipster.

Dewi had won a competition and mentioned on air that he had struck lucky while having a flutter – so the programme took him on as a temporary "expert". He notched up five wins out of 30, and helped raise £43 for an appeal to send a young girl to the US for medical treatment.

## Cubs on the right trail

THE 1st Frankby/Greasby cub pack won the annual West Wirral District Scout Council Cubs Safety Poster competition, held at Hoylelake House and run by Powerlearning. The subject of this year's competition was Danger in the Home.

## Mr Makeover's seal of approval

DECORATION work carried out by four Manweb employees at a community centre received the Laurence Llewelyn-Bowen seal of approval.

"This is Changing Rooms with knobs on," exclaimed the celebrity star of the TV makeover show as he surveyed the newly-renovated walls of the Acrefair Activity Centre including a lilac-coloured room painted by the Manweb team. "The work that has been carried out here is a 100 per cent undiluted version of our programme."

Laurence presented a team certificate to Karen Bloor, customer services team leader in Wales, who took up a paintbrush together with Dave Grady, RuralCare Permissions Manager, Mark Tracey, team leader in Personnel and her husband Trevor who works in multi-utility projects. The materials they used were kindly supplied by ScottishPower Learning.

A number of other organisations were also rewarded for responding to the Business in the Community Appeal under its Flintshire Cares programme to transform the centre which is used by the guides, the elderly, after-school groups and a judo class.

Karen said: "It was great to meet Laurence because Trevor and I both watch Changing Rooms – Trevor is a keen do-it-yourselfer."

## Training milestone

MANWEB'S Engineering Trainees have completed their two-year training programme, having gained a broad understanding of all aspects of Power Systems engineering activities through work placements and projects.

They are Paul Ritchie, Cheshire; Alwyn Roberts, Wales; Kevin Roberts, Merseyside; Mike Kissack, Merseyside; Dafydd Lloyd-Jones, Wales; Dave Raiswell, Cheshire; Scott Manfredi, Wales and Sean Griffiths, Wales.

## Royal pat on the back

PRINCE Charles has sent a message of congratulations to the Prince's Trust Volunteers group in Wrexham for their efforts in creating new facilities at the Dynamic Centre for Children and Young People.

As well as renovating a room, the group helped with fundraising at a local supermarket and organised a party for children and young people with disabilities.

## One-stop service

ENERGYWATCH – the Gas and Electricity Consumer Council – has announced a Forward Work programme involving the development of a one-stop service for consumers.

The organisation, which is completely independent of the energy industry and the regulator, represents the interests of all gas and electricity consumers in Britain.

## Customer praise

CUSTOMER Mrs L. Borg has written to express thanks for "excellent, efficient and friendly" service which she received at the Birkenhead High Street CSC, praising skillseeker Stephen McKeown for being "outstanding, so committed to his work".





Safety Representative Terry Edge receiving a cheque from Asset Manager Andy Stubbs, with other recipients looking on.

## Charities benefit as staff are rewarded for safety record

THE first donations have been made under the unique charity scheme to reward Wales Region staff for completing 60 weeks without a lost time accident.

In recognition of the staff's achievement in the Millennium Year, Power Systems were allocated £2,500 to split between 10 depots throughout the Region, to be given to local charities of choice.

At a special presentation, the first cheques were given to Whitchurch Junior Football Club (contact: Safety Representative Terry Edge from Oswestry), New Broughton Toddlers and Playgroup (contact: Safety Representative Nigel Evans from New Connections at Pentre Bychan), Bodelwyddan Brownies (contact: Min Williams, from the Safety Department, Pentre Bychan), Abergele Under 13s Football Team (contact: Safety Representative Martin Tillet from Rhyl), and 1st Asaph Scouts, 1st Rhyl Scouts and the Cuddles Baby Unit at Glan Clwyd Hospital (contact: Martin Tillet from Rhyl).

A further two donations were made to charities in the Aberystwyth area, although the Representative was unable to attend.

A key requirement of the Wales Safety Achievement Award Scheme is that sponsorship must go to a local initiative to support a community activity.

Staff have received commemorative Polo Shirts to mark this first time that Wales Region has ever achieved safe working for an entire year.

## Support for school business awards

OUTSTANDING achievers awards at a business initiative scheme for schoolchildren on Merseyside were sponsored by Manweb.

Under Sefton's Compact scheme, organised by the Sefton Education Business Partnership, pupils are required to enter an agreement to reach goals set by employers.

Two years of hard work by the youngsters, including drawing up an action plans and working to deadlines, were rewarded in a presentation ceremony at Liverpool's Anglican Cathedral.

## Undergrounding project helps to reinstate stunning views of mountains in heart of Snowdonia National Park



Before the work, power lines mar the view on the approach to Beddgelert, and, after, the river and main bridge in the new "improved" views.



Before the work, Beddgelert main street with poles and power lines clearly visible, and, after, the main street with view uncluttered by the electricity lines.



The poles are dismantled on "changeover day".



Work gets underway to remove the power lines.

# Down come the poles at picture postcard village

IN the 1950s Manweb was hailed as a saviour for bringing power to the remotest parts of north Wales.

But time passed and especially with the advent of the tourist industry some locals voiced their concern about the pylons and overhead lines which they perceived as spoiling the unparalleled scenic views.

Mindful of the issue, Manweb was recently glad to sign an Accord with Snowdonia National Park in a bid to provide an answer by concealing power lines – and its latest undergrounding project at Beddgelert has met with unstinting local approval.

By laying a 350 metre cable the length of the village Manweb engineers have reinstated the unspoiled picture postcard view of the main bridge which is one of the most celebrated in Wales.

Beddgelert, in the heart of the Snowdonia National Park, now no longer has overhead lines and poles obstructing the views along the high street to the stunning Welsh mountains.

The undergrounding of the lines, from the Royal Goat Hotel, past the Tanronnen Inn and towards the public toilets, and also to the water works and the church, is just the first part of a three-phase project completed under the Accord.

Manweb Power Systems Engineering Assistant Bill Nottingham led an eight-man team of jointers and linesmen to put



Preparations are made to secure a pole before it is removed.

the final touches to the project which had been 12 months in the planning.

The cable laying over three months had to be carried out during the winter months to avoid the tourist season, with a trench being dug from one end of the village to another.

The original launch day had to be postponed because of bad weather and because replacement street lighting was not ready.

In the event, on the day of the



A mechanical grab is used in the last stages of removal.

switchover, everything went smoothly and the jointing team were able to cut the cable that fed the overhead lines.

Bill, whose personal story encapsulates the history of power lines in the area because his father Ivor helped install the first supply to Beddgelert, said: "Not only will undergrounding enhance the view of the village, it has also allowed us to provide a more secure supply."

"A transformer has been put in so that Beddgelert can go on to a ring circuit

rather than a spur line, so if the supply fails in one spot we can switch to ensure the village continues to receive its power from elsewhere.

"The undergrounding has made a notable improvement because there was an enormous pole right on the main bridge which is the main attraction in the village. It was very unsightly and its removal enhances the beauty of the setting."

### Difference

The village has won many awards for its outstanding beauty and appearance, including Wales in Bloom, Britain in Bloom three times and Europe in Bloom.

Alun Hughes, manager of the Tanronnen Inn who was awarded an MBE for his services to the community, said: "The undergrounding will make a vast difference to the village. If you looked around all you saw was cables and poles."

"What has been good is the way everyone has worked together from day one to make the project work."

Installation of underground lines past Gelert's Grave, which was impossible because the foot and mouth epidemic prevented access to agricultural land, will be carried out at a future date.

Phases Two and Three of the project involve undergrounding in the vicinity of the Blue Bridge, and on the other side of the main bridge.





## WIN four family tickets

**PLEASURELAND** Southport, one of the top UK family seaside theme parks, is offering *Contact* readers the chance to win four family tickets. The tickets, worth £44 each, will admit two adults and two children to the park during the current season which runs until November 4th. With five coasters on the coast, Pleasureland Southport is riding high on adrenaline.

Some £12 million worth of investment in the 27 acre park has resulted in more than £2.6 million visitors a year. The classic King Solomon's Mines "woodie" has joined The Cyclone, complementing the three "steelies" – TRAUMATizer, The Wild Cat and The Big Apple. The £5 million TRAUMATizer is the country's tallest and fastest suspended looping coaster. It flies white-knuckle thrillseekers through five terrifying loops and rolls at speeds of up to 85kph.

The £2 million Casablanca Family Entertainment Centre offers a themed bar/restaurant plus simulators, video games and four lanes of Bowling. There is also the Chaos ride, Formula One Go-Karts and a selection of Kiddie rides. The Mumbo Jumbos, incredible tribal acrobats, star in their own summer show in the Pleasureland Pavilion.

To win one of the four family tickets up for grabs simply answer the following question:

What is the name of the design guru from TV's *Changing Rooms* programme who recently presented a certificate to Manweb's Karen Bloor?

Send your answer on a postcard with your name, address and telephone number by June 30th to Pleasureland Southport Contest, Manweb Corporate Communications, Manweb House, Chester Business Park, Wrexham Road, Chester, CH4 9RF. The first four correct answers drawn out of the hat win the tickets.



*Sleeping Beauty's castle at Disneyland Paris.*

## Disneyland Paris offer

**D**ISNEYLAND has it all – from the magical enchantment of Fantasyland to a vast variety of shows, rides and entertainment.

Readers wishing to travel in a group to Disneyland Paris can take advantage of *Contact's* superb offer of a three-day break from £69 per person.

The superb value trip, which includes two nights in a budget hotel, is offered by Travel Savers International.

The party must number 12 or more people, and the price also includes local pick-up by a luxury touring coach from a location nominated by the holidaymakers, return channel ferry crossing and return trans-



**Leisure & Group Travel**

fer to the Disneyland resort.

Entry tickets to Disneyland (adult from £18, child from £15) are not included.

Accommodation at the two-star Akena Hotel is on a bed and continental breakfast basis.

Those interested in the offer, which runs from the end of June to the end of December, should phone Laura at Travel Savers International on 0870-0101 161, quoting reference Manweb Offer.

Pleasureland Southport – home of TRAUMATizer, Britain's tallest and fastest suspended looping coaster – is open every day during Easter, Whitsun, and daily from 29th April until September 16th. Opening closing times plus weekends vary according to the time of year, especially October onwards. Please ring us to check before you visit on 08702 200 204 or take a look at [www.pleasureland.uk.com](http://www.pleasureland.uk.com). Please note that a white-knuckle wristband is required for everyone over 1.2m in height.

**Buy two white-knuckle wristbands for £13.99 each and receive another white-knuckle wristband worth £13.99 absolutely FREE!**

To take advantage of this offer simply bring this voucher to Pleasureland Southport and present it at any of our guest relations points. Only one voucher per person. Photocopies are not acceptable. The voucher cannot be used in conjunction with any other offer or promotion. Car visitors only (coach rates do not apply). No cash alternative. Valid until November 4th, 2001, excluding Bank Holiday Saturdays, Sundays and Mondays.

**Loopy  
offer for  
Contact  
readers**



## Cornish nasties

**MEMBERS** of the Clwyd retirees association have returned after an incident-packed visit to Cornwall.

Former Manweb Commercial Foreman Ivor Nethercott took part in overpowering a knife-wielding burglar who entered the Trebarwith Hotel in Newquay where they were staying and stabbed the proprietor in the hand.

Ivor then had to be treated by nurse and associate member of the group Edna Unsworth when he fell and cut his eyebrow on the last day of the holiday.

## Tributes to Arthur

**THE Deputy Chairman** of the Gwynedd retirees association has died aged 75. Tributes have been paid to Arthur Bunton, who during 40 years with Manweb was a supply engineer based at Caernarfon, and who was a tireless fundraiser for cancer research in recent years.

## Sad news

**ERIC Davies, who spent most of his working life with Manweb based in Oswestry and was District Engineer when he retired, has died two days short of his 90th birthday.**

# Electric shocker for retired staff!

**A** PARTY of former Manweb staff from Gwynedd had a shock on the first day of their stay in a country house-style hotel in Nottinghamshire – the power went off!

The 39-strong group, who were staying at the Thoresby Hall Warner Hotel, spent the rest of the week joking to the staff that they had worked for an electricity company and expected the lights to stay on.

The power cut happened for an hour before breakfast, causing the former Manweb employees and their partners to fumble for taps and shavers.

"We couldn't believe it," said secretary of the Gwynedd retirees Jean Jones. "Our party was full of former linesmen, engineers and cable layers, and there we were with no electricity."

"It was like suddenly going back into the dark ages in a



*Members of the Gwynedd Retired Staff Association who were caught in a power-cut at an hotel in Nottingham.*

hotel with a lot of history - Robin Hood's Sherwood Forest is nearby and a fireplace is carved from oak from one of the trees.

"It turned out that the fault had been caused by a failure on the underground cable to the hotel. Every time afterwards that we went through the

grounds we stopped to have a laugh with the people who were carrying out the repairs."

The retirees enjoyed their stay at the luxurious hotel, and ended the break on a high note when Nan Owen, wife to former Llanberis linesman Ernie Owen, scooped £98 on the hotel bingo.

## Winners of EEIBA prize draw

**THE following are the winners of the EEIBA Prize Draw in February:** £300 H.Watson, Queensferry; £200 T.F.Hill, Prenton; £100 J.Rawes, retd; £75 M.A.Senior, retd; £50 N.J.Pye, Pentre Bychan; £30 W.Boughey, retd, P.A.Scott, Warrington, L.Potter, retd; £25 I.C.Harling, retd, D.Swire, retd, P.S.Forret, Redwither, J.J.Wall, First Hydro, A.R.Hughes, retd, M.H.Mole, retd, A.A.Owen, retd, E.D. Jenkins, retd, P.G.Thomas, Prenton, M.E.Cowley, retd, R.Holland, retd, T.H.Ellis, retd.

The following are the winners in the March

Prize Draw: £300 L.K.Aldridge, retd; £200 K.Goodlass, Prenton; £100 J. Mannion, retd; £75 N.R.Carter, Queensferry, J.Roberts, retd; £50 J.Morris, retd, R.Robinson, Warrington, H.I.Dumbell, retd; £30 B.Tindall, First Hydro, P.Smith, retd, R.Penny, retd, T.C.Butcher, Aberystwyth, S.Derbyshire, Boulting Group, D.Atkinson, retd, J.Mannion, retd; £25 A.J.Wilcock, retd, E.A.Clayton, retd, K.E.Cox, retd, B.Lloyd-Jones, Pentre Bychan, A.O'Neale, retd.

## Trumpeter Ian in 24-hour session

**TRUMPET** player extraordinaire Ian Davies, pictured, took part in a 24-hour non-stop playing session by the top flight Point of Ayr Band to raise money to enter the World Championships.

The band played in the Clock Tower Hall, Mostyn, opening and closing with a concert and covering their entire repertoire.

Chester-based Manweb Legal Department Claims Supervisor Ian, aged 38, who has been playing with the band since he was seven, said: "I managed to stay awake for the whole 24 hours, and we were sustained by food and drink from the cafe which stayed open for us. We raised £3,000 towards the cost of our trip to Cirkraide in Holland where the Championships are being held in June."

