

CONTACT

April 1975



KINGSNORTH FISHER

KINGSNORTH FISHER

Transformer
Transported
(See Page 94)

By Sea to Anglesey

In a meticulously-planned operation, demanding a good deal of imagination and inventiveness, a 45-MVA 132kV/33kV transformer has been successfully shipped by MANWEB engineers from Rock Ferry, on the Wirral, to Amlwch, on the island of Anglesey.

The 70-ton transformer, together with its carrying trailer and towing tractor, made up a total load of 103 tons, and weight and width restrictions on the Menai Bridge—linking Anglesey with the mainland—made movement by road impossible.

As the transformer was unsuitable for rail transportation, the only alternative remaining was sea travel, to get it to its new home in a 132kV substation currently being built at the Shell Oil Tank Farm at Rhosgoch, near Amlwch.

The transformer was situated in a 'noise enclosure' at Rock Ferry 132kV substation, and this was partially dismantled by MANWEB's building department to enable the transformer to be dismantled ready for its journey. The main tank was loaded on to its trailer for shipment on the CEGB's 'roll-on, roll-off' vessel *Kingsnorth Fisher*, while the accessories (radiators, conservator, fans and pumps) were taken by road to Holyhead in a carefully co-ordinated operation designed to cut labour and time requirements to a minimum.

Although excellent 'roll-on' facilities existed at the

Down she comes—back on to the carrying trailer for the journey to the Shell installation.



Off-loading at Holyhead—preparing to lift the huge transformer tank from the ship.

new container berth at Ellesmere Port, no such facility is present at Holyhead, and it was therefore necessary to lift the transformer off the ship by using the CEGB's 200-ton crane (a permanent installation). After the trailer and tractor had been driven off the ship, the transformer was re-loaded on the trailer.

It would have been uneconomic—at a cost of £850 a day—to have kept the *Kingsnorth Fisher* waiting at Holyhead while the trailer and tractor delivered the transformer to its new site, so means had to be found to get them back to the mainland. The answer was found in a pontoon-type ferry, used for shipping caravans which are too wide for the Menai Bridge, across the Menai Straits, and the trailer was accordingly craned onto the ferry at Beaumaris, and off again at Port Penrhyn, to complete its journey back to base.

Before next Winter's load arrives the transformer taken from Rock Ferry will be replaced by another 45MVA transformer, at present undergoing repair.

MANWEB's man in charge of the operation has been John Iveson, of Head Office construction staff.

OUR COVER PICTURE shows the intermediate stage as the transformer swings in mid-air between the deck of the vessel and the quayside



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Editorial

A New Approach

IF OUR economy turned out one model of car, one cooker, one fridge, one washing machine and one TV set, life would undoubtedly be a very much simpler affair. There would also be millions of dissatisfied people, not getting what they wanted.

The alternative system—a wide range of mechanical and electrical machines and appliances of all kinds—also has its disadvantages. Every complex piece of gadgetry stands a fair chance of going wrong at some time during its working life, and someone has the job of diagnosing the problem and getting the box of tricks back into service again.

As far as our own industry is concerned, the ever-increasing range of domestic appliances, and the growing complexity of the appliances themselves, has presented both the manufacturing and servicing sides of the industry with a correspondingly expanding problem.

New problems demand new solutions, and the introduction of the 'microfilm retrieval system,' described in this number of *Contact*, is intended to help our service electricians to cope with the increasing difficulties facing them as they go about their daily work of keeping our homes functioning.

Appliance servicing and repair is a field of operation where we are always likely to get more kicks than ha'pence. There is always the danger that a tiny minority of dissatisfied customers may make enough noise to give a completely unjustified reputation to a service which leaves the overwhelming majority of people contented with, and appreciative of, the efforts of the Men from MANWEB. The new system may well reduce, even further, the numbers of the minority.

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Please let the Editorial staff know of any large-scale or unusual engineering schemes or commercial projects going on in your department. We are interested in people too! Contact us about your interesting personalities with a story to tell.

Speedier repairs for Domestic Appliances

TO IMPROVE the efficiency of repairs to domestic appliances the Electricity Boards, in conjunction with the Electricity Council, have introduced a comprehensive microfilm information retrieval system for use by Board service electricians both in customers' homes and in service depots.

The range of appliances which has to be dealt with by our service electricians is endless—scores of cookers, ranging from the latest models to well-loved veterans of the kitchen—washing machines dishwashers refrigerators and food freezers, not to mention countless vacuum cleaners, food mixers and other small appliances as well as storage radiators, Electricaire and other forms of electric heating.

It is obviously not practicable to expect any one service electrician to have an intimate knowledge of all these appliances, and he will often need to consult the appliance manufacturer's service manual when carrying out repairs in a customer's home. These often weighty tomes contain exploded diagrams of the appliances, dismantling procedures and adjustment instructions, as well as all the part numbers which are vital when replacement items have to be ordered. But to cater for all eventualities the service electrician would need to carry a comprehensive library in his van. He would, in fact, need several

Dee Valley District electrician Geoff Swindley using the portable microviewer.



hundred service manuals comprising some 30,000 pages and weighing about half a tonne! All these must, of course, be completely up-to-date if they are to be of any real use, and this is easier said than done.

The answer is a microfilm system, since this avoids all of the obvious practical difficulties associated with printed service manuals. All 30,000 pages of the full range of manuals can be put onto 16mm microfilm and accommodated in compact cassettes.

To give service electricians all the information they require a small, compact, easily portable microfilm projector has been developed by Mr. K. Lithgow of Microfilm Communications Limited, in conjunction with the Electricity Council. This is the first of its kind in the world, weighs only 3 kg (7 lb) and is designed to work from normal 240 V mains or

NEW CODE OF PRINCIPLES

As well as selling a wide range of electrical appliances, Electricity Boards offer a nationwide, comprehensive after-sales service. Appliance servicing is of paramount importance and a new Code of Principles is being adopted by Electricity Boards which ensures that breakdowns and faults are handled with the minimum of delay. This new Code also establishes principles and procedures in dealing with complaints.

Principle aims of the new Electricity Board Servicing Code are:

- 1 To offer service within an average of three working days at reasonable cost to the customer on electrical appliances normally serviced by the Board.*
- 2 To carry adequate stocks of spare parts so as to meet all reasonable servicing demands within an acceptable period.*
- 3 To resolve complaints by customers.*

The Code stresses the importance of effective communication with the customer with the best possible use of the telephone, including carrying out promises made to ring back. The customer must be informed of action being taken where a repair cannot be dealt with without some delay. Customers who are dissatisfied should be first advised to write to the appropriate manager of the Board, and if still dissatisfied to refer the matter to the area Electricity Consultative Council.

The Electricity Boards believe that this new Code of Principles for Domestic Appliance Servicing and the extension of the Consultative Council scheme to include arbitration, gives their customers an after-sales service without parallel in Britain.



Glenys Roberts at Head Office, checks spares information on her desk viewer.

a 12 V d.c. supply. Just half-a-dozen or so cassettes, each measuring 172 mm by 76 mm by 20 mm, will contain most of the information likely to be needed by a service electrician when repairing domestic appliances in the field.

Service information can be projected onto any suitable and convenient surface in the customer's home—the side of a refrigerator, washing machine or cooker, the wall or door of a kitchen cabinet. Alternatively, if the service electrician finds it necessary to avoid boisterous dogs or inquisitive children, he can retire to the privacy of his van, where he is provided with a 12 V socket outlet. At present, 800 portable microfilm projectors are in use by Electricity Board service electricians, with a further 1,300 to be delivered by June.

Back at the Electricity Board workshops and stores, there are desk type microfilm readers supplied by Caps Microfilm Limited. These have integral screens measuring 330 mm by 300 mm and use exactly the same microfilm as the portable viewers, but in larger cassettes. Apart from their obvious use in connection with repairs carried out in the base workshops, these readers enable a service electrician to talk to his supervisor on the telephone or radio and discuss a particular fault on an appliance while they are both looking at the same circuit diagram, exploded view or instruction sheet. In addition, the service electrician can enquire about the availability of a particular spare part.

If it is not immediately available an order can be put in hand and since the depot has the same microfilm as the service electrician, the possibility of

ordering the wrong part through using an out-of-date manual is avoided.

To ensure that service information is always up-to-date, all cassettes will be replaced by new ones every three months. All the manuals are edited and made suitable for filming at the Electricity Council's Appliance Testing Laboratories, Leatherhead. Close and continuous co-operation is maintained with the appliance manufacturers. It is also possible to transfer parts and price lists directly from computer tape onto microfilm.

The new microfilm system ensures that complete and up-to-date information will be available where it is required. The ease of access to information should result in a better customer service, while the regular automatic up-dating should help to see that incorrect part numbers are not quoted and thus delays avoided. In addition, much time will be saved in avoiding the search for the correct service leaflet or manual and space will also be saved by avoiding the storage of bulky manuals. At present, four cassettes have been prepared and others, to complete the range, are in preparation.

The Press at Head Office

The widespread public interest in the problems created by repairs and servicing to the ever-increasing range of domestic electrical appliances was reflected at a Press Conference, held at Head Office recently, to explain the new "microfilm information" system introduced to help our service electricians, and our industry's new "Code of Principles."

More than a dozen representatives of local newspapers and radio turned up, and holding the floor for MANWEB were Mr. W. N. Shires, Deputy Chief Commercial Officer, Mr. Sid Fairclough, Group Manager, and Mr. W. D. Higgs, our new Installation and Service Manager. Showing a keen interest was Mr. A. J. Street, Cheshire County Council's Assistant Controller of Trading Standards.

Mr. Shires told the journalists that MANWEB had 165 service vans on the road, mostly fitted with v.h.f. radio, doing 6,000 repair jobs a week—nearly 80 per cent completed at the first call.

In an effort to improve our record still further, however, the electricity supply industry had adopted a new "Code of Principles," together with a new system for arbitration over complaints.

Mr. Fairclough then went on to explain in detail how the new microfilm "information retrieval" system would make the service electrician's job more simple and positive, lifting the standard and reliability of our appliance servicing to new levels.

Questions flowed from the press and considerable publicity for the new system resulted.

NEW TRENDS AT THE SALES TRAINING CENTRE

Owing to changes in the retailing climate, inflation and hardening of the market, the season's sales training schedule has created a new pattern for MANWEB shop staffs.

As a result of a reduction in the number of appointments as new entrants to the sales staff, the need for basic training has been reduced leaving only two Basic Sales Training Courses during the current session.

This now allows for much-needed Refresher Courses to be developed for the 160-odd members of our sales force who have not been on a sales training course since 1969.

The theme for these new courses is 'Selling Benefits' coming at a time when our shop business is rapidly changing from a seller's market to a buyer's market, when the need to 'sell' and to progress sales opportunities is greater than ever.

Allied to this effective selling plan is the latest product knowledge on kitchen cabinetry, audio equipment and the latest developments in automatic washing machines.

The Refresher Courses are of three-days' duration with staff from Districts one to six receiving their



On a 'Refresher Course' we have, from left to right: Mary Atherton (Widnes), Margaret Haskey (Wrexham), Flo Porter (Chester) and Jean Hall (Old Swan).

training at the Wallasey Centre and from Districts seven to ten using Llandudno Junction as their training venue.

Reports already indicate that these courses are highly successful suggesting that their continuation into other training seasons would be worthwhile.



Pauline Garner tries out her sales chat on instructor Eric Richardson



Learning the basics, from left to right: Sandra Gainey (Heswall), Ann Barker (Mid-Cheshire) and Dewi Wyn Griffiths (Pwllheli),

BASIC SALES TRAINING

A happy group, from left to right: Christine Davies (Machynlleth), Margaret Balmer (Widnes), Pauline Garner (Kirkby), Judith Baybutt (North Mersey) and Jane Fairclough (Mid-Cheshire).



Talking Notes

THE DAILY ROUND OF JESSIE JONES

TRAVELLING about 100 miles each day, Monday to Friday, in all weathers, keeping to time even in our chaotic traffic conditions, is **Mrs. Jessie Jones**, who enjoys every minute of her job as the only woman courier driver with the Board.

She is on our Dee Valley District staff and her day starts with the mail pick-up at Rhostyllen before journeying to Wrexham shop, Chester shop, New Crane Street depot, Legacy (for the lunch run), Shotton shop, Head Office and back to base.

Before she applied for the job as courier driver, Jessie had worked in the canteen at Legacy since 1951. She decided to

have-a-go in this completely new field simply because she likes driving.

The choice has proved to be the right one for since she started on her daily runs she is warmly welcomed at all her stops as she does her job with charm and efficiency.

Born and bred in Rhostyllen, Jessie is married and husband Cyril works for a ready-mix concrete firm. Their daughter Elaine worked for the Board about six years ago, first as a typist at Rhostyllen and later as a clerk at Legacy. She is now married with two little boys, David and Paul, making Jessie a glamorous young grandmother.

Jessie and Cyril like to dance, modern or olde-tyme, and despite her daily mileage she told us that her ideal holiday was touring for she cannot stand being in one place for any length of time—which we think is a good recommendation for a courier!

MANWEB on the Air!

MANWEB Head Office were the guests of the Radio City Venue programme, during the commercial radio station's Chester week recently.

Programme host, Norman Thomas, talked with manage-

ment and staff in the two hour broadcast. First Norman met the Board Chairman **Mr. Denis Dodds** who spoke about the Board in general and the Head Office building, and how the intergrated environment and open plan offices operated.

The engineering network was explained to listeners by **Mr. Gerry Haughan**, whose official title, Assistant Chief Engineer (System Management) had his host a little tongue tied.

Mr. Denis Webb Jones, Senior Assistant Commercial Engineer, gave Norman and his audience an insight into the many aspects of the Commercial Department.

The man Norman Thomas wanted to interview was the man who was responsible for his and over a million other electricity bills, **Mr. Geoff Barnes**, Assistant Chief Accountant (Revenue).

Mr. Barnes gave the radio audience an explanation of how an electricity bill is produced and progressed. He then showed the programme presenter the visual display unit link with the computer.

One of his staff **Mrs. Maureen Lloyd Jones** amazed Norman Thomas by being able to produce his own account record on the screen in under thirty seconds. She was able to tell him when his meter was last read and the fact that it had been changed recently and even where his key was left.

He recalled the meter reader calling just before Christmas,

Jessie Jones our charming courier.



and the meter is situated just below his bar they had a quick Seasonal drink together.

He risked asking what sort of a customer he was. Mr. Barnes told him his consumption was about average, he paid on time, although his last account was a little slow, but it had been Christmas and he did have that bar to keep up, but on the whole Norman Thomas was a good MANWEB customer.

Closing the first hour of the show was an interview with the Computer Manager **Mr. Colin Leonard**, who explained some of the workings of the computer.



Radio City's Norman Thomas chats with MANWEB girl Ann Parry, a clerk in Archives

The second hour was broadcast direct from the Head Office restaurant, where Norman mingled with the diners and chatted over lunch playing dedications for the music which had punctuated the whole programme.

The small Radio City team seemed to enjoy their visit as did those from MANWEB Head Office who met them. This was stated on behalf of MANWEB by the Deputy Chairman **Mr. Ben Hastings**, in the

final interview of the programme.

No doubt the working of MANWEB became a little clearer to the million listeners who tune their radio dial to 194 Medium Wave or 96.7 V.H.F. stereo, most of whom are MANWEB customers.

Mums-in-Waiting

Two popular lady members of our North Wirral District staff at Craven Street—**Mrs. Elizabeth Fitsimmons** and **Mrs. Theresa McGeogh**—have left the service of the Board to await the arrivals of new members of their families.

Elizabeth has been with the Board since 1971, and Theresa since 1973. Their popularity among their colleagues was clearly illustrated by the varied collection of farewell gifts—mainly baby-orientated—presented to them on leaving.

Thief Catchers

In North Mersey District a 33-kV substation recently suffered from the attention of thieves. Three villains broke into the building at Pacific Road, Bootle late at night and stole the E.H.V. and H.V. earthing equipment, and proceeded to help themselves to the main substation earthing copper strip when they were disturbed by the Police Panda patrol. The stand-by engineer was called out to make the building safe.

The following morning District colleagues **Gwyn Williams** and **Bill Tubey** met the local C.I.D. on site to assess the damage and general security of the building. Whilst they were there the same villains again attempted to break in. One of them was apprehended by the local constabulary, but the other two took to their heels. Gwyn and Bill, wasting no time, jumped into Bill's car,

and in fine "Z Cars" fashion, gave chase and finally caught up with the thieves in the New Strand Shopping Precinct at Bootle, where they were handed over to a police sergeant.



The pursuers, Gwyn, left and Bill.

The three thieves were charged and sentenced by the Magistrate after admitting their guilt.

Congratulations to Gwyn and Bill for their prompt action in catching the "baddies."

Five-a-side Fans

Five-a-side soccer has caught the imagination of our colleagues at North Mersey District, and no less than 12 teams—representing all departments—took part in a friendly tournament organised by **Wyn Thomas** on behalf of the Sports and Social Club, and held at the Skelmersdale Sports Centre. It is hoped to organise a knock-out competition in the near future.

Medic Retires

The Board's medical adviser for the past 26 years, **Dr. John G. Fox** has now retired.

He qualified in medicine and surgery at Liverpool University in 1937. Since then he has taken an active and personal interest in the control and treatment of diabetes spending 34 years working in the diabetic clinic of the David Lewis Northern Hospital in Liverpool.

Dr. Fox is married and is very proud of his five offsprings. His eldest son is a priest in the Liverpool Arch Diocese and his

other son is following in father's footsteps in the medical profession. His eldest daughter is an assistant at the Gladstone Pottery Museum in Stoke-on-Trent, a second daughter is a nursing sister at Liverpool's Royal Infirmary and his youngest girl is studying for her 'A' levels at school.



Although officially retired, Dr. Fox intends to continue with some clinical work and as a medical consultant to industry in between periods devoted to reading and doing a little light gardening.

We wish him and his wife many happy and healthy years ahead.

Doctor on Board

Our new medical adviser is **Dr. Kenneth A. Turner**, a partner in a Chester practice.

Hailing from Bradford, Yorkshire, Dr. Turner qualified at St. Mary's Hospital, London following a period at Cambridge University where he read languages—German and French.

In the early 60's he spent two years with the army in Singapore as a civilian doctor.

Dr. Turner and his wife Elizabeth have three children, Aidrian (12), Katharine (11) and Richard (4).

His main hobby is language study and he enjoys caravanning and hill climbing.

Twenty-one times Two

A party at North Wirral's Sports and Social Club marked the 21st birthday of **Miss Gill Adams**, an enthusiastic lady footballer and a fanatical supporter of Liverpool F.C.

Gill plays for the Chester Ladies team in the Merseyside

and Wirral Ladies' League, and recently visited Spain with her club for a footballing holiday, playing in matches against many different teams.

She followed Liverpool to Wembley last year, and counts among her most treasured possessions a card with the autographs of the full Anfield team.

Another young lady celebrating her 21st birthday on 31st March, was **Miss Sheila Schofield**, who works as a clerk in the accounts section at North Mersey District office.

To celebrate the occasion, Sheila and a party of friends, including her boyfriend, wined and dined at a Parbold hotel.

Electricity at Ideal Home

The wise use of electricity—and value for money—were the themes of the Electric Living Centre at the Ideal Home Exhibition at Olympia last month.

Displays in the Electric Shop showed everyone how to benefit, both in economic and comfort terms, from the latest

thermal insulation techniques. The advantages of good thermal insulation for ceilings and cavity walls were clearly defined, and the savings to be gained by insulating a hot water tank dramatically illustrated. Specialists were present to advise on insulation methods suitable for the home and to suggest the most appropriate form of electric central heating and water heating.

All their Own work!

The 50-strong membership of the Photographic Society Section of the MANWEB (Chester) Sports and Social Club exhibited a display of their work recently in the restaurant at Sealand Road.

Sixty fine prints, some in colour, were on view, all enjoyed and appreciated by staff colleagues.

The Society is open to all members of the Sports and Social Club. They have their own dark room with developing, printing, enlarging and drying facilities and equipment, also the use of another room as a studio complete with

Examining the photographic prints prior to putting them on display are Alan Evans, left, and Ron Thompson.



portable lighting equipment.

For further details of membership please contact **Mr. Alan Evans**, O & M Officer, 'phone HO 2070.

Wedding

Best wishes for the future to **Miss Jacqueline Williams**, clerk at North Wirral District, who married **Mr. Bob Atkinson**, now on the staff of Clarence Dock Power Station, Liverpool, recently. Until October Bob was an electrician with MANWEB.

An evening reception at New Brighton was very much a



[Mr. and Mrs. Atkinson.

MANWEB affair, with about 200 people present—the majority of them from Craven Street, Birkenhead. Best man was **Mr. Norman Studdart**, a MANWEB electrician from Craven Street.

The Rescuers Rescued!

The Pen-y-Gwryd Hotel, Nantgwynant, which lies in the heart of the most rugged part of Snowdonia, has often been a haven of warmth and comfort—and sometimes survival—for thousands of cold, hungry, and exhausted mountaineers. "Mine host" at this well-known pub is **Mr. Chris Briggs**, for many years leader and organiser of the Snowdonia Mountain Rescue organisation, and veteran of many an errand

of mercy into the surrounding mountains.

But one Saturday in January the outlook at the P-Y-G was pretty bleak for an expected army of 250 guests, invited to the wedding reception in honour of **Mr. Briggs'** daughter **Jane**, who was marrying **Mr. Brian Pullee**.

For during the pre-wedding hive of activity the electricity supplies failed—so out went an SOS to MANWEB, from a place where many an SOS has been received!

Our colleagues at Gwynedd District were able to prove that they too, could cope with emergencies, and **Mr. Ernest Owen**, linesman at Caernarfon, later received the following letter from **Mr. Briggs**:

Dear Mr. Owen,

My wife and I want to thank you most sincerely for all your help in restoring the power to Pen-y-Gwryd on such an important day in our lives.

We know you all worked under very difficult circumstances but we were in a sorry state here, with the hairdresser arriving to do the bride and bridesmaids hair, all the kitchen without power and the various guests trying to get ready and knowing we had 250 guests arriving back from church to an unheated hotel.

You did a wonderful job and my heart was full of relief on arriving back from church to see all the lights blazing in P-Y-G. Perhaps you will pass on to all concerned our very real gratitude. Diolch yn fawr.

Yours very sincerely,

Christopher Briggs.

E. & E.I.B.A. Ball

Representatives of the electronics electricity industry and their friends made up 500 plus guests attending a ball at the Adelphi Hotel in Liverpool recently in aid of the Electricity

and Electronics Industry Benevolent Association.

The Ball was organised by the social and executive committee of the West Lancs, Merseyside and North Wales Branch of the Association.

A special feature of the ball was the giant tombola, which offered over 500 prizes. The



The cheque handover with, from left to right: Messrs. William Fraser, Denis Dodds and Leslie Butler (Chairman of the Social Executive Committee).

evening, thanks mainly to the tombola, added £1,500 to the Association Fund.

MANWEB Chairman **Mr. Denis Dodds** presented a cheque from the proceeds to the President of the E. & E.I.B.A. **Mr. William Fraser**, the Chairman of B.I.C.C. Ltd.

On the Move

A very popular member of our North Mersey District staff, **Mrs. Hilda Volynchook**, left Bridle Road recently to take up a new appointment with the Sefton Health Council in Southport.

Hilda first worked for us when she joined Head Office staff as a shorthand typist at Love Lane. Later she moved over to North Mersey where she worked for **Mr. Denis Noad**, the District Commercial Engineer.

She was an active member of the swimming club and a first-aid.

At a farewell party at the

Litherland Town Hall attended by many of her friends and colleagues Hilda was presented with their numerous gifts by Mr. George Shoemith (*District Administrative Officer*).

Regional Sales Controller

After starting his working life as an apprentice, joining MANWEB in 1949 as an electrician, **Mr. William George Wakelin** has now been appointed as a Regional Sales Controller to succeed Mr. Les Smith whose retirement is reported in this issue.

Bill, a native of Llandudno Junction, moved on from electrician to become a salesman at his local shop in 1955. Since then he has held posts as sales representative and senior salesman before becoming Gwynedd District's Sales Supervisor in 1970.

He is married and has two daughters Caroline, 12, and Jane, 10. He is interested in sport, having once played cricket and football. Nowadays he says, it is a full-time job looking after the family, the home and the garden.

Moves to the seaside

For the past five years all the staff at Head Office—and many thousands of outside people who have attended social functions staged in our staff restau-

rant—have had good reason to be appreciative of the efforts of **Mr. Gary Warburton**, our Head Office catering manager.

In addition to his main job of supervising the running of the staff eating arrangements he has catered for more than 150 evening functions, arranged either by the MANWEB Sports and Social Club or by outside organisations, and he has been present in person at every single function. Whether meals have been served in dozens or in hundreds, the keynote has always been one of speed and efficiency, and probably the most telling tribute to his abilities has been the fact that outside organisations hiring the restaurant have come back year after year, always making most favourable comments on the service provided by the catering staff.

Now Gary has left MANWEB to take up the post of manager at the Lido complex at Prestatyn. He will be much missed by the catering staff at Head Office, who he has led with tact and understanding, and by the many people who have had cause to appreciate the good food and cheerful service which our catering team have always produced!

Ruby Wedding

Our congratulations go to former Chief Accountant, **Mr.**

E. J. Lollar and Mrs. Lollar who celebrated their Ruby Wedding anniversary earlier this month.

FOR SALE

House

Crewe. Two-bed, end terraced house. Full gas central heating, dining room, lounge, kitchen, bathroom, hall. Including extras. £6,350 o.n.o. 'Phone Crewe 4299.

Caravan

1973 Eldis Mistral 12' 6" touring caravan with many extras. For further details telephone or write to Mrs. W. M. Speaight, 'Beriwood,' 11 Caemawr, Penrhyncoch, Aberystwyth, Dyfed. Tel. Bow Street 572 (STD 097 087).

Dinghy

Fibreglass Sportyak sailing dinghy 8' 6" with built-in buoyancy for maximum safety. £50 o.n.o. Tel. Chester 44604.

Pups

Labrador dog pups. Black. Gold. Tel. Prestatyn 7136 (after 4.30 p.m.)

WANTED

1100/1300 c.c. car. J registered, preferably Escort or Cortina. 'Phone Mr. Clough, 051-733 0382.

Mr. Gary Warburton, surrounded by 'his girls' on the occasion of his farewell to MANWEB.





IN THE MOOD WITH MR MUSIC

The ever-popular maestro Joe Loss, looking as young as ever, is seen here with just a few of the 500 lucky people who were able to listen and dance to his music at a recent Head Office Sports and Social Club function. This was the second visit from Joe and his boys and judging from the massive demand for tickets, we could do with him here every week!

== HOLIDAYS ==

As the effect of the budget sinks in, you may have by now decided to give up your trip to the Canaries this year and, for an interesting change, spend your holidays at home. With this in mind we set out below some details of accommodation available through members of our own staff and colleagues in the North Western Electricity Board and the South Western Electricity Board. Please write direct to the addresses given. If any more of our readers have caravans or holiday homes to let, or can provide B & B please send your 'Small Ad' to The Editor, 'Contact,' MANWEB Head Office, Sealand Road, Chester.

"Norweb News" and "SWEB News" will carry your ad too.

PENRHOS—between Pwllheli and Abersoch, six berth caravan. Mains water and electricity. Phone 051-648 3701.

ABERSOCH—4 and 6 berth caravan available to September. Mains water and sea view both vans. Write T. J. Hill, 283 Peter Street, Macclesfield, Cheshire.

CORNWALL—village near Falmouth, modern bungalow, car space, b/b, terms moderate. Write: N. Barnes, 4 Beechfield Ave., Flixton, Manchester, Lancs.

LLANDULAS—Four-berth caravan, sea view, two minutes from beach. Write: Mrs. L. M. Morris, 179 Huddersfield Road, Diggle, Oldham OL3 5NU.

PRESTATYN—six berth carav-

an. Mains electricity, hot and cold water, flush toilets. Phone Wrexham 52131 (after 6.0 p.m.)

MORECAMBE—six berth caravan on Westgate caravan park, all amenities. Write: M. Turner, 10 Barnes Road, Morecambe, Lancs.

MORECAMBE—1972 six berth caravan. Regent Caravan Site. All club amenities, within easy reach of sea and shops. Write: F. Schofield, 59 Bare Lane, Morecambe, Lancs.

NEW MILTON, HANTS—six berth caravan. Electricity, flush toilet, on superior site New Forest area. Three miles from sea. Write: J. M. Allen, 7 Sandringham Drive, Greenmount, Bury, Lancs.

SANDY BAY, Exmouth, Devon—six berth caravan to let, fully equipped except linen, in superb caravan park with all amenities. Wonderful views of bay, long sandy beaches. Contact Mrs. Evans, 3 Drays Court, Polsloe Road, Exeter.

WESTWARD HO!—Holiday bungalow overlooking the bay and sands, adjacent sea front. Sleeps 6. Bathroom, toilet, etc., TV, all-electric, free parking. S.a.e. brochure: Mrs. Withecombe, Coppins, Beechwood Close, Sticklepath, Barnstaple, Devon.

NORTH DEVON—Single four berth caravan. Farm site. All amenities. S.a.e. Vanstone, Woodwall, Frithelstock, Torrington.

HARLYN & MOTHER IVY'S BAY—Nr. Padstow, Cornwall. Superb Kingsize caravans to let. Quiet sites. Flush toilets, shop showers. Safe sandy beaches. Scenic cliff walks. Swimming, surfing, sailing, fishing, golf and riding. S.a.e. 29 Southwell Road, Plymouth, Devon.

FURNISHED HOUSE—sleep 7, overlooking tidal creek. For details apply Les Jenner, 26 Trelawne Road, Carnon Downs, Truro, Cornwall.

Adventure and Discovery

by Mr. Henry Blackwell

(Commercial Foreman, Oswestry District)

FOLLOWING many requests from our daughter Pat and her family to visit them in America, my wife and I decided to follow the example of Christopher Columbus and take a trip of adventure and discovery to the New World.

After a quick stop over at Toronto, we next 'motelled' at Niagara where we saw the splendour of the famous Falls with its average flow of just over 200,000 cubic feet a second with 4,200 million candlepower of illumination adding to the magnificence of the 326 feet drop.

The two hydro-electric generating stations here are named after Sir Adam Beck who was among the first to advocate that the water resources of the Province rightly belonged to the people for the generation of electricity. Their motto is "*Dona Naturae Pro Popula Sunt*"—the gifts of nature are for the people. Generation pressure is at 13,800-volts, transformed up to 230,000-volts.

Next we shuffled off—by car—to Buffalo, crossing the border and into the United States of America.

On through New York State and Pennsylvania, we passed into Ohio to stay with our family at Akron. Here we met many people who are now our good friends. It was a pleasure to meet workers in the electricity supply industry, made possible by Mr. Duane Pettis of Commercial and Institutional Services of the Ohio-Edison-Company.

Although very busy, he made time to welcome me and spend several hours discussing the Industry on each side of the 'Pond.' We talked of metering, accounts, dual voltages, and most important of all, the customer.

I saw whole pages in their newspapers devoted to explaining to the customer how the rising price of coal increased their energy costs. I thought how those newspapers might well have been ours.

Time passed too quickly and soon we were on our way home—with a little more knowledge and feelings of satisfaction and deep gratitude to our colleagues on the other side of the Atlantic.

And, of course, we really did enjoy our holiday!



Henry, right, with his new-found friend Mr. Duane Pettis.



Above: Inside one of the generating stations looking down on the turbine tops.

Below: An aerial view of the Sir Adam Beck dual generating stations.



COMMERCIAL CATERING



Once again, the Board participated in the highly successful Welsh Coast Resorts Catering Trades exhibition held at Llandudno where our spacious and attractive stand was used for the opening ceremony. Many people engaged in catering visited the show.



A couple of potential customers, Mr. and Mrs. Trow, of Caernarvon, rendered first-aid to our Mrs. Joan Dittrich when she sliced her finger on a steel retractable rule when measuring a Baine-marie hot cupboard on our stand at the Llandudno exhibition. Joan carried on selling, despite her injury, until a dressing arrived.

The Mayor of Llandudno, Councillor J. T. Williams, who is also Chairman of the Llandudno Hotels and Restaurants Association, tries his hand with the deep-fry equipment on the Board's stand. He is joined in the picture by Mrs. Williams, left, Lesley Taylor, our Clwyd District demonstrator, and Councillor C. Payne (Chairman of Aberconwy Town Council).

Warm welcome for Cold Canvasser

Cold door-to-door canvassing is not the most thankful of jobs, but such is the good business relationship that Margaret Corlett, our Mid-Cheshire District energy sales demonstrator has developed with her customers that she does not have to employ the foot-in-the-door techniques of the brush salesman.

Customers have come to welcome Margaret's visits for the co-operation and sound advice she offers to help ease their headaches.

A recent sizeable contract at the White Lion Hotel at Weston, Crewe, bears testimony to the success of Margaret's commercial catering calls.

The Elizabethan-styled exterior of the 17th century Inn, nestling in the picturesque Cheshire countryside, belies the modern equipment housed in the kitchen installed after Margaret's visits.

A £384 Bartlett hot oven was the first order, but Mr. Peter Slack, son of the landlady, planned further improvements at the Inn which enjoys an expanding restaurant trade.

Difficulty in cleaning behind the refrigerators and Margaret's advice helped Mr. Slack decide upon a cold room. An extension was built onto the kitchen and, with MANWEB's help with the design, Mr. Slack chose a Prescon cold room — "much more hygienic and much more space."

Previously Mr. Slack was only able to refrigerate small meat joints because of the size of the small fridges but, as the restaurant business grows, he is now able to store whole sides of veal for special gourmet dishes.

The cold room contract worth over £1,500 has increased the kitchen loading by 24 kW.



Margaret

"MENU FOR SUCCESS" CATERING EXHIBITIONS

at Knutsford . . .



Men from Mid-Cheshire and Mid-Mersey join forces at the Knutsford Catering Exhibition. Here we see, from left to right: Stuart Gates (energy sales, Mid-Mersey), Dave Fisher (energy sales, Mid-Cheshire), Robin Sharvin (energy sales, Mid-Cheshire), Frank Kelly (senior sales representative, Mid-Mersey), Jeffrey Scott (energy sales, Mid-Mersey) and Godfrey Hughes (energy sales engineer, Mid-Cheshire).



Northwich-based electrician, Ted Naughton, who helped to connect equipment on display at the exhibition.



After officially opening the exhibition, the Mayor of Knutsford, Councillor Ronald Parr, poses for our photographer with his Mayoress, Mrs. Parr, Norman Walsh (D.C.E. Mid-Cheshire), Roger Monk (D.C.E. Mid-Mersey) and our 'Girl from MANWEB,' Lynette Kemp.

. . . and Wrexham

A banner slung across Wrexham's main street informed one and all of the Board's Commercial Catering exhibition at the Memorial Hall, a joint Dee Valley and Oswestry District venture.

At a special guest night, Mr. J. A. Winchester (D.C.E. Dee Valley) chaired the proceedings and Don Hinsley invited the audience to a food treasure hunt.

At the Knutsford exhibition, our Commercial Catering expert, Mrs. Joan Dittich, commented that in the Board's area, of the one thousand million meals a year prepared and eaten, some 98 million are taken away from home in catering establishments. At Wrexham, Joan spoke of the energy, money and time saved with modern electrical aids in small or large kitchens. "Electricity is not expensive," she said, "Electricity is efficient."



Anne Reney-Smith serves fried chicken to guests at the official opening at Wrexham.

Demonstrators on duty at Wrexham, Alison James (Dee Valley) and E. V. Jones (Oswestry).



The Volunteer Spirit at Bootle

THE NORTH Mersey District Sports and Social Club formed 18 months ago is fast growing in strength. Two successful annual dinner dances have been held—at Bootle Town Hall and recently at the Blundellsands Hotel—and several other social events have taken place at District Office. Tickets have been in demand on every occasion.

Club members have the use of a local bathing pool once a week and six members recently took part in a sponsored swim in aid of charity. A cricket match between *White Collars* and *Overalls* (won by *Overalls*) was great fun. But the members are handicapped because they have no premises they can freely use, and in which they can play indoor games or store equipment.

In a spirit of nothing ventured, nothing gained, and believing the Terrapin building, erected at the old Marsh Lane depot to facilitate the Board's District re-organisation and relieve overcrowding, was unlikely to be attractive to any would-be purchaser of the site, the Committee of the Club decided to ask the Board's Accommodation Panel whether the building could be removed and re-erected at the new depot for the use of Club members.

The cost of removal, re-erection and putting in suitable order, including connection to mains services, was estimated, and found to be prohibitive.

SELF-HELP

Discussing the situation, the Committee felt cost could be reduced to a minimum if free labour was available, and wiring and other items could be carefully removed and re-used. Thus the idea of self-help germinated, and it was agreed that subject to site planning consent being obtained, and if the Board would permit it, the Club membership would make themselves responsible for removing the Terrapin building from site, re-erecting it on a new site and rewiring and redecorating it.

The suggestion was put to the Board who gave it sympathetic consideration and agreed to make the building available, provide a site and make planning application, provided an assurance could be given that sufficient volunteers would be forthcoming to see the operation through. This assurance was given and to free the Marsh Lane site for a prospective customer and to save the building from vandalism, a time limit of six weeks was given in which to dismantle and remove it.

The whole operation was put in the hands of the District Engineer. Having sized up the problem his first move was to spend an evening with volunteers carefully removing electrical fittings and wiring for

re-use. Another evening was spent removing gutters, downspouts and facias.

Then came the week-end of really big effort, and by the Saturday evening, after appalling weather conditions, four complete sections comprising roof, floor and side/end panels had been removed from Marsh Lane and stacked at Bridle Road, and the piers on which the sections had stood had been demolished and cleared away.

Sunday proved a better day, and four more sections had been removed and stacked by early afternoon. There had been no break for lunch, and



District Engineer, Mr. A. W. Hawley supervises the removal of a roof section on to a waiting lorry.

all were feeling somewhat exhausted and so it was decided to rest until the morrow, Monday—a rest day for many NJIC staff. On that day more volunteers were available, and by prodigious effort and organisation the remaining six sections of the building were dismantled and stacked at Bridle Road. Despite the large sheets of glass involved in the side and end panels, not one was broken. The total damage caused was one lamp shade broken and one piece of timber split!

The requirements of the job had been sized up, a suitable vehicle borrowed, male volunteers recruited and the task completed in three weeks—just half the time given.

A great spirit prevailed among the men—one we called them Hawley's Guerillas (or was it Gorillas?)—who gave up holiday, week-end or rest-day time to set this fine example of self help. Despite the hard work and adverse weather, it proved a most enjoyable and rewarding exercise.

Work has now started on the foundations for the erection of the Terrapin building on site at Bridle Road and Club members—still brimming over with the volunteer spirit—are anxious to get on with the re-erection as soon as possible. The ladies too are itching to do their share at the refurbishing and redecorating stage.

SELLING '75

ANNUAL SALES CONFERENCE

THE SPRING sales conference, the Commercial Department's Annual get-together, started in Spring and ended in mid-Winter. The actual period was three days but after a showery opening the last day saw the arrival of several inches of snow.

The bleak weather outlook might be taken as an omen for the trading outlook for our sales colleagues in the face of the present economic climate.

In the now familiar surroundings of Chester's College of Further Education the conference came to order and Mr. Matt Cowan, the Chief Commercial Officer opened the proceedings.

The first thing delegates saw was a little girl pulling a large toy duck across the stage. The duck was Mr. Cowan's way of reminding himself not to duck problems.

The first problem was one of morale, which he judged to be not as high as he wished. Salaries were one cause, inflation forced wages up and sales staff were comparing their incomes with other staff in the industry, resulting in "salary jealousy." This is a national disease to which there was no known cure. Costs increase, profit is harder to achieve, and morale sinks.

Last years miner's strike and the three day week lost us sales, price controls and the Arab oil embargo all forced us into losing money. "We were in effect direc-

ted to lose money. Not a good situation for morale in MAN-WEB," Mr. Cowan said.

He re-iterated the Commercial Policy laid down in 1965, to expand sales of electricity on profitable tariffs and earn profits from all trading activities.

Concluding, Mr. Cowan told his staff "We need money and the only legitimate way to get it is from our customers—not through increased taxes to pay for our losses—but through persuasion. The persuasion of salesmanship, creating eager customers willing to buy our products, thus paying our salaries."

Marketing Manager Mr. Tom Dean, or his colleague on two days, Mr. Stewart Griffiths, enlarged on Mr. Cowan's theme with a specific reference to selling appliances. The trading policy of obtaining profits from all trading activities, applied particularly to marketing of appliances.

The speaker outlined the pro-

Mrs. Joan Hughes, a Head Office secretary, does a 'Shirley Temple' to open the conference.



blems facing the marketing team and reviewed the results of the years trading. He then gave estimates of what he considered the sales of various appliances would reach in 1975/76.

The Board proposed to make bigger inroads into the audio market in the coming year. Kitchen planning had showed encouraging results following the launch in January and a £½ million turnover in the next twelve months was anticipated.

The marketing man ruled out slashing of prices as a viable economic proposition, "To make



Left, a cartoon of Mr. Cowan, centre, Mr. Fairclough and Mr. Shires, and right, Messrs. Holman and Stewart.



a 10% reduction in prices means a turnover increase of 66% to break even with our present level of trading profit.

He urged the pursuance of present policies more effectively, with the prospects of increasing sales from freezers topping the list. The major increase was hoped to come from the audio market, which included the proposal to sell the top 500 L.P's. and cassettes.

Mr. Sid Fairclough, in his final function as Installation Manager, before he devoted his time completely to his new appointment as Group Manager, outlined the selling policy of Contracting and Service for '75. A policy which would be piloted by the newly appointed Installation Manager, Mr. Don Higgs.

The major problem facing the Installation and Service side of the Commercial Dept., is they are spending more than they earn to pay for supervision, transport, clerical staff, training, etc.

It was essential to expand turnover and increase efficiency, for which a full team effort was needed.

The team spirit was shown to work in the recent 'Time to Rewire' campaign, which brought in an extra £165,000 worth of business. More campaigns were planned on the basis of about two per year.

Mr. Fairclough defined the markets in which they proposed to continue to fight for more business and he urged the assistance of the other sections of the Department.

In conclusion he told his audience he was confident the sales target could be reached or even surpassed as long as the Board could market its skilled manpower. By a co-ordinated team effort success was assured.

As Deputy Chief Commercial



Above, Mr. Norman Kenyon, stage manager, and right, Mr. Reuben Perry operates the projector.



Officer, Mr. Bill Shires described his job as to support and/or stand in for Mr. Cowan in all his business enterprises.

It was his job to act as co-ordinator of the various activities between sections at Head Office, this activity being extended into the districts via the D.C.E's.

Everybody's job involves other sections of the Department or other departments. There were marginal areas between jobs where the responsibility was not clearly defined. He and the D.C.E's. tried to smooth out these problems.

The prime way to achieve success in the present trading climate was to obtain more business at less cost, and avoid waste of materials and manpower.

The success of MANWEB depended on a corporate spirit, and he warned against time wasting and stealing time, with extra minutes on the lunch or tea breaks. Time was money. He urged staff to make a greater effort to succeed, and this undoubtedly depended on individual and collective co-operation and co-ordination.

Whilst the appliance marketing staff went for lunch Mr. Derek Holman, who is responsible for implementing the MANWEB tariffs, spoke to the remaining delegates. Tariffs were now subject to many influences and it was necessary to consult five separate

organisations before tariffs could be changed.

Following a change in Government policy MANWEB were faced with huge increases in the cost of electricity, and all the adverse public reactions which this caused. The Price Code allowed for us to make a 2% profit, but we had been restricted to 'allowable costs' which would lead to a slight deficit for 1975/6, which compared favourably with the anticipated huge loss in the year just ended.

The two major influences of the tariff structure were the high cost of fuel and the Bulk Supply Tariff changes made by the C.E.G.B.

In the last ten years fuel costs had increased from 30% to over 50% of the Board's costs.

Mr. Holman then explained in detail the new tariffs which were actually published on the 29th

Mr. Stewart Griffiths deputising for Mr. Tom Dean on two days of the conference.





DELEGATES PICTURED AT SELLING '75 CONFERENCE





More delegates from all over the MANWEB area.



March 1975, and demonstrated how the present influences had affected the formation of the new tariffs.

The luncheon break now came for the rest of the staff and the Appliance Marketing staff returned to hear either Mr. Tom Dean or Mr. Stewart Griffiths, depending on the day they attended, introduce an off-the-cuff contribution to the conference by Mr. Keith Sowden, Commercial Purchasing Officer and Mr. Steve Airey a Regional Sales Controller.



Mr. Sowden outlined the plans for audio sales and Mr. Airey dealt with kitchen planning. This then developed into a question and answer session.

With the whole conference re-assembled it was the turn of Energy Sales Manager Mr. Roy Stewart to address the meeting.

He immediately dismissed the gloomsters who were constantly peering over their shoulder at the so-called 'Good old days,' and who implied that for electricity they had ended already.

Despite temporary setbacks progress was continuous, and this meant more energy would be consumed. It was sensible to expand



the load in such a way as to use the huge capital investment in plant and the distribution network to its optimum, using present tariffs, thus spreading the costs over as many units as possible.

Mr. Stewart outlined the areas in which he thought the Board could expand its sales of electricity. He urged the industrial energy sales staff to ensure industrial management 'thought electric' when replacing or introducing new equipment.

He announced MANWEB's involvement in two national campaigns, 'Low thermal mass furnaces' and 'Drying of compressed air.' Both would be supported by national advertising.

These and other promotions should be intergrated with the everyday promotion of lighting, heating and water heating, and the efficient use of fuel.

HEAT RECOVERY

The commercial and domestic sectors of the market had similar conditions to those in the industrial sector. Heat recovery and the total intergrated environment would prove to be a potentially larger market, and promotional effort would be directed to this market.

Commercial catering had a major part to play in the sale of energy. Air conditioning, too, would be another facet in the drive for greater environmental improvement and energy expansion.

Whilst there was a depressed domestic sales market, certainly where new property was concerned, the energy sales staff should make greater inroads into selling heating, water heating and insulation to existing property, and attempt to sell replacement appliances.

Mr. Stewart was confident that the setbacks would be overcome and that with good salesmanship and determination the year ahead would be a successful one.





Messrs. Airey and Sowden whose 'off the cuff' presentation stimulated discussion with the delegates.

The Advertising Officer was next to take to the rostrum. Mr. Brian Spring explained that the raw material for publicity was the money set aside to buy space, etc. This budget was related to the forecast for sales.

Inflation had affected the advertising costs which meant this year the budget would buy less. Consequently the aim was to make more effective use of the money available.

Slogans had been 'tidied up' by reducing their number and re-grouping the messages in a more logical way. This will lead in turn to a saving in production costs, printing blocks, TV films, etc.

All bar one of the newspapers

Mr. Brian Spring outlines the year's advertising campaign



had been persuaded to freeze their rates at the present level for the next twelve months, in exchange for a guarantee of regular insertions. This was a protection against inflation.

Mr. Spring showed slides and films of the years advertising, and gave an impressive list of the media to be used. There were 200 TV spots, 500 radio commercials, press advertising, posters, bus side posters, van advertising and 4 million accounts stuffers. All this and national advertising too.

As with other speakers Mr. Spring emphasised the wise use of electricity, which would be promoted by MANWEB in the coming year.

Summing up the 'selling scene 1975' the Chief Commercial Officer returned to the stage. He stressed the interdependence of the sections in his Department. The economic climate at present was against our selling activities, but the outlook was fair, and doing a bit of long range forecasting, Mr. Cowan stated the future was electric.

Electricity was the most efficient means of using the nations energy. In the past 15 years the total domestic consumption of energy had remained static, despite there being 3½ million more homes and a greater individual use of app-



'Girl from MANWEB' Lynette Kemp, who toted the radiomike around the audience.

liances, which indicated that the use of gas and electricity instead of coal for fuel had saved enormous amounts of energy.

The year ahead did not promise to be an easy one and Mr. Cowan closed the conference with three messages for the staff to take home:

"Work for each other and don't miss sales opportunities, anywhere, in any function.

"The future is electric.

"Electricity is the best and MANWEB is the Greatest!"

Four of the back stage team, left to right, Messrs. Keith Murray, John Drew, John Edwards and John Ellis.





Mr. Helliwell, centre front, wearing glasses, with Gwynedd District Officers and many of the award winners.

Safe Drivers at Gwynedd

GROUP Manager Mr. K. Helliwell presented awards a few weeks ago to drivers in our Gwynedd District who had qualified under the RoSBA Safe Driving scheme.

The top men were Messrs. Robert Ifor Morris, an electrician at Caernarvon (18 years), John Meredith Owen, driver at Llangefni (18 years), John Solomon Jones, installation inspector at Pwllheli (17 years), David Gwaenedd Jones, an installation inspector at Blaenau Ffestiniog (17 years) and William James Hunt, foreman meter-reader/collector at Caernarvon (16 years). Other awards made were as follows:

15-Year Brooch: Mr. W. T. Jones.

Bar to Ten-Year Medal: Messrs. E. Jones (*Caernarvon Mains*), R. E. Owen (*Pwllheli*), E. Phillips, J. G. Roberts, C. G. Williams and R. Williams.

Ten-Year Medal: Messrs. O. Edwards, C. Hughes and H. I. Williams.

Bar to Five-Year Medal: Messrs. A. L. Hughes, E. E. Hughes, A. Jones, G. Jones (*Blaenau*), R. D. Jones (*Blaenau*), R. D. Jones (*Caernarvon*), T. W. Jones, F. J. Keen (*junior*), L. Roberts, I. W. Thomas and W. H. Williams.

Five-Year Medal: Messrs. E. Gould and H. W. Roberts.

Diplomas: Messrs. E. Baller, J. R. Buch, M. R. Cotgrove, R. J. Cotgrove, B. V. Davies, G. A. Davies, H. Davies, O. Davies, J. E. Dewhurst, A. D. Graham, G. P. Griffiths, N. G. Hardwidge, D. Hughes, I. M. Hughes, J. Hughes, J. I. Hughes, O. J. Hughes, J. M. Humphreys, J. A. Jeffrey, B. Jones, D. E. Jones, D. J. Jones, E. Jones, E. W. Jones, F. Jones, G. Jones, G. R. Jones, I. G. Jones, J. C. Jones, J. M. Jones, J. R. Jones, J. R. C. Jones, J. S. Jones (*Llangefni*), M. Jones (*Blaenau*), M. O. Jones, R. I. Jones, R. L. Jones, T. G. Jones, T. V. Jones, W. A. Jones, W. J. Jones, W. W. Jones, F. J. Keen (*senior*), K. T. Lock, C. O. Luckman, J. J. Madine, C. Owen, E. Owen (*Caernarvon*), E. Owen (*Bangor*), E. G. Owen, G. Owen, J. K. Owen, J. R. Owen, R. E. Owen, R. T. Owen, W. Owen, W. E. Owen, G. Parry, H. E. Parry, M. Parry, R. Parry, R. H. Parry, C. L. Phillips, T. I. Price, A. Pritchard, O. R. Pritchard, V. Pritchard, E. E. Rees, A. P. Roberts, C. Roberts, D. H. Roberts, E. Roberts, H. Roberts, I. Roberts, O. I. Roberts, T. H. Roberts, T. J. Roberts, A. Rowlands, A. A. Sage, A. Spencer, J. G. Thomas, J. Tudor, T. H. Varney, A. L. Williams, B. V. Williams, D. P. Williams, H. Williams, J. Williams, J. L. Williams, R. A. Williams and R. W. Williams.

Crossword Prizewinners

The first three all-correct solutions to our March puzzle came from:

Mrs. Marjorie Evans, *Revenue Costs, Head Office.*

Mrs. Marian Wheatley, *Work Control, North Mersey District.*

Mr. R. G. Zimmerman, *2nd assistant engineer, Mid-Mersey District* who will each receive £2 prize money.

(Our apologies for clue No. 8 down which referred to Nereus being a Sun God when it should have read 'son of sea god')

SOLUTION: Across 1 Amalgam. 5 Wheaten. 9 Broaden. 11 Untie. 12 Elate. 13 Linseed. 16 Etch. 18 Ears. 19 Condensable. 20 Bass. 22 Tarn. 25 Emended. 27 Novel. 28 Waste. 29 Gristle. 32 Nosings. 33 Relates.

Down 1 Assure. 2 Azotic. 3 Gibel. 4 Mho. 5 Wad. 6 Eaned. 7 Tamara. 8 Nereus. 10 Assignments. 14 Iridium. 15 Effable. 17 Hoods. 18 Eclat. 20 Bunsen. 21 Severs. 23 Absent. 24 Nieces. 25 Elgin. 26 Dwell. 30 Its. 31 Tor.

100% Success in First-aid

DURING the past year, staff from nine of our Districts and Head Office have undergone first-aid courses and all have passed their final examination—yes 100 per cent success!

But even this is not yet good enough, for we need more and more members of the staff in offices and depots to become qualified first aiders. At the present time MANWEB has only 203 people qualified to render first aid in cases of emergency.

Just 203 people who have taken the trouble to learn the basic essentials for a first-aider when faced with a person injured in an accident . . . to keep the breathing going and to stop any bleeding until medical help arrives . . . just 203 people who have taken the time and trouble to be of help to others . . . 203 colleagues who are handy to have around.

The Board run two types of training courses . . . an eight-week, two-hour each session course, and a three-day concentrated crash course. All instruction is given, or expertly supervised by our own Nurse Dorothy Davis. At the end of each course there is an examination to pass before a certificate is awarded to show that the first-aider is qualified and entitled to draw a nominal £5.00 a year and on re-qualifying the fee goes up to £7.50.

You may also be selected as an official first-aider for your section, department or depot, when you will have to look after your colleagues in cases of accident. For this you may draw £28.00 a year for your trouble.

Throughout the Board we have one or two dedicated first-aiders who are classed as team or

group leaders and they receive £34.00 a year.

Really and truly it is so easy to become a member of the Electricity Supply Industry Ambulance Centre as a qualified first-aider . . . and it will certainly help you to be of help to others.

At Mid-Mersey



Group Manager Mr. R. J. Barraclough presents certificates to members of our Mid-Mersey District who successfully passed their first-aid examination. They are, from left to right, Gwen Dorsey, Joan Byrne and Roma Maddock. Other members of the staff at District Office qualifying for certificates were Alwyn Jolley, John Spilsbury and Reg Zimmerman.

At St. Helens we had four men successful in their first-aid examinations held at Bold power station. They are, Thomas Foy, Herbert Martlew, George McCarthy and William Salisbury.

FIRST-AIDERS TECHNICAL MEETING

Members of the Electricity Supply Ambulance Centre attended a Technical Meeting at Head Office some time ago when they heard Mr. A. Pilling of

Industrial Pharmaceutical Services Ltd. give an interesting talk on drugs encountered by first-aiders and some recent changes in the drugs law.

Deep concentration as first-aiders listen to guest speaker . . .

Mr. A. Pilling.





THE REAL VALUE

No-one knows when that precious First-Aid knowledge can save lives—at work or elsewhere—as our Gwynedd colleague Arthur Bunton (3rd assistant engineer—Anglesey) discovered not long ago when driving with his wife to visit their son at Leicester.

Arthur and his wife (who is a nurse) were first on the scene at a bad smash between two cars. There were five casualties (including a doctor, and the Dean of

Wem), and although one lady died the combined skill of Arthur and his wife kept the other four people alive until they were transferred to a nearby R.A.F. hospital. Arthur has been a qualified First-Aider for 20 years.

Arthur later received grateful letters of thanks from the injured doctor, and also from the Dean (Mr. J. B. Morson), who told him: "You were a tower of strength to us!"

Classes at Bridle Road Bootle

With these smiles of success, how could they possibly fail?

From left to right, seated: Jean Brash (draughtswoman), Joan McNulty and Joan Turner (clerks, Work Control). Standing: Bill Sutton (2nd engineer, Systems), Harry Aindow (3rd engineer, Installation), Nurse Dorothy Davis, Bill Tubey (2nd engineer, Systems) and Eric Lee (2nd engineer, Production).

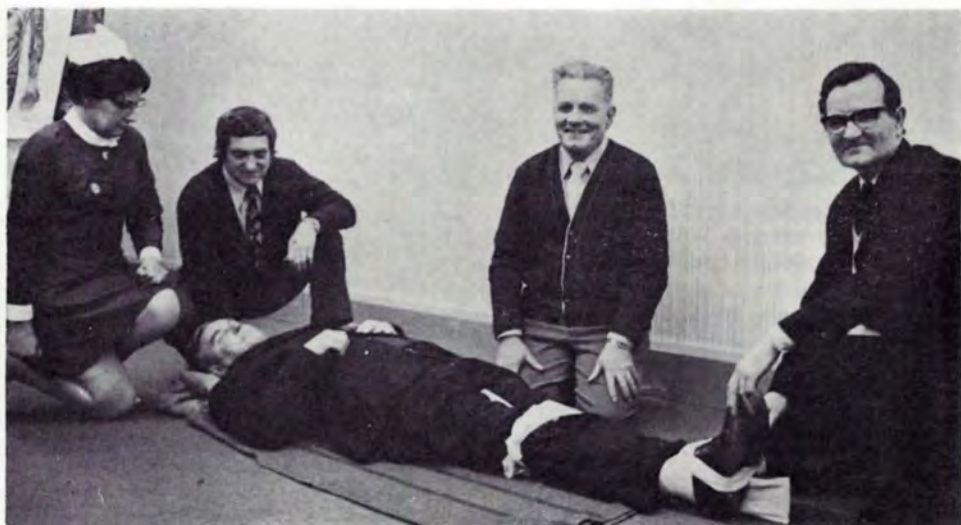
Missing from the picture, but also successful in the examinations were Christine Rodgers (clerk, Work Control) and Ron Harper (3rd engineer, Development).

and at St. Helens Road Caernarfon

In session, from left to right: Arthur Jones (storekeeper), Bill Wakelin (District Sales Supervisor), Arthur Bunton (3rd engineer, Supply), Nurse Davis, David Williams (3rd engineer, Systems), Margaret Williams (clerk, Work Control), David Booth (3rd engineer, Systems), Robert James (3rd engineer, Contracting) and Pauline Jones (clerk, Work Control).

Other members of the Course were Owen Ellis (Supply Engineer), Ernest Rogers (2nd engineer, Energy Sales) and George Snape (junior administrative trainee).





With Stan Griffiths (*mains foreman*) acting as the 'patient,' Nurse Dorothy Davis checks on the work done by Philip Keddie (*Work Study*), Alfred Edwards (*Accounts*) and Jim Walker (*General Services*).

FIRST AIDERS IN ACTION

As the class instructor points to 'superman,' the attention of these members of the course is taken by our cameraman who has caught, from left to right: Bill Thomas (*Stores*), Heather Pearson (*clerical*), Cecil Davies-Barrett (*records draughtsman*) and Gerald Carlton (*electrician, Technical Section, Head Office*)



Above: Emyr Davies (*records draughtsman*) with Charles Jones (*clerk, Legacy*).

Below: Lay instructor Robert Rogers has a nice arm sling on Ann Dodd (*Material Control*).



SOCIAL CLUBS MERGE

The Wallasey Sports and Social Club recently merged with the North Wirral Sports and Social Club decided to hold a Buffet Disco-Dance in the altered and re-decorated Wallasey clubroom in Seaview Road—the new official club premises for North Wirral District members.

Tickets for the dance were limited to 120 and there was such an overwhelming demand that a second function had to be quickly arranged for one week later.

This too was a great success with entertainment provided by members of a local amateur dramatic group led by Mr. Phil Wearing, a foreman in the North Wirral District's building department. Music for dancing came from disco-men Ron Neil and John Drewe.

Entertainer Phil Wearing in character.



Right, left and centre . . . District Engineer Ron Morley, master of ceremonies on one of the evenings, chats with disc-jockeys Ron Neil and John Drewe. Below: Happy people on their 'night-out'





Mr. Les Smith, centre left, with some of his Commercial and first-aid colleagues on the eve of his retirement.

RETIREMENTS

Mr. L. SMITH

One of our trio of Regional Sales Controllers at Head Office, Mr. Leslie Smith, retired recently after 43 years in the electricity supply industry.

Les served his apprenticeship with a private firm in Derby and in 1932 went to work as an electrician with the Derby Corporation Electricity Department. Four years later he moved into the consumers' engineers department.

During the war years he served as a voluntary leader in charge of a large first-aid post in Derby and in 1942 went to work on aircraft inspection.

He returned to his job with Derby Corporation in 1945 and four years later moved to MANWEB when he was appointed as shop supervisor at Northwich. In 1957 he went to our neighbours Norweb as principle assistant—sales, but in 1960 was back with us, this time as sales superintendent with the former Area 2/3. On reorganisation, he was redesignated as Regional Sales Controller responsible for sales in the Clwyd, Gwynedd, Oswestry and Aberystwyth Districts.

Les has been actively engaged in first-aid work for almost all of his working life. He was a member of the successful MANWEB team in the 1960's and since then he has trained and guided many other teams to high levels in competition work. A few months ago he was made an honorary member of the St. John's Ambulance Association for his unstinting service in the field of first-aid.

A large gathering of friends had a farewell drink

with him at Head Office on the eve of his retirement. Tributes to his friendship and service were paid by Messrs. Tom Dean (*Appliance Marketing Manager*), Sid Fairclough (*Group Manager*) and Roger Monk (*District Commercial Engineer, Mid-Mersey*), and a number of parting gifts were handed over.

Miss L. ROBERTS

Staff at our Dee Valley District Office said their 'Goodbyes' in style to Miss Lilian (Rob) Roberts on the occasion of her recent retirement.

Rob was the girl who joined MANWEB as a holiday relief typist for two weeks only and stayed for 27 years! Her first job was as a shorthand typist at the former sub-District office at Shotton where she later became an engineering clerk. In 1964, when the office moved to Connah's Quay, Rob moved too and for a couple of years prior to the District re-organisation, she took over the duties as sub-District clerk.

In 1971 she transferred to Rhostyllen where she soon became a much-loved member of the 'New Supplies' section.

On a very memorable last day at the office, Rob was showered with gifts, flowers, 'good wishes' cards and a 'Happy Retirement' cake. A special presentation of cash subscriptions from her many friends was made by Mr. T. P. Shell (*District Administrative Officer*).

Rob has since bought a handsome coffee table to remind her of the happy days with her friends at MANWEB.

Miss Roberts with just a few of her friends at Dee Valley District.



FAREWELL TO HAL JONES

After 44 years' service to the industry, Mr. H. A. (Hal) Jones has retired from North Mersey District engineering staff.

Mr. Jones joined the Mains section of the Liverpool Corporation Electricity Supply Department in 1931. He joined the Forces in 1942, spending most of his war service in Egypt, and rejoined the Electricity Department in 1946.

Soon after nationalisation he was appointed to the engineering staff of MANWEB's former Liverpool North District, being engaged on District production engineering work after reorganisation.

Hal will be well remembered by his colleagues for



Hal Jones

his cheerfulness, his conscientiousness, and his helpfulness to all. Unfortunately his retirement was precipitated by ill-health, but his colleagues have been pleased to hear that his health now seems to be improving.

On their behalf Hal was presented with the proceeds of a collection by Mr. A. W. Hawley, District Engineer. His many friends wish him, and Mrs. Jones, a long and happy retirement.

Mid-Mersey Retirements

A number of long-service colleagues in Mid-Mersey District have retired recently, and the best wishes of friends and workmates go with Mr. R. E. Hulse (chargehand linesman at Runcorn, after 42 years' service); Mr. J. J. Thornton (street lighting

attendant, Warrington—19 years' service); Mr. J. T. Neville (street lighting attendant, Warrington—28 years' service); Mr. Harold Bradshaw (substation attendant, Warrington—22 years' service) and Mr. William Carrington (labourer—14 years' service).

Obituary

We deeply regret to announce the deaths of the following retired colleagues, and we extend the sincere sympathies of friends and former workmates to the families of those we have lost:—

Mr. Sam Nunney, principal assistant (legal) until his retirement towards the end of last year.

After spending the first part of his working life in the legal profession, Sam joined Machynlleth U.D.C. in 1950, moving to MANWEB's Head Office in Liverpool six years later. He served in the R.A.F. in the Far East during the last war.

Mr. Thomas Berwyn Edwards, section engineer (Llandudno) in the former Conway Valley District, until his retirement in 1961.

A keen sportsman, Mr. Edwards was a founder member of the Llandudno Hockey Club, a former captain of the Llandudno Bowling Club, and a former Chairman of the Llandudno Cricket Club. He served in the Royal Welch Fusiliers during the first world war, and was mentioned in despatches.

Mr. Alec N. Cutler, who died on 15th April after a short illness. Alec, who retired in 1971, was

an electrical fitter with Crewe Corporation before joining MANWEB to become an electrician in the Appliance Workshop at Macon Way.

In his spare time he devoted many hours to assisting in the training of first-aid personnel in the Mid-Cheshire District.

Mr. Don Keeling, District Senior Clerk at Chester prior to his retirement in 1971.

He joined Wallasey Corporation in 1929, moving to Chester Corporation Electricity Department in 1941, and joining MANWEB on nationalisation. During the war years he served with the A.F.S. in Liverpool.

Mr. Ellis 'Chas' Cooper, prior to his retirement in December 1970 was very well-known as the stock-checker in the Board's shops.

Initially, he worked from our former Area 1 and later transferred to Head Office.

Mrs. Peggy Green, who before her recent lengthy illness was employed in the Head Office Restaurant.

Her husband, John, is chauffeur to the MANWEB Chairman, and daughter Andrea is a member of the mailing room staff at Head Office. Son, John is still at school.

Mr. W. H. Hughes, one time District Engineer at our former Liverpool North District, and senior assistant engineer (construction) prior to his retirement in 1967.

Mr. Hughes, who was 73, first joined the electricity supply industry at Newcastle on Tyne in 1929.

Mr. Alfred E. Minshall, who died on 10th April, aged 72, was a former member of the St. Helens Corporation Electricity Department and prior to his retirement in 1963, a member of MANWEB's former Area 2 Drawing Office staff based at Sandiway.

Mr. George White, aged 70, who was a section engineer in our former Liverpool North District prior to leaving the Board in 1955 to open his own garage business in Tarleton.