

CONTACT

April 1973



Pat & Patrick
(See page 89)



Sir Peter Menzies

NEED TO IMPROVE SALES SERVICE

Speech by—

Sir Peter Menzies

THERE was a need on the part of the whole electrical industry to improve sales service if they were to preserve the good name of the industry and encourage the use of still more domestic electrical appliances, the Chairman of the Electricity Council, Sir Peter Menzies, said in London recently.

Speaking at the annual dinner of the Electrical Wholesalers' Federation, he added: "What our customers want is electricity at the touch of a

switch, in any quantity, at any time, at an acceptable price. In addition, they want whatever service is required to maintain their supply and their appliances and apparatus in working order at all times at a cost which seems reasonable."

The Electricity Boards, Sir Peter pointed out, undertook between six and eight million service jobs a year, of which the majority related to appliances, for which they needed to stock approximately 10,000 different items of spares. But this was only a part of the entire servicing operation, in which manufacturers and private contractors and retailers were heavily involved.

"Our problems in after-sales servicing have been mounting in recent years," he said. "The difficulties in customer relations particularly affect domestic customers, and are caused mainly by the complexity in modern appliance manufacture.

"This has added to our problems in carrying adequate spare parts and servicing equipment satisfactorily."

The supply industry was also concerned at the slow progress being achieved in modernising domestic wiring and facilities, and the attendant fire risks.

There were, said Sir Peter, as many as four to five million homes in Britain over 30 years old which would need rewiring, and he had suggested to the Secretary of State for the Environment that financial incentives were justified in order to prevent the accumulation of sub-standard installations. He had been assured that the industry's points would be fully taken into account in the current reappraisal by the Government of homes improvement policy.

In conclusion, Sir Peter referred to the implications of Britain's joining the Common Market, and said: "Our accession to the Community is both a stimulus and, because of the increased competition, a challenge. Our membership could result in increased prosperity for the whole of the electrical industry. But this could only come about if we continue to maintain the traditional high quality of our products, and develop our marketing skills to a degree greater than ever before."

FRENCH LEAVE!

Apprentice electrician Hywel Evans is the young man chosen from MANWEB to join 17 other apprentices to visit France this summer. All these young people, at the start of their careers are selected from Area Boards and the C.E.G.B. in this country, will be special guests of Electri-

cite de France. Hywel comes from Welshpool and works in our Oswestry District.

The object of the visit to France is to see how their electricity industry operates. They will tour one of the authority's training schools—and obviously compare it with places like Hoylake.

They will also visit a tidal-flow power station, which should prove most interesting, and will gain some insight into the French way of life. Oooh! la! la!

To help keep these young men on the straight and narrow, there will be three supervisors, one of these being Mr. Oscar Lloyd from our Head Office Education and Training Section.



THE STAFF MAGAZINE OF THE MERSEYSIDE
AND NORTH WALES ELECTRICITY BOARD

CONTACT

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Sam Doughty

EDITORIAL

When A Kick Won't Work

ONE OF the most common grumbles to be heard today relates to the difficulty and delay so often experienced in having things repaired. There is probably hardly a single home which does not harbour some kind of gadget which 'doesn't work,' and we all know just how much time and frustrated energy can be spent on getting the car back on the road or the TV picture back on the screen.

The problem of servicing and repairing electrical appliances—our own industry's part of the overall headache—was highlighted recently by Sir Peter Menzies, Chairman of the Electricity Council (reported on the opposite page).

There is no doubt that the main reason for the difficulties often experienced in achieving swift and effective repairs is the way in which our ownership of mechanical and electrical contrivances has mushroomed in recent years. The more we have, the more there is to go wrong, and in our own industry the ever-increasing proliferation of different brands and models of appliances serves to make the work of the storekeeper and the service electrician so much the more difficult.

Probably the only way to escape the problem would be to live in a cave, wear bearskins, and hunt with a nice simple solid club. It wouldn't be long, however, before some bright spark re-invented the bow and arrow—and cursed these new-fangled gadgets when the bow-string broke!

In face of the increasing complexity of the domestic appliance field, it is to the credit of the MANWEB staffs involved that such a high proportion of repair jobs are satisfactorily completed on the first visit. Unfortunately, the 99 jobs carried out quickly and efficiently do not make the limelight, while the one frustrated customer who has been waiting for a long time, usually because an obscure part has not arrived from the manufacturer, is often, quite understandably, ready to air his grievance in the loudest possible voice.

APPOINTMENTS AT HEAD OFFICE

Two new assistant chief officers have taken up their duties at MANWEB's Head Office.

Mr. Gerald Haughan, formerly the Board's Liverpool District Engineer, becomes assistant chief engineer (*system management*). He succeeds Mr. R. T. Gales, who recently moved to NORWEB.

Mr. Haughan, who is 41, was born in Carlisle and joined Carlisle Corporation Electricity Department as a technical apprentice in 1946. After service with the Royal Engineers he held successive engineering posts with NORWEB at Carlisle, the Yorkshire Electricity Board at Keighley, the Midlands Board at Ludlow, the Southern Board at Lyndhurst, the North-Eastern Board, and again with NORWEB, at Manchester, before joining MANWEB in Liverpool.

He is married with two children, enjoys caravanning and walking, and lives at Widnes.

Mr. Derek Holman, formerly with the Atomic Energy Authority, has been appointed to succeed the Board's commercial economist, Mr. B. R. Campbell-Kelly, who retires later this year.

Mr. Holman, who is 40, was born in Essex and educated at Keele University. After National Service with the Intelligence Corps he joined the staff of the Atomic Energy Authority, first at Harwell and then at London, where he was for six years engaged in economic and planning work.

In 1967 he moved to Risley, where he was employed as deputy management services officer, and later as programmes and planning officer.

Married with two children, he plays bridge and tennis, and lives at Appleton, near Warrington.



Mr. G. Haughan.



Mr. D. Holman.

Distribution of New Films

To ensure wider distribution of its marketing films The Electricity Council is placing all of its 16mm. colour productions made since 1969 in the main Guild Sound and Vision Film Library. This decision means that the Council's former private library will be incorporated into the Guild Sound & Vision distribution.

There are 16 new films covered by the new agreement. They deal with the utilisation of electricity within industry, commerce, agriculture, horticulture, and for home modernisation and general domestic uses.

As this arrangement is brought into effect, all of the Council's older, mainly education black-and-white 16mm. productions are withdrawn from circulation. Some of these are replaced by films in the new "Understanding Electricity" series of 16mm. educational films, eight of which have just been announced as part of an overall service to schools and colleges. It is being handled for the Council by Guild Sound & Vision and it includes 16mm. films, 35mm. filmstrips, information sheets and publications.

The next edition of the Guild Sound & Vision Sponsored Films' Catalogue is to be published very shortly.

The following 16 utilisation films are now available on a free loan basis to all members of the Guild Sound & Vision Library:

- Troublefree Electricaire (11 mins.)
- Sold on Electricaire (16 mins.)
- Towards Automation in Farming (23 mins.)
- Quality Hay (22 mins.)
- Meeting the Challenge (22 mins.)
- That's Electric Iron Joe (22 mins.)
- The Case of the Metal Sheathed Elements (17 mins.)
- Make Room with Electricity (24 mins.)
- Living with Electricity (16 mins.)
- IED—Progress Report (16 mins.)
- Frozen Summer (12 mins.)
- Building a Climate (25 mins.)
- A Site Better (20 mins.)
- A Planned Environment (16 mins.)
- A New School for Eastergate (25 mins.)
- A Breath of Spring (18 mins.)

MANWEB's 25th Anniversary

A BRIEF REVIEW
BY OUR CHAIRMAN
MR. DENIS DODDS



THE LAST day of March 1973 marked the end of the first twenty-five years of public ownership of the Electricity Supply Industry in England and Wales. Since 1948, the industry has set up an outstanding record of achievement and expansion characterised by progressive thinking and team work of a high order and possibly has done more to weld together the industrial, commercial and domestic fabric of the nation for the common good than any other single industry.

MANWEB, and 13 other Area Boards were created by the Electricity Act of 1947 to bring together under public ownership the previously fragmented electricity supply industry. In our own Area, 41 separate statutory electricity undertakings, some municipally owned and some privately owned, were merged into the MANWEB framework.

Remarkable Growth

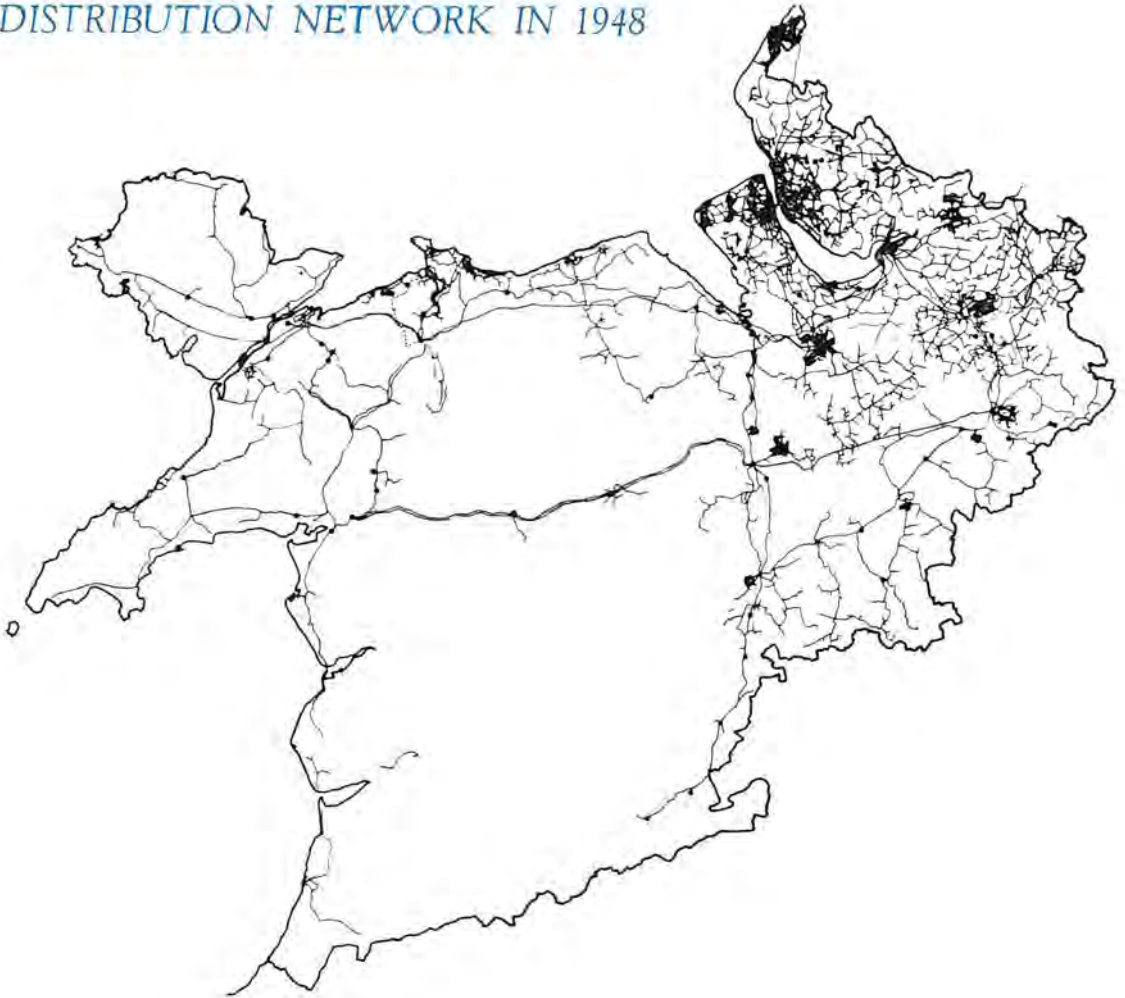
Since that time, the growth of our undertaking has been remarkable. The number of premises supplied with electricity has increased from 632,000 to 1,128,000. In North Wales, the number has more than doubled from 120,000 to 265,000. Sales of units have increased more than five fold from 2,500 million

units to 13,500 million units annually. Average annual consumption per domestic consumer has increased from 1,200 units to 4,300 units. The number of farms supplied with mains electricity has increased from 5,000 to 30,000. To support all this growth, 25,000 kilometres of new mains have been erected and laid. The overall picture of growth is dramatically illustrated by the two maps (overleaf) showing the extent of our mains in 1948 and 1973.

Main Features

The main features of development are undoubtedly the striking increase in the industrial and domestic use of electricity and the notable achievements in the field of rural electrification. During the past ten years, the consumption of electricity by industrial undertakings in our area has more than doubled. More than half of our total sales of electricity are for industrial use. Sales of electricity to industry in North Wales have increased nearly ten fold since 1948. If manufacturers grasp the opportunities now provided to them within the enlarged European Economic Community, this should in turn set up increased demands for electricity in Britain. MANWEB is fully geared particularly on the industrial front, to play its

DISTRIBUTION NETWORK IN 1948



part in such future development of Britain's economy.

Rural Electrification

In 1953, MANWEB undertook to supply 85% of farms in its area by 1968. This rural electrification programme was completed well ahead of target and this and subsequent development have enabled 99.8% of farms to be connected to our system. North Wales is now served by a high voltage distribution network capable of facilitating further economic expansion on all fronts. In view of our heavy financial stake in North Wales, following the

completion of our rural electrification programme, the Board welcomes all efforts calculated to encourage new developments and secure a balanced expansion of the Welsh economy.

Vital Role

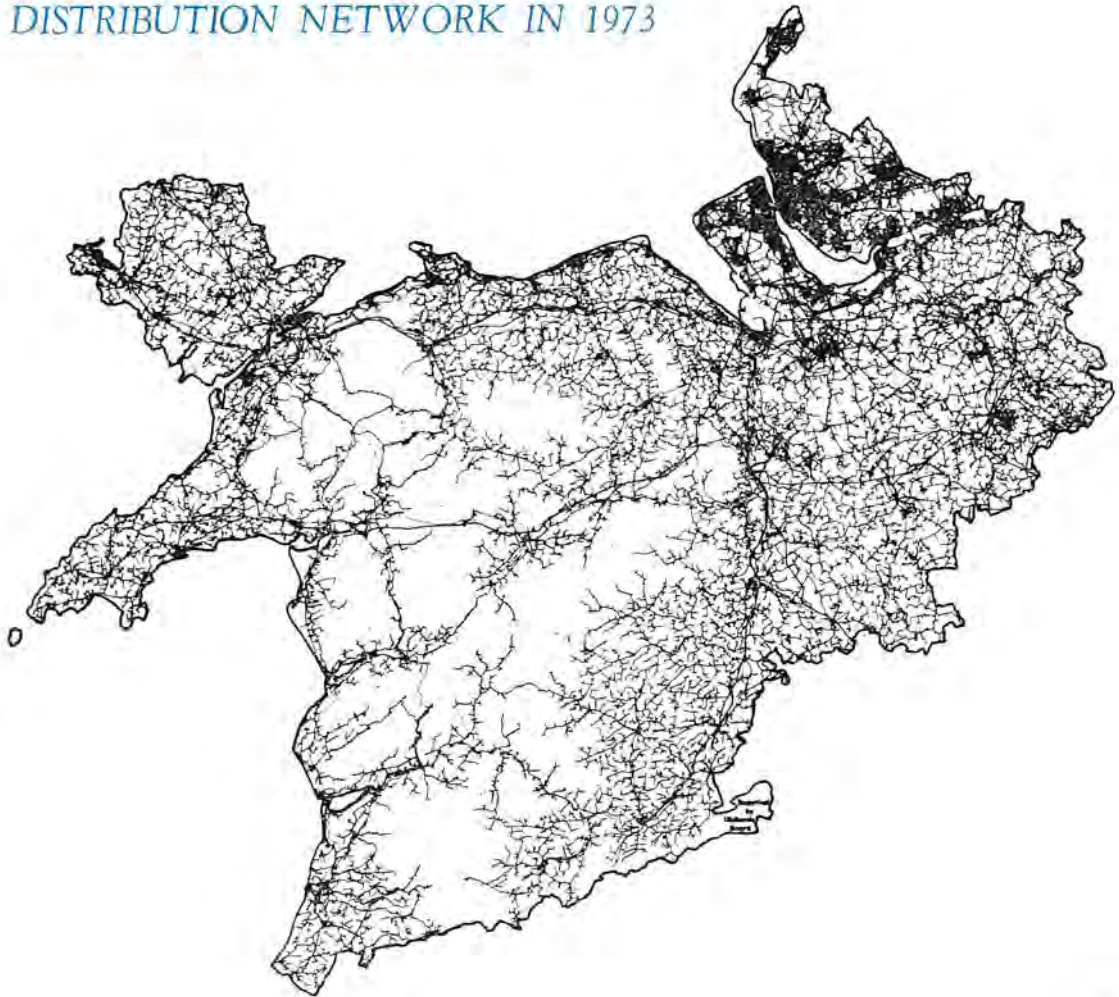
MANWEB has a vital role to play in developing the economic strength and general welfare of the community. We have a continuing obligation to take into account the interests of all sections of the community and operate on economic lines a complex distribution system capable of meeting the demands

made upon it at prices which customers are prepared to pay.

Development of our distribution system must keep abreast of the increasing demand for electricity. On the other hand, development must not unduly precede demand, otherwise present-day consumers will be required to subsidise future consumers at too high a rate. Therefore, our efforts must be directed to achieving the best possible balance between cost and security of supply. Supplementing these efforts, continuing improvement of the network and operating methods will, it is hoped, produce more economic working in the long term interests of our customers.

In our scheme of things, the most important factor is people. In first place must come our customers, more than a million of them, and it is our duty to serve them to the full extent of our ability. Next come the men and women from MANWEB who have contributed so much to the progress which has been made. It is appropriate, therefore, that I should conclude this brief chronicle of 25 years' progress by thanking our customers, who motivate all our activities and by paying tribute to past and present employees of MANWEB for their loyalty and co-operation without which this progress would not have been possible.

DISTRIBUTION NETWORK IN 1973



Manweb

'PROFIT from CLEAN ELECTRIC CATERING'



PROSPER WITH ELECTRICITY

At LLANDUDNO—



Councillor H. Gott, the Chairman of Llandudno U.D.C. seems to enjoy being fed tasty morsals from our "Girl from MANWEB," Pat Reed, after he had officially opened the Catering Exhibition.

At WARRINGTON—



The Mayor of Warrington, Councillor W. Avery, cooked and served some food after opening their exhibition. He is seen here passing the plate to Mrs. Joan Dittrich, our own Commercial Catering engineer, with Mr. J. Malcolm Whalley (2nd assistant Commercial engineer) waiting his turn.



Sampling some of the goodies cooked in seconds in the micro-wave oven we see, from left to right: Mrs. Gott (wife of the Chairman of Llandudno U.D.C.), Pat Reed ('The Girl from MANWEB'), Councillor H. Gott (Chairman of Llandudno U.D.C.), Lesley Taylor and Eirlys Hughes (energy sales demonstrators), Mrs. Gradwell, Councillor R. Gradwell (Llandudno U.D.C.) and Councillor J. Williams (President of the Llandudno and District Hotel and Restaurant Association).

AND AT SOUTHPORT



The Mayor and Mayoress of Warrington, Councillor and Mrs. W. Avery, join forces to cook some sausage rolls in the micro-wave oven, guided by our two diddy energy sales demonstrators, Miss June Berry, right, and Miss Lesley Jones.

OUR COVER PICTURE

shows actor Patrick Cargill in company with our 'Girl from MANWEB,' Pat Reed at the Colwyn Bay Catering Trades Exhibition.

MORE
PICTURES
OVERLEAF



On her home ground at Southport, Pat Reed, 'The Girl from MANWEB' graced our stand at the town's Catering Exhibition held some time ago.

Personality Parade



... at PRESTATYN

You can't make an omelette without cracking eggs and this is what Mr. Clement Freud was doing when he visited our stand at the Prestatyn Catering Exhibition recently. His very able assistant was Mrs. Lesley Taylor, one of our demonstrators.



... and COLWYN BAY

When Mr. Patrick Cargill, star of the TV show "Father, dear Father" did some deep frying with the equipment on the MANWEB stand at the Colwyn Bay Commercial Catering exhibition, he was helped by Miss Alison Carter, whose father, dear father, is Ron Carter of the Clwyd District energy sales team.

THE IDEAL LOCAL

CHOICE OF cooking and service equipment is closely related to the contents and cost of the menu. The variety of electric equipment available offers the publican a choice for his particular catering requirement.

To assist the publican in the selection of suitable electric catering equipment, a number of alternative cooking and service groupings are demonstrated by The Electricity Council at the Licensed Victuallers Fair, held at Earls Court, London from 1st to 4th May 1973. These groupings are specifically related to varying menus for snack, grill bar, midday lunch and main meal.

Pub meal preparation requires speed and economy in addition to quality of cooking. For this reason the microwave oven is becoming increasingly popular. Microwave ovens generate heat inside food by means of high frequency electro-magnetic waves. Fast heating times of from 60 seconds for individual chilled meals can be obtained.

Electric air circulation ovens are also available in sizes to suit all users. As the microwave oven is particularly effective where the demand is for a flow of meals, so the air circulation oven is ideally suited to batch meal preparation. In air circulation ovens the heated air is circulated at a uniform temperature throughout the oven. These ovens can roast

meat at 15 minutes to the pound with shrinkage greatly reduced from that of the conventional oven. These ovens are particularly useful for reconstituting bulk packs of frozen foods, when the time taken can be less than 30 minutes.

The
Proof
of
electric
cooking
is in the
PROFITS



Full House at this year's Liverpool District Employees' Meeting

MEMBERS of our Liverpool District staff covered by the No. 2 Local Advisory Committee gathered together at Dovedale Towers in Penny Lane, Allerton recently for their annual meeting.

In the unavoidable absence of Mr. H. Telfer (*Group Manager*) who was ill, his colleague Mr. J. W. Trimble (*Group Manager*) stood in for him. He welcomed everyone to the meeting, including the special guest speakers, Mr. C. Draper and Mr. H. Evans and the invited visitors from Head Office, Mr. D. G. Dodds (*Chairman*), Mr. K. S. Leach (*Deputy Chief Accountant*), Mr. S. Fairclough (*Installations and Service Manager*) and Mr. J. G. Robertson (*senior work study officer*). He also welcomed representatives from the other two Districts in the Group and expressed his great pleasure at seeing some of the 50 retired members of the District staff among the 280 people present.

Then Mr. N. Mitchell (*Principal Assistant-Admin.*), summarised the activities of the No. 2 L.A.C. during the year ended 31st March 1972. He spoke of the brief induction lectures that had been introduced for new members joining the District staff; the various sub-committees; of the 86 accidents which had occurred in the District and of the action taken in an attempt to avoid such accidents happening again and of the Manual Workers Benevolent Scheme.

He said that the re-organisation of the office

accommodation at Lister Drive to house additional staff moving in from Hatton Garden had been carried out successfully with the L.A.C. taking part in regular discussions to iron out any problems.

Mr. Mitchell concluded by saying that the most important thing to him was that there had been joint consultation in the District and he believed that all members of the staff were well represented by those elected to serve them. He further suggested that it would be a good idea if some appreciation and recognition of their efforts were shown from time to time.

He was followed by Mr. C. Draper, the District Commissioner for National Savings in Liverpool, who gave a very brief and interesting talk in which he said that in his opinion inflation would not go on at its present rate and so savings put in today would not lose very much in value over the next few years.

Another Look at Savings

He suggested that more members of the staff took another long look at the various savings schemes offered through the Board. He commented that people willingly pay as much as £1 a week to the football pools in the hope of winning a jackpot of £500,000 plus, but for the millions of others, there was not a hope of their getting the stake money back. With National Savings and the Premium Bond Scheme, there was a regular chance of hitting a jackpot and at the same time the 'stake' money was always yours for the asking.

Mr. Draper certainly gave his listeners food for thought as he concluded his remarks by saying that the Trustee Savings Bank were always ready and willing to help and advise its customers with their weekly or monthly budgeting and that interest was paid on any monies left in the account.

The main speaker for the evening was Mr. Harry Evans, the recently retired Chairman of the Mersey-

Some of the ladies at Liverpool.



Mr. Harry Evans





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LIVERPOOL DISTRICT

side and North Wales Electricity Consultative Council. He began by explaining the role and function of the Consultative Council within the electricity industry and the many reasons why such Councils were first established in 1947.

He talked of the early days and the massive problems of re-organisation and bringing the many local authority and private undertakings into one body, and of the 147 different methods of charging for electricity and how after much consideration and consultation a uniform and fair set of tariffs were devised.

The rural development programme undertaken by the Board and the Council was another scheme that Mr. Evans was justly proud of. He said that of MANWEB's 4,800 square miles, about 4,000 of this was rural and that the scheme to completely electrify this was the largest of its kind in Europe. It involved 22,000 farms and 70,000 other properties all needing a supply of electricity. After many engineering and financial problems had been overcome, the scheme was now complete with more than 99 per cent. of the rural area on mains supply.

Mr. Evans went on to say that as Chairman of the Consultative Council he was also a member of the Board and was therefore in the ideal position to liaise and provide two-way communication with both bodies. Also, as a member of each of the six

local consultative committees, again the channels of communication were kept open, from the grass roots to Board level.

He said that the views and observations of the Consultative Council were always taken into account by the Board and on a number of occasions decisions had been reviewed and sometimes changed following the Council's comments and recommendations.

Any major change in policy by the Board was always presented first to the Consultative Council who viewed the effect on consumers as well as on economic grounds.

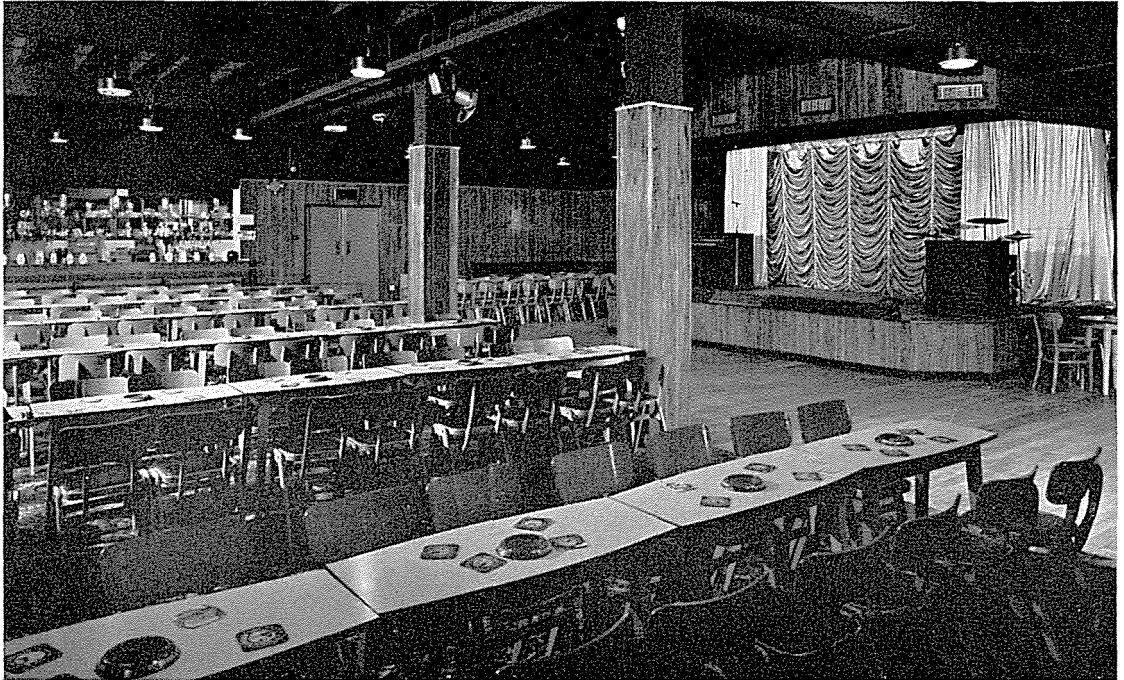
"As far as MANWEB is concerned," he went on, *"consultation has been carried out in a way that I think consultation should be carried out."*

In bringing his talk to a close, Mr. Evans said that another important role of the Consultative Council was to influence the Government on matters relating to and affecting all electricity consumers. They had also made their views known in relation to the financial obligations of the electricity supply industry.

The meeting closed with a number of questions from members of the District staff, answered by Head Office and District Officers. There was even a question about *"Contact."*

EMPLOYEES' MEETING





The spacious main function room, with bar and stage.

Peace and relaxation in the elegant cocktail lounge





Enjoying a rewarding pint after the completion of a complex job—*left to right (this side of the bar), Messrs. Clive Garner, Roy Austin, Norman Studdart and Roy Ellis.*

TRANSFORMATION FOR A BIRKENHEAD CLUB

Carrying out an electrical installation good enough to please the average man—whose own skill may be limited to changing a lamp and a fuse—may not be very difficult.

But when the customer is a former electrical engineer, and the job is worth a £15,000 bill, then the Men from MANWEB really have to be on their toes!

It spoke volumes, therefore, for the skill and imagination of our North Wirral District commercial staff, when Mr. Ronnie Wilson, owner of Birkenhead's newest and smartest club, the "Beehive," in Albion Street, praised their work in the following terms recently:

"I am very impressed with the competitive price, quality of workmanship, and the performance of the scheme installed by MANWEB. I will have no hesitation in using MANWEB in any future venture."

The work which earned this enthusiastic approval involved a comprehensive electrical installation to fit in with Mr. Wilson's plans to turn the disused premises of a former Boys' Club into a comfortable and elegant social club. It includes the provision of lighting, heating, power and air-conditioning in the main function room, a comprehensive stage lighting scheme, lighting and heating in a cocktail bar and billiards room, and an all-electric kitchen with heating and lighting in the restaurant.

After the initial contact had been made by the energy sales department, a quotation for the work in the main function room was prepared by contracting, and this part of the job was started under the direction of Mr. Roy Austin, former assistant contracting engineer, who recently left us to take

up a job in Kenya.

During the course of the work Mr. Austin was in continuous touch with Mr. Wilson, and as a result the contract for the remainder of the work also came to MANWEB.

Mr. Clive Garner, energy sales representative, then visited Mr. Wilson for a chat about stage lighting. The original proposal had provided for simple fluorescent fittings, which were clearly inadequate for the needs of the club. Eventually Mr. Garner was asked to produce a complete lighting scheme, and his proposals for a complete, sophisticated, stage-lighting system, including lighting over the broad colour spectrum, was accepted and installed, together with profile spotlights—also in changing colours, and focussing on a rotating mirror bowl over the dance floor.

The club opened a few months ago, and the lighting and heating services have been the subject of much favourable comment among the many people who have come to make the "Beehive" their favourite social rendezvous.

The electrical load totals some 200 kilowatts, including 18 fan-assisted storage radiators, five tons of refrigeration plant, and a 50-kilowatt catering load.

MANWEB electricians whose craftsmanship has earned such high praise are Messrs. Roy Ellis and Norman Studdart.

The next stage in Mr. Wilson's plans involve the creation of a ballroom on the upper floor of the building, and our District installation engineer, Mr. F. L. Kay, tells us that a lighting and heating scheme are already under consideration.

New Aids for Electric Living at the Ideal Home Exhibition

MORE THAN 200 different electric labour saving aids were demonstrated and sold at the Electric Living Centre at The *Daily Mail* Ideal Home Exhibition, held at Olympia in London last month. Many of the appliances were making their first appearance at the Ideal Home Exhibition including several new electric cookers with fan ovens.

New Cookers

Ovens that cook by 'hot air' have proved a great success since their introduction in 1971, and this year sees three cookers with fan ovens at the exhibition. One of the advantages of the fan oven is extra cooking capacity using space normally taken up with conventional heating elements.

Britain's first ever fan oven, actually cooked these three tiers of a wedding cake at the same time. Naturally the larger cake took longer than the others.



Her Majesty The Queen visited the Electric Living Centre at the Ideal Home Exhibition, and she is seen here with Sir Peter Menzies (*Chairman of the Electricity Council*), left, and Mr. K. W. Corney (*Exhibition Organiser*), centre.

Air is heated as it passes over a concealed radial type element and is kept constantly circulating by the fan. The whole area of the oven can be used for cooking without fear of scorching or burning, temperature is even throughout and shelf space can be fully used. The fan oven is faster for many types of cooking: you can save as much as an hour when baking a Christmas cake, for instance. The oven stays very clean, and what little soiling there is can be quite easily cleaned off.

Stay-Clean Ovens

Most modern electric cookers have ovens that cannot get dirty. Many have linings with a special coating that automatically destroys any spills leaving no sticky marks. One exhibitor introduced a stay clean lining that will not collect spots or grease even when cooking is done at a low temperature.

Best of all are those cookers with self cleaning ovens. One of the latest of these cookers was demonstrated in the Electric Living Centre and visitors could see how a spotless finish is maintained in the oven by the additional, automatic cleaning cycle at a higher temperature.

Cost Saving Offers

Money saving offers were to be found in all sections of the Electric Living Centre this year. There were opportunities for visitors to obtain labour saving electric appliances at attractive prices and, at the same time, take advantage of the Electricity Boards' Double Guarantee. For a year after purchase the Boards will replace any part that fails, free of charge and fix it free as well, even if you move to another Board area during the guarantee period.

One manufacturer exhibiting this year offered a 10% discount on all of their appliances bought in the Centre for delivery through an Electricity Board. Also in the Electric Living Centre was a 'Cash and Carry Bargain Bar' run by the London Electricity Board for small portable electrical appliances. Visitors saved £1 or more on selected purchases.

Food Freezers and Refrigerators

Food freezer manufacturers now believe there will be a bigger demand for the smaller sized cabinets and a wide selection from four cubic feet upwards were on show, including several with 'money-off' offers. Many of these smaller freezers were matched with a refrigerator to stand alongside, be mounted on top, or placed side by side on the wall. Upright models are rapidly increasing in popularity as they take up less floor space than chest models.

There were many more combined fridge/freezers this year—a popular choice with first time purchasers or those replacing an older, small refrigerator. Some of the new cabinets offer five to six cubic feet freezer capacity with a four to five cubic feet refrigerator.

This Philips combination unit has a fridge capacity of 7.4 cubic feet and a freezer, underneath, of six cubic feet. The fast freeze switch by-passes the thermostat allowing food to be frozen very quickly to a temperature in excess of -30°C .



New Symbol on Food Freezers



A new symbol will be appearing on many freezers sold in Britain during this year. The symbol—a large six-pointed star enclosed in a rectangular frame together with the well-known three-star symbol for frozen food storage—will appear on cabinets designed to freeze as well as store food and will distinguish them from appliances suitable only for the storage of frozen foods. The symbol will be incorporated in a revised British Standard to be published shortly and will be prominently and permanently marked on freezers. Manufacturers must also indicate the weight of additional food which can be frozen without lowering the quality of the frozen food already in the freezer. This must be shown both on the rating plate and in the instructions.

Electric Heaters

The choice of heating appliances continues to expand as more and more people appreciate the simplicity and cleanliness of electricity. This year there were more 'fireplace' heaters complete with a modern surround, popular with people who are modernising their homes. There were also new portable fan heaters and new convectors suitable for the hall, dining room, study or nursery.

Laundry Equipment

The trend in washing machines is towards single tub automatic units that will wash, rinse and spin dry in one tub. At the Electric Living Centre there were special offers that gave a saving of up to £25 on a new automatic machine. Many of the models on show are now designed to fit under a worktop and there are several improved versions with an extra programme to take advantage of the new enzyme wash powders.

Automatic spin dryers and tumble dryers will take care of drying the washing and there are new ideas to simplify ironing, including lightweight irons with treated soleplates to reduce friction.

Dishwashers

Choice of a dishwasher is dictated by available space and price and there is now a bigger choice of sizes. Several models were shown this year on the individual manufacturers' sections of the Electric Living Centre including one with a revolving dish rack which makes loading easier.

Sales of dishwashers, as reported by the Dishwasher Development Council, last year topped

(continued overleaf)

Caption Competition Winners

The "Caption" Competition announced in last month's "Contact" was an outstanding success judging by the many entries received. And your sense of humour is great. The pictures of our first-aiders in action attracted the attention of most of the caption writers and it follows that the two winners, chosen by the Editor, are from that particular page.

The first winning entry was submitted by Mr. H. Wells, the supervisor at our Speke shop, who captioned the picture, reproduced top right—First-aider to overlooking boss . . . "He says not to forget to book his overtime for last night."

The second £2 prize goes to Miss H. O'Neill, who works in the addressograph section at Head Office. She captions the picture, reproduced bottom right—"You're not going out with the lads and that's that!"

This particular picture brought many more captions, the most popular being, "We can't go on meeting like this, Fred."

In looking through this issue of "Contact," we think there is scope for yet another "Caption" Competition. So get cracking for we again offer two £2 prizes to the senders of the best caption to any picture. Entries to The Editor, "Contact," Head Office, Sealand Road, Chester CH1 4LR, to arrive not later than May 11th. As usual, the competition is open to all MANWEB employees, pensioners and their families.



IDEAL HOME (continued)

60,000 for the first time and there are signs that dishwashers are now accepted as one of the best time and labour saving appliances.

Floor Care

Vacuum cleaners and floor polishers have always been a traditional and popular feature of the Ideal Home Exhibition and at the Electric Living Centre this year there was special money saving offers on new upright and cylinder vacuum cleaners. Recent years have seen a big improvement in the suction power performance of vacuum cleaners. The noticeably improved design also means that the cleaner need not necessarily be hidden out of sight in a cupboard when not in use.

Small Appliances

There were plenty of new ideas and new designs among the small labour-saving aids—from toasters to tea makers, from hair rollers to hair dryers. Visitors had the opportunity to see and try out most of the products on show as well as obtaining expert advice.

All-Electric Show House

There was an all-electric show house in the Ideal Home Village (*The Davis 'Europa'*) demonstrating

the very latest ideas in electric living including a modern labour saving kitchen. Modern lighting fittings were used both for decoration and illumination. A special feature in this house was the electric heating which saves space by being invisible and no pipes, ducts or chimneys are required. Electric heating elements hidden immediately above the ceiling provide comfortable radiant warmth in all the rooms without encroaching on valuable floor or wall space.

To ensure year-round comfort there is an air conditioning unit in the living room. Air conditioning is already well known in offices, shops, restaurants and many public buildings, but this is one of the first domestic applications in Britain.

The air conditioning unit fits into the wall where the fireplace would usually be placed. The unit cools the air, reduces dust and humidity producing comfortable living conditions in summer and winter. Adjoining the all-electric show house was a Home Heating Advisory Bureau where visitors obtained free, specialist advice on low cost electric central heating and air conditioning.

ON THE SOCIAL SCENE

**SPECTRA
ENTERTAIN
SALES STAFF**



A short time ago, many members of our sales staff were among the 400 guests at a dinner dance organised by Spectra Limited, the television firm whose sets are sold in a number of our shops. Our picture shows, from left to right: Mr. T. Ludlow (Managing Director, Spectra Ltd.), Mr. and Mrs. R. Stewart (Energy Sales Manager, MANWEB), Mr. A. J. Murphy (Executive Director, Spectra Ltd.), Mrs. and Mr. W. N. Shires (Deputy Chief Commercial Officer) and Mrs. Ludlow.



The Maestro at Manweb

The big band sound filled our Head Office restaurant ballroom recently when Mr. Music himself, the never-ageing Joe Loss brought along his full orchestra to play a packed house into a dancing mood. This star attraction, brought in by the MANWEB (Chester) Sports and Social Club, met with great success with all tickets being sold within a few hours of the poster announcements *two months* prior to the event!

In addition to the swinging night of music to remember, there was a turkey supper, strawberries and cream and stacks of free prizes.

We are now pleased to report that negotiations are already in hand for another big night out with a top name band playing for dancing. So, watch out for the announcements.

In happy mood, Maestro Joe Loss, *left*, leads the dancers, *below*.





Trekking across an open field with their boat we see, from left to right: Messrs. Malcolm Cartwright (*fitter*), Frank Reece (*linesman's mate*), Jack Preece (*chargehand linesman*), Denzil Ellis (*2nd assistant system engineer*), Emrys Morris (*linesman*) and Ray Owen (*fitter*).

Two Men in a Boat

The way our men from MANWEB tackle some of the tricky situations which face them from time to time is always professional and often quite ingenious. A few weeks ago, a group of our men from the Oswestry District were seen, and photographed, *above*, carrying a boat across a field.

This was a puzzler until on investigation we found that they were going to check on the 33kV line on top of one of our poles in order to find out what had caused a short circuit. A simple job, but why the boat?

Well the pole concerned happened to be in the middle of a flooded field near Criggion Radio Station, Llandrinio, with water up to three feet deep in parts, and as these were linesmen and

not frogmen, a boat was necessary.

Mr. Jack Preece kept the boat firmly anchored at the foot of the pole while colleague Mr. Emrys Morris climbed up to find a small twig had lodged in the line and had caused the damage.

None of our customers were affected and supply was soon back to normal.

Another successful job done by the Men from MANWEB.

WEDDING

HARDING—PLEAVIN

Romance blossomed with a young couple working together at Head Office and resulted in their marriage which took place recently at St. Oswald's Church, Backford.

Taking the leading roles at the



Mr. and Mrs. Harding.

(Picture by Mike Hall)

ceremony were Mr. Peter Richard Harding, our stationary stores supervisor and Miss Margaret Ann Pleavin, a multilith printing machine operator. We wish Peter and Ann many happy years together.

BOARD DANCE

Have you got your ticket for the Board Dance on May 4th? If not contact the Welfare Department at Head Office—you may be lucky!

WANTED

Any old gas iron or other old or unusual type of smoothing iron. Please get in touch with Mr. Gwyn Williams, Tawelfryn, The Crescent, Corwen, Merioneth.



Mr. Field, *right*, receives congratulations from Mr. Idris Griffiths, our correspondent at Mold.

Man from MANWEB— next Mayor of Ruthin

An installation inspector based at Ruthin in our Clwyd District, Mr. Trevor Field, is to be the new Mayor of Ruthin Borough Council.

This will be a most important year for Trevor as the National Eisteddfod is to be held in the town and he will be called upon to perform many civic duties as the leading citizen. Although born and bred in Ruthin, Councillor Field does not speak Welsh. He told us that when he was a young lad, there were not the pressures or the opportunities to learn the language as there are today.

Trevor joined the electricity supply industry as an apprentice electrician working with the former electricity department of the Ruthin Borough Council in 1947. After serving his time and working for a while as an electrician, he began taking an interest in union affairs and was elected as a shop steward in 1958. At that time he also became a member of the

LIFE IN RETIREMENT

The last Mayor of Colwyn Bay, before the re-organisation of Local Government, is to be Councillor Rowland Bennett, who until his retirement in 1961, was the Accountant for our former Area 3.

Born and bred in Yorkshire, he qualified as an accountant before going to Colwyn Bay as the chief financial officer to the U.D.C. He became the first Borough Treasurer in 1934 when Colwyn Bay received its Charter. In 1948 he joined MANWEB where he worked until his retirement in 1961.

He has been involved with National Savings for over 55 years and he has received the M.B.E. and the O.B.E. for his services to the movement.

Works Committee and the Local Advisory Committee. He was the joint secretary from 1962—65 and has served as chairman and vice-chairman alternatively for the past seven years and is the present chairman. He also serves on the District Joint Advisory Council.

He was elected to the Ruthin Borough Council in 1969 and has served on many committees as well as representing the Council on a number of other committees in the town and the county.

Trevor is married, his wife is a member of the British Red Cross Society, and they have three sons and a dog!

A Champion Partner

How would you like to play a round of golf with Tony Jacklin as one of your team? Well this happened to our Chief Engineer, Mr. F. J. Brown when he took part in the John Kennedy Pro-Am Golf Tournament at the Mere Golf Club recently. Making up the threesome was Mr. John Cox, the captain of Mere Golf Club, but with all this talent, they failed to win a prize. However, Tony managed to come in third place in the Pro. section. Some 2,000 people watched the matches. Our picture, below, shows Tony in play and Mr. Brown, *left*, watching the ball in flight.





Mr. Heaton (*third from left*) presents Mr. Evans with a parting gift from his colleagues, many of whom attended the farewell ceremony.

Mr. F. EVANS

A popular and long serving member of our Liverpool District staff, Mr. Frank Evans, a jointer's mate, retired from his job recently.

As a young man, Frank worked in a lumber camp in Canada, but returned to this country just before the outbreak of war in 1939 and joined our industry

in Liverpool. He served for a time in the armed forces before returning to his job in 1945.

Having now reached retiring age, Frank intends to take life a little easier. Before leaving his many friends, Mr. J. Heaton (*production engineer*) on their behalf, presented Frank with a gift.

LEAVING LISTER DRIVE

Mr. G. HAUGHAN

Another departure from the "Drive," but not through retirement, occurred when Mr. Gerry Haughan (*District Engineer*) said his farewells before leaving to take up his new appointment at Head Office as Asst. Chief Engineer (*System Management*)

Mr. Haughan, whose appointment is reported on page 84 of this issue, was a most respected and popular District Engineer, and his colleagues showed their affection by presenting him with a painting and a silver medallion.

Mr. Haughan (*centre*) surrounded by friends and colleagues who subscribed to present him with a farewell gift of a Lowry painting.



QUESTIONS IN THE HOUSE

Electricity Supply Industry (Showrooms)

Mr. Palmer asked the Secretary of State for Trade and Industry what discussions he has had with the electricity boards and the trade unions on proposals for separating the administration and financing of showrooms and contracting from the general activities of the electricity supply industry.

Mr. Tom Boardman: I have had discussions with the industry from time to time and representatives of the Employees' National Committee have seen me within the last few weeks.

Electricity Industry (Finance)

Mr. Bruce-Gardyne asked the Secretary of State for Trade and Industry if he will make a statement regarding the progress of his discussions with the management of the nationalised electricity industry about the impact upon its finances of participation in the CBI price restraint scheme and of observance of the prices code under phase 2.

Mr. Tom Boardman: I am not yet in a position to make a statement.

Mr. Bruce-Gardyne: Can my hon. Friend nevertheless indicate whether it is true that electricity boards asked for an 8 per cent increase in November and that the Government intend to give them only a 2 per cent increase in tariffs next month? If this is the case, what additional scale of subsidy is to be added to the formidable borrowing requirement in the year ahead? Finally, can my hon. Friend assure the

House that any subsidy will be distributed to the regional boards in relation to the shortfall on revenue resulting from price restraint imposed on them and not in relation to deficits incurred by individual boards?

Mr. Boardman: With regard to applications for price increases in future I would point out that the Question relates to past deficits and I will not look into the future or comment upon that. With regard to deficits which have arisen and the request for compensation, my hon. Friend is absolutely right. They asked for compensation on the basis of revenue losses, but that principle was not accepted, as demand for a reduction of the effects of price restraint by reimbursement of estimated loss of revenue would not be justified.

Mr. Dalyell: If the hon. Member cannot look into the future, at least he must know what the estimated electricity borrowing requirement is for 1973-74. What is it?

Mr. Boardman: If the hon. Member will table a Question I will deal with it, but that does not arise on this Question.

Mr. Benn: Is the Minister now beginning the process of shielding behind the Price Commission, and is he really telling the House that he cannot answer questions about the future because of the establishment of that body? If the Price Commission is to determine the amount of tariff increases authorised, how can the Government make any calculation about the rate of the borrowing requirement since they will not know till an independent agency reaches its view what the residual borrowing minimum will be? Is not this a total denial of ministerial responsibility?

Mr. Boardman: The right hon. Gentleman is quite wrong. I would refer him to the White Paper which will be published later this afternoon.

Electricity and Gas Meters

Mr. Redmond asked the Secretary of State for the Environment what representations he has had from the Electrical Association for Women on the subject of siting of electricity and gas meters; and what replies he has sent.

The Under-Secretary of State for the Environment (Mr. Reginald Eyre): The Electrical Association for Women wrote to my right hon. and learned Friend on 3rd February. Its main requests were that in the preparation of new legislation on building consideration should be given to providing for the accessibility of meters and fuse boxes in houses and flats and for external meter reading facilities. In reply it has been assured that these points will be considered.

Mr. Redmond: I thank my hon. Friend for that reply. Is it not obvious that we should get things moving rather faster? Surely it is common sense that if a meter can be read from outside a house the people who are out at work all day will get accurate bills and old people will feel happier because they will know that a bogus meter reader has not come to "case the joint."

Mr. Eyre: I accept my hon. Friend's points. The Electricity Council has recently reported an increasing popularity for outdoor electricity meter cupboards, and a significant number of new houses are now being equipped with them.

Dr. Glyn: Will my hon. Friend consider a similar proposal for gas meters? Does he realise that the amount of time spent reading two meters separately is unwarranted, and that both gas and electricity meter should be placed so that they can be easily read together by meter readers outside the premises?

Mr. Eyre: Yes. The considerations that I have mentioned apply mainly to gas meters.

(continued overleaf)

QUESTIONS IN THE HOUSE (continued)

Hypothermia

Mr. Loughlin asked the Secretary of State for Social Services if he had completed his study of the extent to which retirement pensioners are dying from hypothermia in consequence of insufficient food and inadequate heating; and if he will make a statement.

Mr. Parry asked the Secretary of State for Social Services if he will make a statement on research into aged people dying from hypothermia directly due to lack of food and insufficient heating.

Mr. Alison: I cannot at present add to my right hon. Friend's replies to the hon. Member for Sutton and Cheam (Mr. Tope) on 6th February.

Mr. Loughlin: The hon. Gentleman is virtually saying that no progress has been made. Is it not true to say that literally thousands of aged people die from hypothermia each winter in consequence of a lack of food and heat? (HON. MEMBERS: "And lack of gas.") The gas strike has been on for only two or three days. (AN HON. MEMBER: "Where have you been?") I am talking about the situation that applies winter after winter. Will the hon. Gentleman speed up these investigations? May I put a suggestion to him? (HON. MEMBERS: "No. Ask a question.") This is a question. If the Under-Secretary finds difficulty in persuading his Treasury colleagues to give more money to retirement pensioners, will he ask them to consider the production of heat coupons in the same way as we had tobacco coupons?

Mr. Alison: The hon. Gentleman refers to the consideration by the Supplementary Benefits Commission of the so-called Fox Report. It is still giving urgent consideration to whether the administration of its discretionary

power to increase benefit when there are exceptional needs, including extra needs for heating, needs any alteration.

Mrs. Knight: Would my hon. Friend consider making available a supply of paper handkerchiefs to catch all the crocodile tears shed by Opposition Members, especially when we bear in mind that people in the West Midlands area are now in far greater danger from hypothermia because of the gas strike than from anything else?

Mr. Alison: The implications of the continuation of the gas strike must give ground for concern in this context.

Mr. John Silkin: Does the hon. Gentleman recall the *British Medical Journal* survey of 27th January last on body temperature in the elderly?

Sir K. Joseph indicated assent.

Mr. Silkin: Does he recall that one of the recommendations of that survey was that the development and use of low-wattage electric blankets for people on supplementary benefit should be considered? Have any steps been taken to implement this recommendation?

Mr. Alison: We are considering every aspect of Dr. Fox's report and we are asking him to come to the Department so that we may talk to him directly and personally. Serious potential safety hazards are involved in the use of even low-wattage electric blankets.

Electricity Supply Industry Training Board

Mr. Kinsey asked the Secretary of State for Employment if he will make a statement on the future of the Electricity Supply Industry Training Board.

Mr. Chichester Clark: The electricity supply industry has submitted proposals to my right hon. Friend that the board's training functions should be trans-

ferred to a body within the framework of the industry's joint consultative machinery established by the Electricity Council and the Scottish electricity boards in fulfilment of their obligations under the Electricity Act 1957. This body, which would include employer, trade union and education members, would be given by the electricity boards the assurances about implementing its policies at present given to the training board, and the present training officers of the training board would work under its policy direction as employees of the Electricity Council. My right hon. Friend has considered these proposals, to which the training board has given its broad support, and has decided to initiate consultations with a view to winding up the board.

To cater for the young-at-heart, and that means most of us, the MANWEB (Chester) Sports and Social Club have organised a

'Disco Night'

on

FRIDAY, JUNE 1st

in the

Head Office Restaurant
Ballroom

If your ear-drums can take it, and if the roof stays on, it should be a cracking night.

Tickets . . . 25p, include refreshments (*unbelievable isn't it?*), and will be on sale after May 1st.