

BIG BOOST FOR 'WHIZZKIDS'

A FUN day at Manweb's St Helens shop in Bridge Street boosted Sales Assistant Lisa Yates's fund raising for the 'Whizzkids' wheelchair mobility charity by £500.

'Whizzkids' supplies wheelchairs to non-mobile children. Lisa - who works in Manweb's Kirkby shop, and previously worked in St Helens - is pictured (second from left) with (l-r) St Helens staff Sales Assistant Barbara Gavin,

Sales Assistant Eunice Edwards, Assistant Manager Mark Fowler and Manager Ian Warlow.

One of the fun day events was a microwave oven raffle, and Eunice is pictured drawing Mrs E. Grant's winning ticket from the box.

Lisa's goal is to raise £1,250 to buy a special powered wheelchair, and

her efforts were boosted by a £150 maximum donation from Manweb's Charity Chest, which supports staff fundraising. Lisa has already beaten her initial target, and will be on course to raise over £2,000 when in November friends and colleagues are sponsoring her to run in the gruelling New York Marathon in support of 'Whizzkids'.



NO CHANGE IN SAFETY RECORD

NEWLY-published accident statistics show that Manweb still has one of the worst safety records of the 12 regional electricity companies.

The comparison of the RECs - the first to be compiled by the Electricity Association since privatisation in 1990 - reveals that Manweb takes 10th place in the league table with 2.19 reportable accidents (involving more than three days' absence from work) per 100 employees.

Languishing

"It's sad to see us in Manweb languishing at 10th place in the pecking order, particularly as we have been able to achieve so much in other fields - such as fewer complaints about us to OFFER - where we are up with the leaders, said Phil Hughes, Manweb Safety Adviser.

"The statistics are particularly disappointing when you consider the big improvements we have made at Manweb to make it a safer place to work. The staff themselves have made a big effort and the number of accidents have fallen considerably.

"But the other RECs have made big improvements too - which means our position remains virtually unchanged since before privatisation."

The last comparison of the old electricity boards was compiled for the year 1988/89 and at that time Manweb was placed amongst those grouped in the lower third.

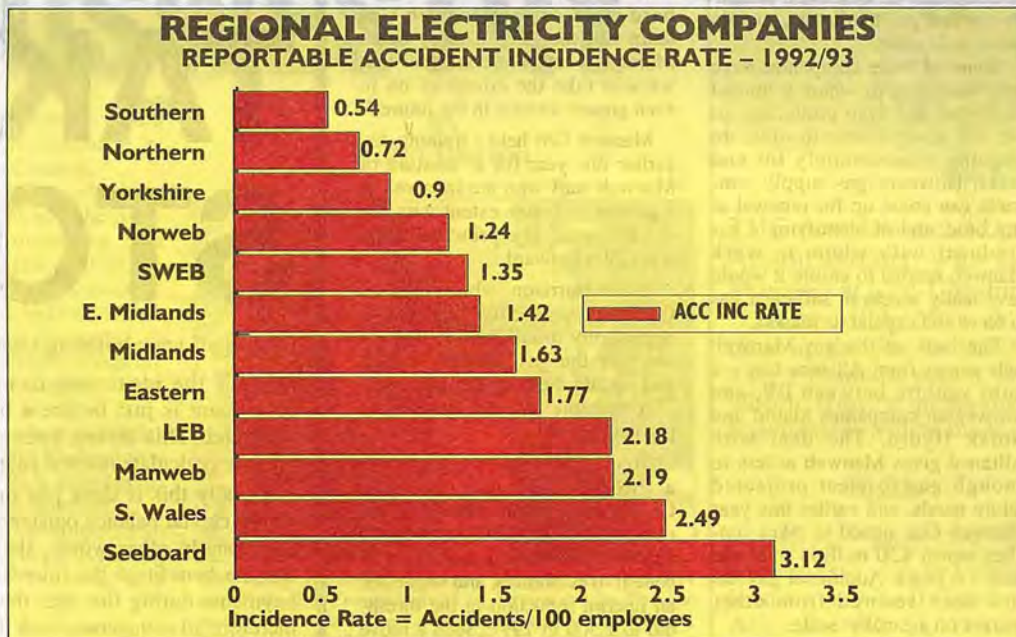
"Things haven't really changed, although our safety performance is now much better than it was. But the simple fact is that it just isn't good enough," said Phil.

The overall rate of accidents per 100 employees for the 12 companies was 1.58, a

significant improvement on the 1.83 achieved in 1991/92. Our own rate at 2.19 compares with 3.00 last year.

Many of the accidents at Manweb could easily be avoided by 'good house-keeping'. One of the main causes of injury is staff tripping over in untidy workplaces, resulting in long periods off work with strains and sprains.

Phil added: "Some of the districts have appointed safety co-ordinators and



there are a number of local initiatives going on to reduce the number of accidents at Manweb, which is an indication of how seriously safety matters are being taken within the Company.

"The target we've set ourselves this year is a rate of 1.00 - one accident per 100 employees. If we can achieve this we will be in the top third of the table, giving us a good platform from which to aim for the top in 1994/95.

"To get there will take a lot of effort from everyone at Manweb. We've shown we can do it in other areas of activity so why not in safety?"

Safetyscene - page 5

SERVING BUSINESS



MID Cheshire District recently 'rolled out the red carpet' to greet visitors from Crewe Business Chamber.

Manweb was hosting the Chamber's Annual General Meeting, and it was an opportunity for District Manager Jeff Hunt to explain Mid Cheshire's responsibilities and commitment to providing a first class service to local commercial and domestic customers. He told guests that he would be investing more than £3 million on improving the network in his District. Business Adviser Phil Youell talked about the District's Business Unit, and explained how it can help business customers by providing tariff and energy efficiency advice, including the services of Manweb Gas.

Jeff Hunt is pictured (right) with Phil Youell (left) welcoming Ruth Harding, Secretary of Crewe Business Chamber, and Pat Grocott, the Chamber's President.

Success for
Manweb Gas
— Page 2

'People' award
for Oswestry
— Page 3

Report on
Company AGM
— Pages 6 & 7

Watch out for
car phone thieves
— Page 8

How Manweb
boosts funds
— Page 10

Dot's hitting
the heights
— Page 12

In its first 14 months of operation Manweb Gas has achieved a turnover in excess of £4 million, and landed some nationally known names as customers. Graeme Cooper looks at how a fledgling company has managed to succeed in an intensely competitive market.

MANWEB GAS IN CONTROL

MANWEB'S announcement that it was to move into selling gas as well as electricity took a few people by surprise. As a regional electricity company Manweb had for many years promoted electricity over all other fuels, especially gas.

But the launch of Manweb Gas in July last year put Manweb firmly on the map as an all round energy utility, able to service customers' needs in two principal energy markets.

In its first 14 months of operation Manweb Gas has achieved a turnover in excess of £4 million, and landed some nationally known names as customers.

Gas Sales and Marketing Manager Calum Kennedy is in charge of the company, and with a background in Manweb energy marketing has drawn together a tight-knit team, clearly focused on the company's main objective of becoming a major regional gas supplier.

Calum says: "Manweb Gas Limited consists of a small professional team which is responsible for managing all sales and marketing activity. We have set ourselves clearly defined sales, growth and profit targets, and being a small unit enables us to keep a firm control on the company's activities and costs."

"Additional strengths lie in those of our parent company, Manweb plc. We are able to draw on the organisation's total expertise and local knowledge of the energy market, and can bring these skills to bear on any situation."

Manweb's Head of Power Procurement and Trading, Terry Brookshaw, controls all Manweb Gas's purchasing, and billing and customer service are handled by the Business Unit, headed by Dave Lewis in Rhosyllen. Direct sales to Manweb's larger customers are carried out by the Area Energy Sales teams' 34 Account Managers, who operate out of Manweb's three sales regions.

Calum says: "Altogether we feel that this organisation is our main strength and it has certainly played a large part in our success to date."

Although only customers using over 2,500 therms have a choice of supplier, over 40,000 Manweb customers fall into this group, which includes office blocks, bakeries, hotels and nursing homes as well as industry.

Customers to date include such notable names as St Helens Metropolitan Borough Council, Liverpool City Council, ICI Runcorn, Owen Owen Group, Abbey National, Candy Kelco and Chester Zoo. Sites belonging to the Department of the Environment, National Rivers Authority and Customs and Excise are also customers.

Colin Harrison is one of two Sales Executives responsible for both bringing in sales leads and assessing the viability of supplying sites.

"If the customer is already taking an electricity supply from us there's



a good chance we will be able to offer them gas supplies on terms they'll find attractive," says Colin.

When a lead comes in – either brought in direct by the gas Sales Executives or from Area Energy Sales teams – a decision is made quickly as to whether it will be possible to offer a supply.

Price is not the only consideration in this. Other elements include the customer's location, volume requirements and usage pattern.

These issues were an essential part of assessing whether Manweb could launch a viable gas sales company when the business was planned. With Manweb's knowledge of the energy business it saw a niche which could be profitably developed.

Manweb's established billing and accounting operation, together with a history of delivering high quality service through an account executive team gave the newly launched Manweb Gas a base of expertise on which to build.

The company's success over the last year has justified its faith in the existence of a market, and it now supplies over 750 sites above the 2,500 therm threshold.

While British Gas publishes price schedules for all customers Manweb's main competition in gas supply comes from independent companies – around 32 at the last count. These include gas subsidiaries of other regional electricity companies as well as oil company-backed gas marketers, mainly based in London.

Some of these companies have only been able to secure a limited supply of gas from producers, so are not always able to offer an ongoing secure supply for end users. However gas supply contracts can come up for renewal at any time, and in identifying a gas producer with whom to work Manweb needed to ensure it would have ready access to sufficient gas to serve and expand its market.

The bulk of the gas Manweb sells comes from Alliance Gas – a joint venture between BP, and Norwegian companies Statoil and Norsk Hydro. The deal with Alliance gives Manweb access to enough gas to meet projected future needs, and earlier this year Manweb Gas signed to take supplies worth £50 million over the next 3½ years. Additional gas has also been secured from other sources on a smaller scale.

All customers are supplied through the British Gas pipeline network, which BG is obliged to make available to other suppliers at non-discriminatory costs.

Although Manweb Gas's initial strategy was to concentrate on customers within the Manweb region, a significant amount of out-of-area

business has been brought in, largely through multiple site deals with companies who have premises inside and out of the Manweb area.

Calum says: "While we haven't yet been marketing aggressively outside our area, customers obviously value being able to do a multiple site deal with just one supplier. There is obviously a market to be served there, and we have a strategy in place which will allow us to develop this profitably."

Whether inside the area or outside it, the key to success depends on identifying which markets can be served to advantage, then finding the best way of reaching those customers.

Sales Executive Kevin Matthews says: "Trade associations represent an extremely cost effective way for us to reach the markets we're targeting, and we've made presentations to, for example, nursing home and hotel associations. As well as this we've designed training packages for the Energy Sales Teams, who have now signed up a large number of gas customers for us."

Manweb's Director, Power Marketing Colin Leonard, who is also a director of Manweb Gas said: "Manweb Gas has had an extremely good first year, as shown by the business's £4 million turnover. This success is due to the hard work of the Manweb Gas team and the Area Energy Sales Managers, and I'm confident that we will take the company on to even greater success in the future."

Manweb Gas held a training day earlier this year for a mixture of Manweb staff who are involved to a greater or lesser extent with the gas business. The principal guest was Colin Leonard.

Colin Harrison, who organised the event says: "It was a useful opportunity to talk people through the way the gas industry works, and update them on developments in a dynamic and still developing market."

To illustrate this, only last month a Monopolies and Mergers Commission report stated that the removal of the BG monopoly below 2,500 therms would be of benefit to customers, and suggested an interim reduction in the threshold to 1,500 in 1997. Such a move would bring a number of domestic customers into the competitive market.

It is yet to be seen whether the Government will adopt the MMC report's findings, but a reduction in the monopoly threshold would bring more customers into the market, and give Manweb Gas a valuable opportunity to increase the numbers and type of its customers.

Along with Calum, the Manweb Gas team are:

Kevin Matthews – Sales Executive
Recruited earlier this year from Knowsley Metropolitan Borough Council, where he was Energy Manager responsible for implementation of cost-effective energy saving schemes in local authority owned buildings. Kevin holds a degree in Fuel and Energy Engineering.

Colin Harrison – Sales Executive
Appointed in October of last year from Manweb Contracting Services Ltd. Colin has recently completed a degree in Marketing sponsored by Manweb Gas Ltd.



The Manweb Gas team (l-r): Clerical Assistant Jayne Suckley, Sales and Marketing Manager Calum Kennedy, Sales Executive Kevin Matthews, Contract Administrator Dave Hirst, Sales Executive Colin Harrison and (seated, centre) Marketing Systems Analyst Tracey McDowell.

Dave Hirst – Contract Administrator
Initially seconded to Manweb Gas from Merseyside Region Energy Sales following seven years as a distribution engineer with British Gas North Western, based in Liverpool. David was appointed as Contract Administrator in September 1992.

Tracey McDowell – Marketing Systems Analyst
Currently with Manweb Gas on a six month contract from the Merseyside Innovation Centre. Tracey has a degree in Physics and is project managing the implementation of a marketing database, and management information systems within the company.

Jayne Suckley – Clerical Assistant
Jayne is Manweb Gas's most recent recruit, starting with the company in August to provide the team's secretarial and administrative support.

TAKING STOCK

by
Geoff Standing

Paying off your building society mortgage ahead of schedule?

OFTEN the ideal time to make an advance repayment is just before a building society's year end. This arises from the way building societies calculate interest payments.

Usually this is done just once a year, based on the capital balance outstanding at the start of the year. In other words, the building society has the benefit of the interest on the monthly payments during the year they are made. It is therefore advantageous, cash flow permitting, to make as many advance monthly payments as possible just before the end of each financial

year. The reduction in mortgage interest charged in the next year will be more than the return from investing the monthly payments during the year.

The same procedure works for endowment mortgages. Furthermore, if the capital balance is more than £30,000 or if part of the loan does not qualify for tax relief, the benefits are enhanced because some part of the interest saved will be at the full gross mortgage rate. This scheme will not work with bank mortgages because interest is on a running total.

Beware – always study the lender's rules on early repayment.

Many mortgage borrowers are on annual review payment schemes and recent reductions in interest rates should by now have fed through to reduced payments on these schemes. However, rather than spend the extra cash, some borrowers may prefer to pay off their mortgage ahead of schedule.

All borrowers who want to nibble away at the capital debt outstanding, by deliberately overpaying, need to study the lender's rules on early repayment. Unless the overpayments are above the threshold stipulated by each lender, the amount is not deducted from the outstanding debt until the lender's year end. This means that overpayments below the threshold will languish in the mortgage account without interest. Borrowers with surplus cash would then be better off paying into a saving account.

Nationwide's minimum is £500 or, if more, three months' interest payments. Borrowers are not always informed of this, and capital payments that are too "small" are not immediately

deducted from the debt.

Recently I read an article in a newspaper about a borrower in Surrey who had made four £1,000 cash payments. Each time, he confirmed in writing that they were for capital repayment. He later discovered that Nationwide had not deducted the amounts: his normal monthly payment was £493, meaning he was required to make a minimum lump sum payment of £1,479 (3x£493). As a result he had lost interest on the £4,000 extra paid.

The minimum lump sum payments accepted by lenders vary considerably. Halifax insists on £250, Alliance & Leicester £500, Cheltenham & Gloucester a colossal £5,000.

Yet despite borrowers' effort to get ahead, some lenders make it difficult to reduce their debt. Earlier this year NatWest doubled the minimum lump sum payments from £500 to £1,000. It has also imposed a maximum of two lump sum payments in a year – an administration fee is charged if there are more.

If you have any further queries on these matters your building society, solicitor or other professional advisor will probably be best placed to help you.

MANWEB GAS LTD



SHOPS TAKE TO NEW TRAINING PROGRAMME

FOLLOWING Manweb's investment in its 'high street' operations, demonstrating the Company's commitment to providing a customer service that is second to none, an eight week training programme has been devised to help shop staff answer most customer queries.

The programme, put together

by the Income Training section at Head Office, is mainly classroom-based instruction on Customer Accounts Systems and other related issues, with a week on location at various districts.

This involved visiting jobs with Network Services foremen and also spending time in the office meeting people they deal with on the phone and experiencing the type of queries they are likely to

come up against.

The first course took place at North Mersey District, followed by the second at Head Office. The programme is set to run over two years and will involve every shop.

Angela Coulton, Income Training Co-ordinator, said: "All the shop staff have shown great enthusiasm for the course and are looking forward to putting their newly acquired skills into action."



Staff taking part in the North Mersey training course (back row, l-r) David Lloyd, Stuart Carey, Ian Ashurst, Derek Smith, Alison Jenkins, John Quick, (front row, l-r) Sandra Brown, Pat Montague, Louise Hill and Sue Reece (trainers), Sue Johnson and Gill Hooton.



BILL Bates, a 2nd Engineer in operational safety, recently left Manweb, after 21 years service. He will be taking up a new post at the Health and Safety Executive. Seen presenting Bill with various gifts is Haydn Evans, Operational Safety Manager.

'PEOPLE' AWARD FOR OSWESTRY

by
John Burton

OSWESTRY District has been presented with a Commitment to Investors in People certificate by Shropshire Training and Enterprise Council.

Investors in People is a national standard for effective investment in people and aims to help improve the performance of companies and organisations by realising the full potential of the workforce so that they can contribute to its success.

It also represents a benchmark against which organisations can measure their progress in adopting employee development policies which are effective and contribute to achieving business objectives.

The standard is broken down into four principles - Commitment, Planning, Action and Evaluation - which in turn are accompanied by a number of indicators that stem directly from the standard.

Assessment and recognition of employers in England and Wales as Investors in People is carried out by the national network of Training and Enterprise Councils (TECs).

Oswestry District developed links with its Shropshire TEC in 1992 with a visit to their office in Telford, followed by a meeting at Oswestry with the TEC's then Senior Business Development Officer Pauline Moylan.

Following the visit an employee and manager survey was carried out which enabled an action plan to be formulated. In addition to this a visit was made to an organisation that had already achieved Investors in People status - a residential home at High Lea in Oswestry - one of only four organisations within the Shropshire TEC area that have achieved the standard to date.

The action plan was discussed with Pauline



Oswestry District Manager Don McRae (right) receives the Commitment to Investors in People certificate from Mike Lowe, Chairman of Shropshire TEC, and the TEC's Senior Business Development Officer Julia Hodges.

Moylan's successor Julia Hodges in June this year and it resulted in a Letter of Commitment and an Action Plan being forwarded to the Chairman of Shropshire TEC.

The Action Plan details 64 items, a large number of which are on-going. The standard is well worth striving for as it points the way forward to improve further the Company's business performance, profitability and competitiveness by using its greatest asset - the staff.

Association earns civic shield

ENERGY efficiency earned the Mid Wales Housing Association a Civic Shield from Manweb at the official opening of Maes Dyfi Maengwyn House, Machynlleth.

The award was presented by Account Manager (Wales) Tomos Davies (pictured left) to Rosemary Styles and Peter Walters, of the Housing Association. Amongst the guests at the ceremony were local MP Alex Carlile, pictured third from right, with (to his right) Manweb Senior Account Manager Allen Carr and Area Energy Sales Manager Bill



Aberystwyth's new District Manager

THE new District Manager for Aberystwyth is to be Alison Eakins, who is currently Customer Services Manager at Mid-Cheshire District.

Alison will be Manweb's first female District Manager, and takes up the post on October 1 for a 12 month period, after which time a permanent appointment will be made.

Skills

Alison said: "I am extremely pleased to be joining my colleagues at Aberystwyth as District Manager. All of us have different and valuable skills to offer and by working together we can build on the excellent work that has already been achieved. I am totally committed to, and will be aiming to provide, a high level of service that represents excellent value for money to our customers."

She takes over from John Brown, who has moved to become Project Implementation Manager in Retail at Chester.

Clerk

Alison joined Manweb from school in 1974 as a clerk in Mid-Mersey District, moving to the Tariffs and Economics Department at Head office in 1986.

She went on to work in several departments, includ-



Corporate Strategy and Income and Accounting before becoming Mid-Cheshire Customer Service Manager in May last year.

Whilst with Manweb Alison has gained a 2:1 degree in Business Studies from Manchester Polytechnic, and was recently awarded a Master of Business Administration degree from the John Moores University, Liverpool.

Alison lives in Nantwich, and her interests include gardening, DIY and

OBITUARIES

IT is with sadness that Contact reports the deaths of the following retired Manweb employees.

William Frank Butler, who died on June 30 aged 80, was a Chargehand Meter Reader at Mid Cheshire until retiring in 1976.

Leyland Mulliner, 72, died on July 19. He was a Meter Operative at Mid Cheshire before retiring in 1984.

Eric James Webb worked as a Senior Records Draughtsman in Liverpool before retiring in 1984. He died on July 26 aged 72.

Ronald Moore, 79, who died on July 28, was an Electrical Fitter in Liverpool before retiring in 1971.

James Frederick Brownlee died on August 1 aged 85. He was a Meter Reader/Collector in Area 1 before retiring in 1968.

John Glover, 87, who was a Chargehand Electrician in St Helens before retiring in 1971, died on August 2.

William Lewthwaite Gray, 93, who died on August 11, was an Assistant Section Engineer in Area 1 before retiring in 1965.

Joseph Charles Robinson, 59, who was a General Duties Assistant in Mid Mersey before retirement in 1991, died on August 15.

Calling for their comments

By
**JACKIE
UNSWORTH**

RINGING the changes for Manweb's customers are North Mersey Clerical Assistants Kathy Turner (left) and Sarah Houston.

The District is helping to pilot a telephone survey scheme and it's Kathy and Sarah's job to contact customers to find out if they are satisfied with the service provided by Manweb.

Piloted

Under the 'Service Quality Call' scheme, which is also being piloted at Northwich Shop, customers are telephoned between 24 and 48 hours after an 'interaction' with Manweb. In North Mersey's case, the customers have had statutory meter changes.

Customers are asked to rate Manweb on a scale of one (poor) to five (excellent) and, if the rating is low, explain why and suggest how the service can be improved.

The District's Clerical Supervisor Sylvia Old said:



"The lowest rating we've had is three, which is average, and the majority have been fours and fives.

"The customers are amazed that we are taking the trouble to ring them, but they think the calls are a great idea."

North Mersey Customer Service Manager Len Cornah said: "The feedback we get is passed on to the staff doing the job, to help them improve the service they provide.

"If we're not meeting customers' expectations, the calls are helping us to identify the areas where we are falling down."

Kathy and Sarah, together

with Head of Clerical Mike Norton, Supervisor Sylvia Old and Chargehand Phil Slater, of Statutory Debt, attended a special training course at the District Office before the scheme got underway.

Brilliant

Phil Slater, whose role was to represent the "shop floor" staff, said: "I think it's an absolutely brilliant idea that has created friendly competition at work. We have a good set of lads and they are all trying to do an even better job and provide a better service for customers."

POST

BAG

REFRESHING CHANGE

Dear Editor

HAVING recently had the pleasure of being invited to one of the Company's Customer Relations Courses at the Woodhey Hotel, I would like to express my appreciation to all concerned for initiating such an excellent project which I personally found informative, stimulating, entertaining and a refreshing change.

I can understand some colleagues may have doubts as to the value of such courses and whether

they have any relevance to their own working environment. What the course clearly demonstrated to me was how easy it is to assume that our role as Manweb employees is solely about CONTENT rather than INTENT.

What we all do at work is one thing. The way we do it and how it affects others is also important. Harmony is better than conflict. Respect is more creative than mistrust. Qualities of character not only reflect our attitudes towards each other within Manweb, but also the way our external customers perceive us as individuals.

One individual who I must exemplify as having such qualities was our own Facilitator Andy Sturgeon. Not only was he excellent as a demonstrator of human unpredictability, he was exceptional at promoting enthusiasm from everyone on the course for a subject which is both emotive and controversial - customer relations.

The highlight of the course came on the last day when Andy presented a birthday cake to Wayne Davidson, a member of the Central Field Unit, as a way of showing his appreciation for Wayne's active involvement in the course.

With such thoughtful and competent facilitators, Manweb can only be number one.

**T Donnellon
Network Services
North Wirral**

Customer pays

Dear Editor

I am very pleased to see that Manweb has invested in wind power as a renewable energy source. However, what concerns me is the increase in the other sort of wind power.

Yes, you've guessed it, MEETINGS! Have you ever seen so many? If you want anybody they are either in a meeting or dashing off to one. Since privatisation I have been to more meetings, team briefings, seminars, roadshows etc than I saw in the previous 20 years.

The ultimate one has to be the Customer Care one. I am all in favour of customer care, in fact I have always treated the customer as king, even when I sometimes felt that management didn't. Let no one doubt my commitment to the most important person I meet on a daily basis, every customer.

No, it's the hype. Not long ago a meeting was in your own office, after the work was done and, with a bit of luck, a pot of tea and maybe a plate of digestives. Now it's at some far flung venue, usually 4-star, and what a hoo-ha.

Does it really matter where you live, or play golf, or are married or single?

Executive toys are on the table and the waffle and jargon ebb and flow until lunch time. Chips and pie in the depot

canteen? Not likely. It's the full treatment in the plush restaurant. The cost of all this for the four thousand-odd employees must be astonishing. Who pays? Why, the very same customer for whom we care so much.

The higher up the scale the more meetings there must be, until some managers must spend their entire time in meetings. Somewhere there must be meetings planning meetings. The mind boggles.

So to conclude, I will say "OK yah, I hear what you are saying and take on board the total concept, let it float around till it gels." Cheers!

**T Stott
Meter Reader**

Happy memories

Dear Editor

For the past few months my first thought on receiving Contact has been: 'Here we go again, no news from Dee Valley except in the obituaries'. So you can imagine my great amazement to see myself in 'Photo Call' (Postbag - August).

It was fun to recall the people from No. 4 Area - for instance Mr Regg (Sub Area Manager), Mr Thomas (Personnel), Mr Broadford, Mr Trimble, Mr Ritchie and Mr Frank Peel (for whom I worked - Establishment

Department).

Thank you Mr Hugh Jones. You brought back happy memories of a workplace (No. 4 Area) which considered itself a big happy family. It was too. We fought, made up, helped each other, and the old North Wales Power office was a good place to be.

**Estelle Moran (nee Jack),
retired
1 Plas Issa, Brook Street
Rhosymedre
Wrexham
Clwyd LL14 3EE**

Understanding company

Dear Editor

I am writing to thank Manweb for the letter sent to me about the Pension Scheme. My husband enjoyed working for Manweb but he didn't have good health and Manweb was very understanding.

He died about 30 years ago. We didn't need help as regards money because I was working at the time, but you did send

someone. We used to live in Ernest Street but a lot has gone under the bridge since then and I have ended up here.

I am disabled through a fall at work but I can still get out and about. I have a car, a Metro. I am now 73 but I am still driving.

I would like to put something in Contact. I get it every month and there are lots of things I could tell you that will amuse

some people.

Thanking you once more.
**Mrs S E Piggott
253 Leighton Park
Crewe**

P.S. My husband was very well known. He had a Square 4 motor bike, the only one seen in Crewe at the time. He was alive when Macon Way was built. I was nursing at the hospital not far from Macon Way.

"FOREIGN" EXCHANGE HELPS SUPERSCAN

MOST of us have at times returned from foreign holidays with our pockets weighed down by some manner of continental coinage. Usually these coins end up gathering dust in a jar, never to see the light of day again.

But you need be burdened down no more, as this year Manweb is supporting the Clatterbridge Superscan Appeal to support the Wirral hospital's cancer research work.

The way the appeal works is

simple. Staff and their families can take their unwanted overseas change into any Manweb shop, where staff will be happy to accept them on behalf of Clatterbridge. The coins are then exchanged for Sterling.

Manweb became involved after Clatterbridge contacted Sheila Unsworth, Manager of the new Northwich shop. The money raised will go towards the £3 million target which is vital for Clatterbridge Cancer Research Trust to staff and maintain the 'Superscan' unit on

a full-time basis.

The unit and its staff provide a potentially life saving service to some 6,000 people annually, and it covers Wirral, parts of Cheshire, Lancashire, Merseyside and Clwyd and Gwynedd as well as the Isle of Man. This gives a total number of 3.2 million potential patients, most of them in the Manweb area.

The appeal is planned to run through until Christmas, and donations of any amount, in any currency, will be put to the best use.

**CONTACT
READERS'
OFFER**

Cinergi - the Ultra WEIGHT LOSS System

ITS NEW ITS BRITISH AND IT WORKS

The problem with diets is you lose a few pounds - stop the diet and then put on the pounds again. That will **never** solve your weight problem. The difference between a fat person and a thin one is their ability to burn up fat, i.e. their *metabolic rate*. The **Cinergi Weight Loss Programme** is designed to increase the metabolic rate and enhance what the body does naturally. **Cinergi is manufactured by a Major British Pharmaceutical PLC.**

Natural ingredients designed to supply your full nutritional needs and give you energy while you slim

The **Ultra Weight Loss System** is a comprehensive 1 month kit for men or women. It depletes excess weight and consists of a choice of nutritional shakes plus 'lean for life' capsules complete with an instructional and motivational audio tape. **£49.95**

Ultra Weight Loss System 7 Day trial pack - Shake, Capsules and tape £14.95

**10% discount
to CONTACT Readers**

Just a few Cinergi Successes..

One month into the Cinergi Programme and I'm 2 stones lighter and I don't feel tired or run down like I have with every other weight loss plan - Cath Smith Aberdeen

I have been using Cinergi for 4 weeks and have lost 10lbs in weight and 3" off my waist - Jeff Firth Wakefield

I've found no amount of aerobics or exercise moved the last few lbs like Cinergi - Amanda Moore Miss UK finalist

I have had weight problems all my life - you name I've tried it. After just one month of Cinergi I have lost 28 lbs and an amazing 8" off my hips - Di Wardle Surrey

Please supply.....pack(s) Cinergi Ultra Weight Loss (1Month) System(s) at **£44-95** (Discount price) or..... Pack(s) Cinergi 7 Day trial pack at **£13-45** (Discount Price) Please tick your choice of shake flavour :- Wild Strawberry ☐ Dutch Chocolate ☐ Vanilla Ice ☐ Hawaiian Pineapple ☐

NAME _____ Tel No. _____

ADDRESS _____

Post Code _____

I enclose my cheque for £..... made payable to 'SDPServices' Send it with this coupon to **The Cinergi Centre 88 Rodney St Liverpool L1 9AR Tel 051 709 6964**

SCHEME TO CUT POWER LINE ACCIDENTS

THE agricultural arm of the Health and Safety Executive has launched a nationwide campaign to raise awareness of overhead power lines amongst agricultural workers.

Last year in the United Kingdom five people died in accidents involving power lines, and in the last seven years 29 people have lost their lives in this way. There have also been many serious accidents in which people were permanently disabled.

"Summer and early autumn is usually one of the busiest periods for the farming community. Unfortunately it is also the time when most accidents involving contact with overhead electricity lines happen," said Manweb Safety Adviser Phil Hughes.

Leaflet

The campaign aims to make agricultural workers take greater care when working near overhead lines. A leaflet entitled 'Working Safely Near Overhead Power Lines' and a video called 'Shock Horror' have been produced.

A copy of 'Shock Horror' is available through the Head Office Occupational Safety section's video library loan service, and there are also a limited number of leaflets. Anyone who needs quantities of the leaflets can order them from the HSE Leaflet Line Service on 0742 892346 and asking for free leaflet Agriculture Sheet Number 8.

The Electricity Supply Industry assisted the HSE in preparing the campaign.

Electrocuted

One of the fatal farm accidents that happened last year involved a tractor loading peas onto a lorry during harvesting. As the tractor driver raised the loader, it came into contact with an 11,000 volt overhead line. The lorry driver saw the tractor tyres start to burn and tried to warn the tractor driver, who stepped out of his cab and was electrocuted.

In a second tragic accident, the driver of a crop sprayer was electrocuted when his raised booms made contact with a 33,000 volt overhead line. Although he knew the lines were there, he was manoeuvring his sprayer around a pole in the middle of the field with his booms raised.

Phil Hughes said: "These were tragic accidents that need not have happened. Any Contact reader who has friends in the farming industry or who is involved in it themselves can help to halt this increase in accidents by publicising the material available."

For further information contact Phil Hughes or Derek Jackson on ext 2239 or call in and

SAFETY



Irene is pictured (right) with budding paramedics John and Belinda and the intubation trainer.

Sister aids paramedics in training

A FUND-raising venture by Manweb's nursing sister Irene Jones was just what the doctor ordered!

Through a variety of money-spinning initiatives, including sponsored weigh-ins and cholesterol testing for staff, Irene raised £660 to provide special training equipment for Merseyside and Cheshire Ambulance Service.

Boosted with a £150 maximum donation from Manweb's Charity Chest scheme, which matches £ for £ the fund-raising efforts of staff, the sum was enough to buy an

intubation trainer – equipment which will be used to teach ambulance staff how to save the lives of people who are choking.

The equipment will immediately be put to good use by trainee paramedics John Tyrell and Belinda Jones, who are based at Ellesmere Port.

Irene said: "John and Belinda are the youngest paramedic trainees in the area and show great potential. Hopefully the intubation trainer, which is not standard issue, will help them through their exams and enable them to go on to be fully fledged paramedics."

LET'S MEET THIS NEW CHALLENGE

DURING the first quarter of this year we had 39 lost-time accidents – 19 of them reportable because they involved the injured employee being off work for more than three days.

Although lost-time accidents were significantly down on the same period last year, when there were 49, the number of reportable accidents remained the same.

The cost of the time lost, at over £70,000, was much higher than the £54,000 incurred in the same quarter last year, and part of this increase was accounted for by several long term absences, some of which have now come to an end.

Although Manweb is performing very well in terms of numbers of disconnections and customer complaints, our safety performance is not in the same league.

Last year (1992/93) our reportable accident rate (accidents per 100 employees), the yardstick by which the industry is judged, was 2.13, whereas the best regional electricity company recorded a figure of 0.54.

It is too much to expect to get to the top in one leap, so we are giving ourselves two years to achieve this!

The target for this year is an accident rate of 1.0 (one accident per 100 employees). This sets a target for the Company as a whole of just 46 reportable accidents. Last year we had 99 in total.

This is a big challenge and it is going to need plenty of effort from us all to achieve it. But we can do it. We've proved ourselves in other fields, so let's do the same with safety.

Of the 19 reportable accidents in the first quarter of this year, one was attributable to hand tools, four to handling objects, one to hot substances, one to machinery, one to objects falling, four to

These accidents led to the following injuries: 10 sprains and strains to various parts of the body (one stomach muscle, one groin muscle, five back muscles, one foot injury and two ankle injuries), one bruised foot, one fractured wrist, four burns (two from electrical injuries and two from hot substances) and one trapped nerve.

Looking at some of these injuries in more details:

- An ankle was sprained when an employee slipped off the pavement.
- A stomach muscle was strained during the laying of EHV cable.
- A foot was badly swollen when an employee fell inside his van.
- One person's head was splashed with hot compound when the pot tipped over as it was being removed from a hole.
- An employee's foot and ankle suffered ligament damage when he stepped on a loose slab of concrete.
- One person's ring finger was crushed as he was unhooking a trailer from the rear of a wagon.
- Another slipped getting out of his van and twisted his ankle.
- A female employee slipped on the stairs and hurt her back.

The Head Office Safety Section has moved from the fifth floor to the ground floor. Phil Hughes and Derek Jackson are now based in GE26, next door to the Occupational Health Centre. Their telephone numbers remain the same, and Phil can

WORK EQUIPMENT REGULATIONS

BE AWARE OF ALL THE RISKS

WE have been dealing in the past few months with the "Pack of Six" Health and Safety Regulations arising out of the EEC directives and introduced at the beginning of the present year. This month we look at the last of these, as far as we are concerned,

the Work Equipment Regulations 1992.

First of all, we must clarify what we mean by work equipment. As far as the regulations are concerned this means everything in the way of the equipment we use at work from a combine harvester to a socket set; from an X-ray baggage detector to a butcher's meat cleaver.

In general the regulations reflect the general requirement under regulation two of the Health and Safety at Work Act for an employer to provide and maintain, so far as is reasonably practicable, machinery, equipment and other plant safely. The regulations cover not only the situations where employers provide work equipment for their employees, but also the situations where employers allow their employees to choose their own work equipment. In situations where employers share a work site and equipment the regulations suggest that sensible arrangements will have to be made between the employers to discharge the various duties.

Suitable

Work equipment has to be suitable for the purpose for which it is provided, bearing in mind the situation in which it is used. For instance, a portable petrol generator would create a danger if it was used in an enclosed space, due to the discharge of dangerous exhaust fumes.

Work equipment must be maintained in an efficient state, in working order and in good repair. Steps should be taken to ensure that

By Derek Jackson

critical equipment failures are detected, if possible before the failure takes place.

Operators and supervisors must have sufficient information to be able to operate machinery correctly, which would include information on foreseeable abnormal conditions and the actions to be taken when such conditions occur. Training must be adequate and geared to highlight any risks which may arise in the use of the equipment. Managers and supervisors should also be aware of the risks and the methods of use.

Dangerous

The regulations replace sections of the Factories Act, including regulation 14 which required the guarding of dangerous parts of moving machinery. In general, equipment that complied with the old law will continue to comply with the new. The Abrasive Wheel Regulations for instance are replaced in all but the training requirements and parts of the accompanying schedule, but do not specifically call for anything new.

Dangers from hot or very cold parts of machinery and the need to guard from these are specifically mentioned, as are the requirements with regard to stop controls. In general though, present good design and practise should suffice.

Some parts of these regulations are already in force and apply to existing work equipment. In general many of the parts dealing with machinery and specific controls do not come into force until January 1997.



SAFETY BOOST FOR CHARITY

SAFETY-conscious Dee Valley staff raised £100 for charity after completing 30 accident-free days at work.

District Manager John Macdonald is pictured (front left) presenting the special cheque to Jill Knight of the Cancer Research Campaign, watched by District Safety Representatives (l-r) Peter Elphee, Dave Partington and Bryn Jones, and Dee Valley Health and Safety Co-ordinator Arthur Hughes.

In an initiative similar to that launched by the Central Field Unit, staff set themselves a target of completing 30 days with no 'time lost' accidents.

To reward their safe working, John Macdonald pledged a £100 donation to the charity of his staff's choice if they achieved this.

The scheme was so successful that staff went on to complete a

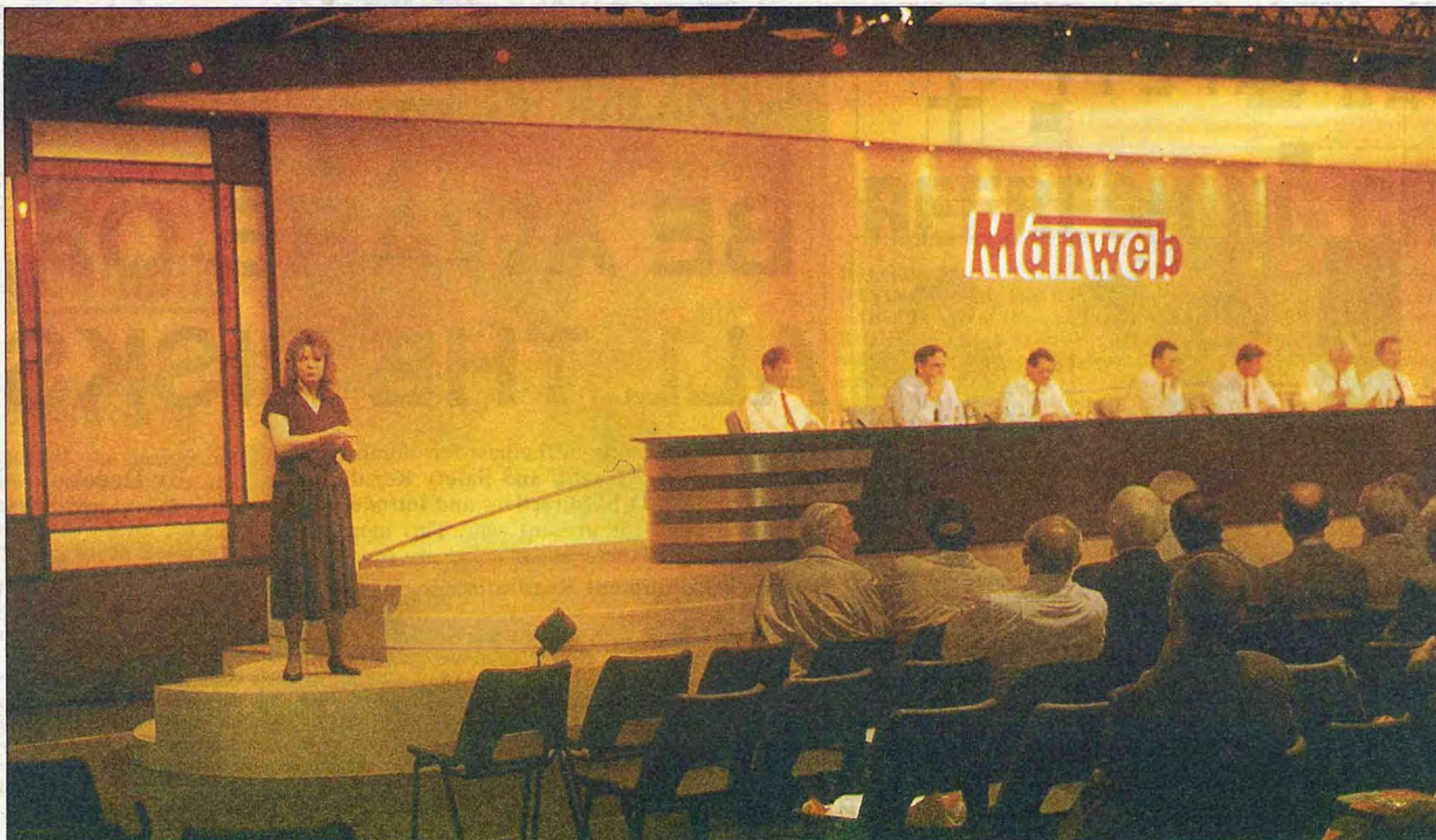
and their second favourite charity, the NSPCC, will also receive a £100 donation.

Dee Valley Customer Service Manager Bob Douglas said: "Before we launched this scheme our accident record was up and down like a yo-yo. But there's now a conscious effort from everyone to work more safely and at the same time help local charities."

"Really we wish we had done this sort of thing sooner because everyone has given it their support, and it has been far more successful than we expected."

Noticeboards have now been set up in the District Office indicating the number of days since the last accident!

And staff are determined to continue safe working with its spin-off in the form of a donation from Manweb each time they complete a set period of

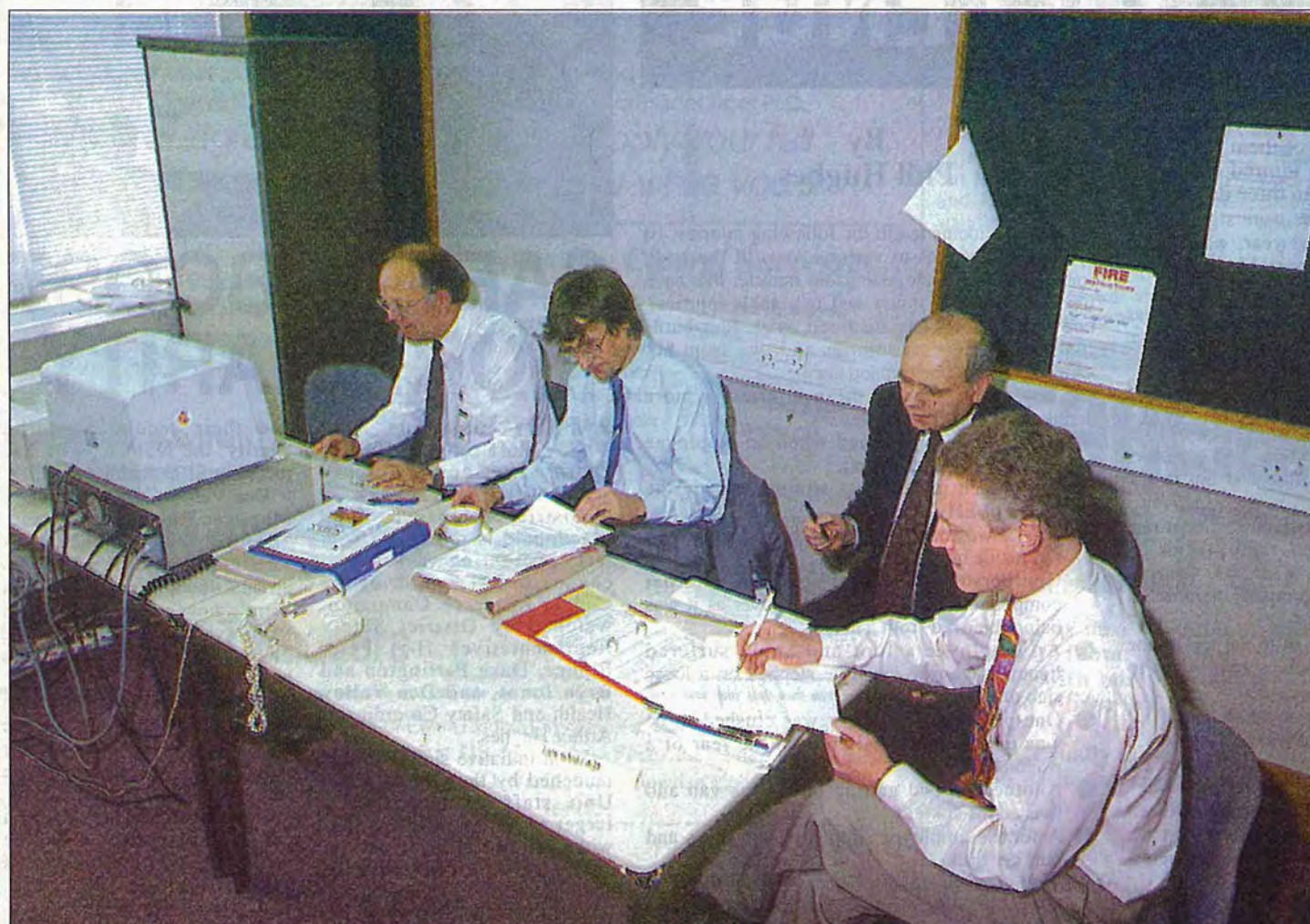


For the hard of hearing the business of the AGM was relayed by sign language. The Manweb directors are to the signer's left.



Manweb staff manning the company

FACE TO FACE AT HAPPY AGM



Manweb's behind the scenes experts were on call throughout the AGM to provide answers to questions raised by shareholders during the meeting. A special video link relayed the information to the Directors.



A special structure was built adjoining the Head Office restaurant



information screens during the meeting.

MANWEB'S third annual general meeting was held at the end of July in the Head Office restaurant, which was fitted out with special lights, a stage and sound system for the occasion.

The meeting was attended by 305 shareholders, and guests and proxies brought the total attendance to 326 (down from last year's total of 450).

As a plc Manweb is legally required to hold an annual meeting for shareholders. It is a chance for them to put questions to the Company directors face to face and to vote on Company matters. Things ran smoothly, with the meeting itself starting at 11.00am and concluding at 12.43, with shareholders asking a total of 20 questions on various issues, including renewable energy and sponsorship.

Concisely

Staff from districts as well as Head Office helped ensure shareholders' questions were answered concisely, both by directors in the meeting itself

**By
Graeme
Cooper**

and by the staff at the front-of-house help desks.

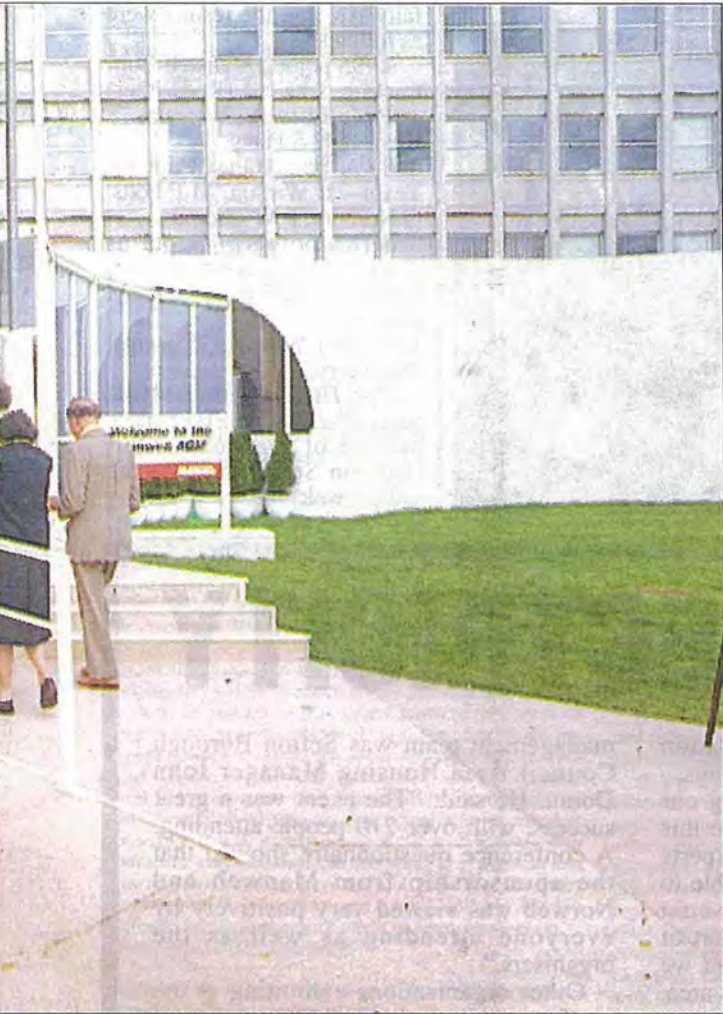
As with the previous two AGMs, the meeting was planned and overseen by Head of Public Relations Joy King and Company Secretary Nick Williams, assisted by the Commercial Presentations event management organisation.

Nick said: "May I once again thank everyone who helped us put on another successful Annual General Meeting. I am pleased to say the arrangements seem to work a little better every year, so again, many thanks to everyone who helped make it a success."

Pleased

Assistant Company Secretary Don Kilgallon, who helped plan and co-ordinate the meeting on the day said: "Things did go extraordinarily well, and the whole atmosphere of the meeting was happy and, I'm pleased to say, well organised. I think the shareholders felt the same way, as we had a totally spontaneous vote of thanks from one of them at the end of the AGM!"

Don added that the plans for next year's AGM are, of course, already underway!



act as a reception area for shareholders.



WIN SUPER TELEPHONE

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

WORDSEARCH

The following 22 words, all connected with the "Single Telephone Number" project have been hidden in the above wordsearch. All you have to do is find them by placing a circle around the words that you have found. But beware, two of the words appear twice.

The words are as follows:

MANWEB, SINGLE, TELEPHONE, NUMBER, ONE, TRANSFER, DIRECT, DIALLING, INWARDS, OWNERSHIP, CUSTOMER, HELP, DESK, DISTRICT, REGION, HEAD, OFFICE, DIVISION, EXPERTS, DDI, STN, OFFER.

Once you have found all the words, then complete the entry form below

Name Tel No

Address

..... Post Code

The two words that appear twice are 1..... 2.....

Send your completed answers to: **STN wordsearch competition, Room 1W1, Head Office, Sealand Road, Chester CH1 4LR... to be received by Friday 1st October 1993.**

The first correct entry drawn after the closing date will receive a telephone as a prize (item may differ from that illustrated).

CONFERENCE HIGHLIGHTS PROTECTION DEVELOPMENT

MANWEB was well represented at the Fifth International IEE Conference in York. The Conference is held once every four years and drew delegates from over 30 countries. All engineers in the Protection Development and Technical Support Section attended the Conference.

Two Technical Papers were presented by Manweb, both regarding the MPR(OLP), Microprocessor Protection Relay, Overhead Line Protection version.

The first Paper "Central Testing and Site Commissioning for a new, user programmed 33kV Feeder Protection" was written by Arthur Mackrell and presented at a Poster Session. Arthur exhibited many photographs of the MPR(OLP) under test, both at the Relay Test Workshop at Queensferry where it is programmed with Manweb's own software, and also at site. The centre of the exhibit was an actual MPR(OLP) relay displayed in a full size photograph of a relay panel. Arthur, together with Howard Postlethwaite, was able to demonstrate the relay under test using automatic testing equipment as used by the rural Districts.

The second Paper "Voltage Compensated Protection - a new form of back up protection for use on distribution circuits" was presented by its author Howard to the Conference and invoked a lively discussion with the delegates which continued after the session.

Successful

Arthur explained the great interest shown in his and Howard's presentations: "The VCP algorithm was developed by Power System Technical and is unique worldwide. It is proving to be highly successful in the 40 circuits so far converted throughout the Manweb 33kV network. It has already considerably reduced the number of protection mal-operations experienced, and hence increased the reliability of our rural customers supply."

Co-authors of the Papers, also present, were Bill Rogers and Brian Swinnerton for Manweb, and Dr John Sanderson and Wen An for UMIST, although the latter two are now with Power Engineering Consultants Ltd.

The highlight of the evening's social engagements was the Conference Dinner, held on a platform in the York Railway Museum. Certainly a fitting setting for such an elite gathering of engineers, regardless of their discipline.



Arthur, Howard and their Technical exhibit at the IEE Conference.

Watch out for phone thieves

MANWEB has dialled a warning to the Company's car phone users following a spate of thefts from vehicles.

A professional 'smash and grab' gang is believed to have been responsible for breaking into several vehicles parked at Head Office and stealing mobile telephones.

Now Assistant Company Secretary Don Kilgallon is advising all staff with removable car phones not to leave them in their parked vehicles.

He said: "We've stepped up surveillance after having two break-ins on the rear car park and two on the front car park in just 10 days. It's possible the gang will strike again as they know there are plenty of cars with mobile phones at Manweb."

Warning

"I understand there is a market for stolen car phones as the thieves have found a way to reprogramme them."

Although all the thefts have been from vehicles parked at Head Office, the

warning also applies to staff based at other Manweb locations, whose car parks could next be targeted.

Don said: "Although we've got security cameras and people patrolling the Head Office car parks, this type of crime is carried out in a matter of minutes. There's

no subtlety about it. The thieves smash their way into the car and take out the phone."

"It's important that everyone is extra-vigilant and if anyone looking out of the window sees anything at all suspicious they should immediately telephone

security on ext 2999.

"All staff - including those without car phones - should make sure they always lock their cars and use their alarms if they have one, never leave windows and sunroofs open, and do not leave any valuables in open view as this will attract thieves."

PORTABLE TV PRIZE FOR JUNE

JULIE Powell, a Clerk in Region 3 Customer Information Centre, receives a portable TV from Customer Focus Programme Manager Brian Sheppard, her prize in a draw for staff who sponsored the Manweb Challengers Trophy Team.

Sponsors had one entry in the draw for each pound of sponsorship pledged, and this resulted in £952 being raised for the Royal National Lifeboat Institute.

Brian, who organised the Manweb team in the Challengers Trophy contest, said: "The team would like to thank the Trading Division, who kindly donated the TV, the Customer Services Managers and Head Office secretaries who helped to collect sponsors, and everybody who contributed to the fund."

The Challengers Trophy, a gruelling four-day test of mental and physical endurance, was held in Cornwall in May and the Manweb team was placed 46th out of 84.



Feeding for a lifetime

MANWEB has provided industrial training for a remarkable young woman, who left her home in Nepal at the tender age of ten.

Parvati Chettri, 23, left her native village of Nepalgunj to travel to Britain under the Pestalozzi Children's Village Trust scheme.

The scheme gives the brightest children from poor villages the chance to be educated and trained in the West. Their philosophy is: "Give a man a fish and you feed him for a day. Teach him to fish and you feed him for a lifetime."

Parvati arrived in Britain in 1980 and, after passing her 'A' levels, gained an honours degree in Electronics and Electrical Engineering at Birmingham University.

She has recently completed four months of industrial training at Manweb, in Metering and Telecommunications, before moving to GEC for further training.

New teams make the grade

MANWEB'S annual inter-district golf competition was held on a fine but breezy day at Denbigh Golf Club, and the change of venue from Padeswood and Buckley was accompanied by entries from several new teams.

The newcomers prospered on Denbigh's tight tree-lined fairways, and the results were as follows:

1st (95 points) Manweb Contracting Services (Redwither) - P Talbot, A Wilson, T Kavanagh, S Parry.
2nd (94 points) Past Captains Team - H Watson, M P Potts, G Norbury, F W Thomas.
3rd (88 points) Captains Team - E Rowlands, T B Dunne, K Spencer, M Pearson.
Individual Winner (35 points) Stan Parry, MCS.

The final meeting of the regular season will take place at Vale of Llangollen Golf Club on September 27. All golfers welcome.

KEY HOUSING ROLE FOR ELECTRICITY

PARTNERSHIP was an appropriate theme for the Institute of Housing North West Branch Annual Conference and Exhibition sponsored by Manweb and Norweb at Charnock Richard's Park Hall Conference Suite.

Energy Marketing Engineer Roger Glover co-ordinated Manweb's involvement, which focused on the important role electricity can play in providing low energy solutions for housing providers.

One of the organisations Manweb is

working closely with is the Liverpool Housing Action Trust, which is responsible for 67 tower blocks in the city, and HAT Chief Executive David Green spoke of the trust's work at one of the conference workshops.

Presentation

Manweb's David Hayes, Account Manager for Merseyside Energy Sales gave a presentation on National Home Energy Ratings and energy efficiency. He

also dealt with student accommodation and the lifestyle requirements of tenants.

Roger Glover said: "By targeting our limited sponsorship on an event like this we can reach the local, relevant experts and tell them about what we are able to do. The development of low-cost affordable heating is an important part of our domestic marketing activity, and we have a long history of success in this area. The conference gives us a very cost effective way to get our message across."

The Chairman of the conference

management team was Sefton Borough Council Area Housing Manager John Doran. He said: "The event was a great success, with over 210 people attending. A conference questionnaire showed that the sponsorship from Manweb and Norweb was viewed very positively by everyone attending as well as the organisers."

Other organisations exhibiting at the conference included public sector and social housing developers and providers, and appliance manufacturers.

Write time

OUR commitment to customer care has once again brought a positive response from customers in various areas who have been grateful for that Manweb special service. Here is a selection of their letters.

Mrs Claire Mitchell of Walton writes a glowing tribute to Dominic Curriev and Alison Jenkins assistants in Walton Vale shop.

"As it seems people spend so much time writing to complain, I feel as though I had to take a minute to write about the dark haired gentleman assistant and the dark haired young lady assistant in your shop.

They are so attentive and caring. On Friday 7-5-'93, I was waiting to buy electricity stamps and the young lady in question was serving an old lady. She was so caring with her, sat her down, arranged for a taxi and even offered to deliver whatever she had bought herself in her lunch time.

The young gentleman has served my husband and I a few times. Yesterday we went in to buy an 'Amiga 600' pack. The shop didn't have one, but he found us one at another Manweb store and gave us the taxi fare off the purchase price to go and get it. Nothing seems to be too much trouble for them and I just feel as if they deserve the praise due to them. If more shops had assistants like these two I wouldn't dread going shopping with two youngsters."

Gwynedd District came in for special praise from satisfied customer Margaret Robinson of Port Dinorwig.

"Not a letter of complaint, but one of gratitude. Would you pass this letter of thanks to the Emergency Department for their prompt and efficient service.

The Department was contacted around 9am today. Within 10 minutes an engineer called to see what the trouble was. Then within an hour two engineers arrived, found the fault, attended to it and were off again within the hour.

Thank you very much for your prompt and efficient service."

North Wirral District who are trying hard to promote customer service were pleased to receive two letters of thanks. The first from Mr D Watson of Wirral praising shift electrician Geoff Roylance.

"In these days when we moan and complain about bad service or attention, I thought I would record with you, a congratulatory plus.

I wished to replace the front door and side panel unit at my home - but behind the existing panel was all the house electrics which included the main supply feed. So I rang your Department - I firstly spoke to two polite and pleasant ladies in turn, the latter telephoned me back to say "The foreman will be with you between now and 12 noon." At 11.30am he duly arrived, assessed the situation and said he could have two men at my home at 2.30pm the following day. At 2.30pm they arrived, set about disconnecting the electrics and I placed the new unit in place and they then re-connected everything on a board which was attached to my unit. They were both very polite, pleasant and very professional in their task. On departing, my wife and I instantly said the same thing. "What a very refreshing and enjoyable experience having these two men do a 'job' in your home."

From the two ladies the 1st on 608 0227 and the 2nd on 608 0671 to the Foreman and then the Electricians it was one continual pleasant experience. If possible, convey our thanks and appreciation to each and all."

The second letter was from Mrs E. E. Samnell from Pensby who was delighted to receive a refund.

"This is a letter to thank you sincerely, for the refund and the kindness received in telephone conversations and the visit to my home by Mrs J. Ford with the money concerned.

I am deeply grateful to you and all concerned, including the Service-man who attended to my problem. These days it renews one's faith, because there are often so many problems incorrectly handled."

Power Marketing Division, Rhosyllen were thanked for helping customer Marjorie Huddart of Elton overcome a very worrying time.

"Thank you sincerely for your help with my rather insignificant domestic dilemma," she wrote.

"As you know, my initial worry was a constantly burning hob, disconnected only by the master-switch, which of course promptly disconnected everything else; followed by two hiccups, and finally (I hope finally) by a second billing.

Without your intervention I would certainly have had a very worrying time.

Thank you for forbearance and intuitive handling of a minor matter not really your concern.

If you are ever this way with a little time to spare I should be really pleased to see you.

Once again my thank-you."

And the regional office at Rhosyllen were thanked for their assistance by grateful customer Mrs Ann Walker of Oswestry.

"Further to our recent telephone conversation I am writing to thank you for all your assistance to date.

As you are aware, I have been experiencing problems with my water supply for some time and these problems have contributed to an excessive consumption of electricity. I have now submitted a compensation claim to Severn Trent Water and this is currently under review. In addition Severn Trent Water have offered to supply me with an automatic washing machine and they are hoping this will be installed within the very near future.

It is in regard to this that I particularly want to express my gratitude to Mr Bryn Jones who visited my home a few weeks ago. Mr Jones was extremely helpful and went to considerable lengths to assist my husband and I. He ensured that a potentially embarrassing situation evolved into a constructive and informative meeting. It was a pleasure to work with a gentleman who was very obviously au fait with his profession and his recommendations have been of great use. Mr Jones was polite, helpful, firm and knowledgeable and his attitude and expertise are a credit to your organisation."

Mid Mersey District. Warrington received praise from these satisfied customers in their area.

Mrs J. Bradley from Winsford said: "Thank you for dealing with my application for a card meter to be removed and replaced. You dealt efficiently with my enquiry, and the job was done on the date and time given by you."

Sheila Dyas of St Helens wrote on behalf of another customer: "Further to my telephone conversation with you regarding the above ladies' account, she encloses a cheque for £5.44 to pay off an amount outstanding.

She agrees to pay you a figure each month of £25 towards her bill each month on a direct debit basis or payment book. Please forward the appropriate paperwork to her at the above address. She is not bothered if it's direct debit or payment book. You decide...

Can we both thank you very much for being so understanding in our hour of need..."

And Mr D. Cruxton, Director of The Harris Motor Co, Stoke-on-Trent thanked the district "For the help and advice you were able to give on the telephone regarding the property which we rent to students in Crewe."

Letters from customers relating to tree clearance carried out by contractors employed by Manweb were received at Aberystwyth District. The company is Llandinam Tree Care whose proprietor is Mr Peter Goretzki.

Mary and Peter Rea of Dolgellau wrote: "This is to tell you that we are very pleased with the tree surgery carried out by Mr Goretzki and his assistant, Mr Thomas, during the past week in and around our grounds.

In our opinion, they succeeded in providing the specified clearances between trees and power lines without unwarranted felling or lopping - a most desirable achievement in this very attractive part of the Snowdonia National Park.

It is also worth commending their high rate of work, observance of safety regulations throughout and thorough clearing and tidying afterwards. Llandinam Tree Care contractors are certainly contributing towards good Manweb customer relations."

Major A.N.K. Chiesman of Aberystwyth added his praise: "Thank you for clearing and cutting the tops off the trees by our house. I am writing to tell you that Mr Peter Goretzki with his two men did an excellent job. Not only did he understand about trees, but he was most efficient, courteous and polite, a first-rate organiser, and also left everything neat and clean behind him without doing any damage. We congratulate you upon contracting the work out to an excellent worker. he is also good 'public relations' for Manweb."

The Manager at the Manweb store in Pool Street, Caernarfon was applauded by Albert Jones, who wrote: "As a customer I only know him as 'Dylan' (not knowing his surname). I purchased from Manweb last November a Sony 29" TV and Electrolux fridge/freezer today. I would not have purchased these from Manweb except for the outstanding business qualities which 'Dylan' has. With any questions asked he has all the facts at his fingertips in a most friendly and presentable way - nothing is too much trouble for 'Dylan'. That's why I'll always come back again and again."

Alan Beanland, Customer Services Manager at Derby Road, was quick to praise his staff after he received the following letter from Mr Nolan of Childwall.

"Mrs Nolan and myself would like to draw your attention to the fine service we received at your Edge Lane branch last Saturday (22nd). We went along on the recommendation of a friend who had bought a camcorder there. We received wonderful help and information from salesman Matthew, who was very patient with all our questions.

We purchased a Sony TR705E. Thank you all."

Solona, on the Call Centre at Prenton was pleased to receive a cheerful note from Zena Sadler from their holiday home in Scotland.

"Here I am enjoying a lovely restful holiday visiting several little islands around the Scottish Highlands, with my friend Sue, who comes from Yorkshire, and I've been able to come away with peace of mind, now that the electricity problem has been sorted out. I'm so relieved! I find the card meter much better knowing I'm using just how much electricity I'm paying for and also paying off the standing charges and also the arrears, and having the knowledge that if I choose to stay in my own flat more often, especially during the colder weather, I can pay for extra warmth in my bedroom etc. just as, and when I can afford it! which is a very comforting thought. It's a more modern idea which replaces the old coin slot meters isn't it?

I feel I owe a great deal of this 'peace of mind' to your dear girl, although I've only 'met you by phone', I will never forget you, and your lovely manner and your helpfulness, so I'm sending you this heather for good luck! I hope it comes to you!"

A letter to Aberystwyth District's Machynlleth Depot praised staff including Aled Hughes, Stephen Gardner and Simon Booth, and UCB operator, outside contractor, Mr D. Gwyn Jones. The letter also praised the work of one of Manweb's tree contractors, Mr P. Goretzki.

It came from Barbara Lovatt from Stoke-on-Trent and referred to the re-connection of New Line to Llwyn Derwen, Derwenlas.

"I am writing to say how pleased I was with the efficient way you replaced my electricity line and the courtesy and care shown by all your workmen. May I especially mention the team led by Aled Hughes, (Stephen, Gwyn, who drove the JCB with absolute precision, and Simon) who had the difficult job of replacing the pole. They worked hard and they are a team you can be proud of. I do hope you will pass my comments on to them. Also may I mention Peter Goretzki for his prompt and efficient way of dealing with the trees which could have fouled the line. I am a very satisfied customer."



'NATURALLY' IT'S A WINNING IDEA

SCHOOLBOY Michael Woosnam has designs on a bright future after winning a Manweb competition.

Michael, 10, won an Apple computer and printer for his school, Ysgol Cystennin, Colwyn Bay, by designing the best cover for a report on renewable sources of energy.

The report, jointly commissioned by Manweb and Department of Trade and Industry, details all the sources of renewable energy available within the Manweb region, including hydro, wind, solar and tidal.

Schools in Clwyd and Gwynedd were invited to design a cover for the report

to illustrate the range of energy sources available.

Presenting Michael with the computer and also a framed poster of his winning design, Manweb's Head of Energy Resources Ian Sharpe said: "We were most impressed with Michael's design, which we feel will make a colourful cover for

our report.

"He has also given us the title 'Electricity Naturally', which sums up the whole project."

Michael is pictured receiving his prize from Ian Sharpe, watched by (l-r) Senior Project Co-ordinator Tracey Powell, Michael's mum and his headteacher.

Right answers hit the jackpot

THEATRE worker Ian Anthony hit the jackpot in a competition organised by Manweb... and won the star prize.

Mr Anthony, who works at Theatre Clwyd, Mold, is one of 1,200 Manweb customers who read their meters each week and return this information to help the Company plan its electricity business.

Customers on the panel are offered a nominal fee to compensate them for their trouble, but 200 have chosen to trade their modest quarterly fee for the chance of a larger prize by taking part in a competition. To win, Ian had to correctly answer three questions about Manweb and complete a tiebreaker.

Ian is pictured (right) receiving his cheque from Bill Bartlett, Manweb's Head of Market Planning and Research, who said: "Other panel members have chosen to donate their fees to local charities, so Manweb's drive to gain additional understanding of its market is bringing spin-off benefits to all manner of people. All part of making life easier for the local communities."



Clwyd meet

CLWYD DISTRICT ANNUAL OPEN MEETING FRIDAY 1 OCTOBER 1993

CLWYD'S Annual Conference will be held on Friday 1 October at Oriel House Hotel, St Asaph.

Any Clwyd District Pensioners wishing to attend please contact Val Wickerson at Clwyd District Office for details/forms.

Cheers Bob

BOB Lane, Assistant Manager at Prestatyn shop, has retired after 25 years' service. Married with three children, Bob originally joined Manweb as a salesperson at Rhyl shop and was transferred to Prestatyn 17 years ago. He became Assistant Manager in 1989.

A keen DIY enthusiast, Bob was presented with an electric planer by Shop Manager Ann Jones on behalf of colleagues. He hopes to spend his retirement travelling and gardening.

HOW MANWEB HELPS BOOST THOSE FUNDS



A WREXHAM charity is riding high thanks to a fund-raising boost by Manweb.

The Riding for the Disabled Association was given a portable TV for use as the main prize in a money-raising raffle. Gary Thomas, Manager of Manweb's Wrexham shop, is pictured (left) presenting the TV to Alan Landon, of the Riding for the Disabled Association.



A MERSEYSIDE charity set up to help victims of violent crime has been helped by a gift from Manweb.

Bill Tubey, Manweb's Liverpool District Manager, is pictured (left) presenting a portable television to Joan Jonker, Chairman of Victims of Violence, and Radio Merseyside presenter Billy Butler, during a charity show at the Adelphi Hotel, Liverpool.

The TV will be used as the main prize in a raffle to raise money for the Victims of Violence 'Mann Lodge' refuge centre appeal.



MANWEB has donated a microwave oven to help a Chester charity.

The electrical appliance will be used as the main prize in a raffle being organised by Chester Talking Newspaper to help blind people.

Helen Russell, Manageress of Manweb's shop in Northgate Street, Chester, is pictured presenting the microwave to Paul Hopton, Vice Chairman of Chester Talking Newspaper.



ELDERLY people struggling to maintain their homes have been given a helping hand by Manweb.

The Company has donated £200 to the Liverpool-based Furniture Resource Centre charity, which provides assistance for needy people.

Manweb's Liverpool Customer Services Manager John Boyer is pictured (left) presenting the cheque to Robbie Davison, Manager of the Furniture Resource Centre in Aigburth Road, Liverpool 17.



A WINSFORD charity was given a fund raising boost when Manweb donated a portable television.

The TV will be used as the main prize in a raffle being organised by Winsford and District Disability Group.

Dave Hughes, Manager of Manweb's Winsford Shop, is pictured (centre) presenting the TV to (left to right) Dot Livesey, Marjorie Flanagan and Ioan Thomas of the Disability Group.



MANWEB served up a treat for Warrington, Widnes and district Society for the Blind by donating a dishwasher.

The charity, based in Museum Street, Warrington, provides social activities for its members and the dishwasher will be a great help to the volunteers, many of whom are elderly, who organise the refreshments.

Manweb's Mid Mersey Customer Service Manager Mike Townson is pictured (left) presenting the dishwasher to the Society's Treasurer Mike Gore and Esme Humphries, Chairperson of the Social Committee.



Light up the world

CHILDREN from Oldfield Primary School, Boughton, Chester have helped raise awareness of third world issues by performing in a specially-written play, 'Light up the World' sponsored by Manweb.

The children took part in Chester One World Day and their performance was the highlight of a whole day's activities featuring performers from as far away as South America and South Africa.

The children worked with Sue Dorman from the Bandersnatch Theatre Company. Sue works extensively with primary school children in the Cheshire and North Wales area and develops plays along particular themes.

Manweb Education Development Manager Nigel Charlton said: "The children thought about how electricity might reach an African village and the effect it had on everyone's lives. It was very interesting to see how the children tackled such difficult issues, but their performance was very positive about the third world."

Pictured during their performance are (l to r) Nicola Speed, Peter Lonsdale and Craig Turnbull, of Oldfield Primary School.

Garden gifts

MANWEB has donated several plants and shrubs to enhance the appearance of an extraordinary hospital garden.

The Wrexham Maelor Groundwork Trust garden is a 'sensory' garden, in which handicapped children can play and experience wildlife. Discarded factory machinery is incorporated into the Garden, which was built by voluntary workers from the Trust, and funded by donations.

The garden was recently opened by the Minister of State for Wales. Also present was Manweb representative Bob Douglas, Customer Services Manager at Dee Valley.

Degree of success



ANGELA Coulton (pictured), Income Training Co-ordinator at Head Office, has graduated from Liverpool John Moores University with a lower second class BA (Hons) degree in Business Studies following two years' part-time study. Angela is a graduate member of the Institute of Personnel Management.

2833.

PROPERTY

Rock Ferry/Bebington Border - Double fronted semi-detached 5-bedroom house, bathroom, separate toilet, 3 living rooms, kitchen, utility, cloakroom, central heating, gardens front and rear, parking space. Well maintained throughout. Offers in region of £55,000. Tel. 051-645 4345.

Wallasey Village - 3-bedroomed terraced house, built during 1950s, vacant. Convenient to railway station and M53. Beach, shops, schools and all other amenities within walking distance, £46,500. Further information from Neil Jones on 051-638 7175.

VEHICLES

Fiesta Finesse - C-reg (1986), maroon, 72,000 miles, MOT November, tax October, £1,400. Tel. 051-924 6396.

VW Beetle 1303 - 1973, green, good condition, one owner. Taxed and MOT July 1994, £1,300. Tel. Gresford 853586.

PERSONAL

Block Paving - Specialists for driveways, patios, car parks etc. Call now for a free estimate or free design service. We offer quality workmanship at affordable prices; also good condition used flags for sale. Tel. 0925 763820.

Locksmiths - All types of locks fitted to insurance specifications to wooden or aluminium doors, excellent service guaranteed. Tel. 051-546 8119.

LEISURE

Canal Cruise - Come and enjoy a meal with a difference. Eat and drink whilst cruising from Chester Canal Basin for 2 1/2 to 3 hours on the Shropshire Union Canal. Party sizes 20-40. Full bar, taped music. Contact Pat and Keith Sowden, Chester (0244) 383887

FREE ADS

HOLIDAYS

Lanzarote - Spacious 1-bed villa on select site close to centre of Playa Blanca. Private garden, BBQ. Available w/c 25 November 1993, £160. Tel. 051-336 8678 or HO int. ext. 2833.

Borders of Cumbria and Scotland - Spend your autumn and winter breaks in a cosy cottage retreat on a Kirklington smallholding. Sleeps 4, fully inclusive, open all year. Lots to do locally, excellent touring base, no pets. For brochure tel. 0228 75650.

Newquay - Cornwall, "Trevellis" guest house, 21 Trebarwith Crescent, tel. 0637 874338. Located in the centre of Newquay, only minutes from all main amenities. Ideal for coach and rail travellers. Tea/coffee facilities, en suite and private showers in most rooms, licensed bar and good food. Open all year, catering for all ages. Special offers spring and autumn. For details write or phone Freda and Peter Lacy.

B&B Accommodation - In WTB approved trad. Welsh cottage near to A55. Family room and en suite room available. Full English breakfast, ideal for walking, horse riding. Open all year. Tel. Sharon Jackson on (home) 0352 781146 or (work) 0244 652913.

Costa Del Sol - Benalmadena studio apartment, suitable 2/3 persons. Beautiful pool and gardens, close to beach and amenities. Help with flights. 8 miles from Malaga Airport. Suitable winter and summer, long or short lets available. Tel. 0244 341097.

Colwyn Bay - Swiss style chalet, sleeps up to 5. Electric heating, bathroom, flush toilet, fridge, colour

TV, garden, parking space. Situated in woodland dell near Eirias Park and beach. Weekly rates, weekends or mid week breaks. Tel. 051-678 9854.

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

New Year '93/'94 - From Thursday December 30 to Sunday January 2 at the double 3 star Alexandra Hotel, Hove, Sussex. All rooms en suite. Full board, gala dinner dance at Hove Town Hall on New Year's Eve. Entertainment in the hotel on the other nights. Luxury coach, deposit £40, full cost £150. Contact Mrs A. McDonnell on 051-489 4880.

FOR SALE

Witter Tow Bar - Complete with brackets and electrics, as new, for Volvo 440 or 460, offers. Tel. 0248 712686.

Tenor Saxophone - In tip top condition with books and stands, £350 ono. Contact Heather Hughes, Region 3, on 0244 541724 or Dee Valley ext 670.

Electric Lawnmower - Qualcast Astronaut, full working order, £20. Tel. Martin Davies on int. ext. 710 2115.

Tow Bar - £25 for Ford Sierra. Tel. Paul Dewar on H.O. ext 3243.

Cavalier - Four road wheels with four nearly new Semperit LP tyres and new wheel trims, £195 ono. Tel. 0244 383887.

WANTED

Wanted Desperately - Copy of knitting pattern, gents' cardigan, pattern no. 19 from issue 40 of Creative Knitting. Tel. 051-336 8678 or HO int. ext.



PUPILS MAKE PARTNERSHIP A SUCCESS

NORTH Wirral District strengthened its education links by taking part in a highly successful project in association with the Chester, Ellesmere Port and Wirral Education Business Partnership.

The aim of the scheme is to forge close relationships between local educational establishments and the outside world of industry and commerce. This is achieved by companies adopting and forming a partnership with

schools and colleges to produce a quality project in which children can gain valuable 'hands-on' practical experience.

Manweb's 'partners' were pupils from Bidston Avenue Junior School, Birkenhead, and their ambitious project was an exhibition for the production, transmission and distribution of electricity. It involved visits to Fiddler's Ferry Power Station, Manweb's Hoylake Skill Centre and North Wirral District Office.

North Wirral Tariffs and Energy Advisor Graham Cooke, who co-ordinated the project, said: "The success of the scheme was most obvious in the commitment and enthusiasm of the children, resulting in work of the highest standard. This in turn generated considerable interest and commendation from all those concerned with the Education Business Partnership."

The projects were displayed at BNFL's Sports and Social Club, where Graham Cooke is pictured (left) with John Roberts, Chris Cureton and Will Roberts, of Bidston Avenue School, and the pupils' exhibition.

CELEBRATE the FESTIVE SEASON The Smaller Private Venue For a Big Party! WISHING WELL

The Wishing Well is a cellar-style suite which boasts its own bar and dance floor. It provides the ideal setting for buffets and discos for smaller parties, with a maximum capacity of 70 guests. The Wishing Well is available during this December's festive season for private party bookings.

* * EXCLUSIVE TO EMPLOYEES OF MANWEB * *

Special Buffet Menu
@ £7.95 per person
including Room Hire and
Value Added Tax

Barbequed Chicken Pieces
Wedges of Pizzas with Assorted Toppings
Hot Pasta Shapes served in a Spicy Tomato
and Basil Sauce
Garlic Bread, Assorted Salads

FREE DISCO

For parties of over 50 guests, a disco can be arranged free of charge.

ABBOTS WELL HOTEL
Whitchurch Road, Christleton, Chester, Cheshire CH3 5QL Telephone 0244 332121

MANWEB SPORTS & SOCIAL CLUB (CHESTER)

LATE SUMMER SPECIAL II

~ Venue ~

Restaurant,
Head Office,
Sealand Road, Chester

**FRIDAY 24th SEPTEMBER
LIVE ENTERTAINMENT**

**TIMES SQUARE &
HALCYON DAYS**

DISCO - DJ CHRIS CURRIE

FOOD AVAILABLE

BAR 8pm - 12.30am

Free Prize Draw:

Bottle of Champagne, donated by Manweb Gas

Tickets from Sue Linton on 700 2538,
Chris Pace on 750 2469, Nicola Stenson on 700 2685 or
Andrea McGinley on 700 2251

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

(BLOCK CAPS PLEASE)

Name

Work place (or retired)

Tel:

Send to: 'CONTACT' FREE ADS, MANWEB,

SEALAND ROAD, CHESTER CH1 4LR

DOT'S HITTING THE HEIGHTS

A REAL high flyer! That's Head Office Clerical Assistant Dot Hughes who came up with a down-to-earth idea to raise money for Chester Air Cadets.

Wearing a special harness, plucky Dot, 52, who works in the Wayleaves section, paraglided down a wire attached to the Parachute Regiment's training tower, armed with three darts which she had to throw at a street plan of Chester, just three feet square.

She missed the street plan on her first

attempt and had to climb the tower—approximately the height of Head Office—for a repeat run and this time all three darts hit the target.

Dot said: "I'd divided the street plan in small squares, and 'sold' each of these to sponsors for 50p each. The 'owner' of the square my first dart hit won a barbecue and picnic set, the second prize was an electric kettle, and third prize was a bottle of wine."

After her first attempt Dot realised she had to work out where she had gone wrong, bearing in mind the direction and strength of the wind.

"I was actually glad to have a second try, because the first time I was concentrating too hard and didn't have a chance to enjoy it," said Dot.

"I've abseiled before so I do have a head for heights, and really enjoyed whizzing down the wire. It was great fun."

Dot, who raised over £170, boosted by a further £150 maximum donation from Manweb's Charity Chest scheme, which matches £ for £ the fund-raising efforts of staff, has been involved with Chester Air Cadets for 14 years.

Her husband Bill, who was in the RAF, is the Commanding Officer and



Dot is Adjutant. Sons David, 26, who now designs aircraft, and 22-year-old Stephen, a police officer at RAF Wittering, were both cadets.

The money raised by Dot will be used to help 70 cadets to take part in the Duke of Edinburgh's Award Scheme.

Meanwhile Dot plans to continue fund-raising, but she'll be keeping her feet firmly on the ground for her next event—a barbecue.



High-flying Dot Hughes aiming to raise money for Chester Air Cadets on a sponsored paraglide.

Highland fling



IT was a real highland fling when Scotsman Kevin McGinley and his fiancée Andrea Gardner were recently married at St Werburgh's Church, Chester.

Kevin, Operations Manager in Manweb's Revenue Protection Unit, and Andrea, Transport Administrator at Head office, met three-and-a-

half years ago at a staff Christmas party.

After the wedding ceremony, at which Kevin and his family donned traditional Scottish outfits, the celebrations continued in true highland style at the Queens Hotel, and afterwards the couple flew off to Cyprus for their honeymoon.

Day out at dream village

THE village of Portmeirion was the destination of members of Manweb's Chester and Head Office Retired Staff Association for one of their recent excursions.

A dream of the architect Clough Williams-Ellis, from its Italianate gatehouse to the truly English hotel down on the seashore, Portmeirion is a jumble of colour-washed houses, cottages, pavilions and towers, fountains and pools, arches and arcades.

Many film-makers have been attracted to the village, but Portmeirion is not a film-set. Its buildings are real and many of the cottages are used for the hotel or self-catering accommodation.

The village is surrounded by sub-tropical woodlands flourishing in the mild coastal climate. The gardens include many plants which can only flourish in a mild climate. All garden plants, as well as many of the wild flowers, are labelled with their botanical names.

It was a truly pleasant and enjoyable day excursion, which included lunch at Porthmadog.

Future excursions include: September 29—Blackpool and the lights.

October 20—Leeds for shopping at Readmans cash and carry.

November 17—Cruise on the River Irwell in Manchester aboard the Princess Katherine, and a meal at Harry Ramsden's world famous fish and chip restaurant.

May 22 to 28, 1994—Coach tour to Trier via Belgium, the Ardennes and Luxembourg city. Trips will include the Rhine Gorge and Mosel Valley.

For further information and/or bookings, contact Carmel and Bert Astin on Chester (0244) 347762.

STAFF KEEP 'EM DANCING

MANWEB shop staff rallied to the rescue of some tiny tot Morris dancers who were raising money for Liverpool's Alder Hey children's Hospital in Chester city centre recently.

The junior dancers aged between three and four years were left dancing in frustration

when their radio cassette player failed to work. How could the children perform without music?

Louise Harris, aged four, got her dad Chris, Training Support Advisor at Head Office, to run along to Manweb's Chester shop with a mission—borrow a stereo!

"All credit to the shop staff as they rallied round and provided us with what we wanted on the spot," said Chris. The children, in two performances raised a grand total of £400 for the hospital.

Pictured is dad Chris with Morris-dancing Louise.



CRISIS APPEAL

MID-MERSEY Safety Co-ordinator Brian Waugh has launched an appeal to help children in war-torn Yugoslavia.

Brian says: "I don't normally support charitable causes, but because of the needs of these children, and the approach of Winter, I don't feel able to ignore their plight."

Donations from Mid-Mersey and other sources are already coming in, and Brian is forwarding them on to the Daily Express Children in Crisis Appeal.

Brian is on Mid-Mersey (730) 2142, (Office ID WAUGBC). Donations should be handed in person to Brian, or Linda Threadgold (for whose help Brian is extremely grateful) in the Warrington Customer Information Centre.

Ambassador
2000

CLICK INTO ACTION

SEPTEMBER'S Prize Draw is sure to make you Snap Happy as our winners will be able to capture all those golden moments on film! There are two fabulous 35mm Fuji Cameras on offer to the lucky winners.

With this ultra-modern Fuji camera, you'll be guaranteed excellent pictures at the touch of a button, as it is fully automatic with built-in flash. In fact, as long as you remember to open the shutter, you can't go wrong! For those long distance shots there's also a zoom so you can capture those candid moments without being too close!

The camera also boasts automatic focus, automatic exposure, motorized loading... in fact it has all the accessories you could ever want. And of course, batteries and a film to start you off are included!

SAY CHEESE!

To make sure you'll be all smiles as you click into action as a photographer, you need to submit as many leads as you can between Tuesday, August 31 and Friday, September 24. And make it snappy or you might miss out!



On cloud nine... that's Stuart Atkinson (left), Assistant Manager at Southport Shop, pictured receiving flight lesson vouchers from Regional Shops Manager Alan Beanland after winning Ambassador 2000's April incentive.