

Contact

April 1979

Calling Aberystwyth!
(see page 67)



DESIGNING FOR ENERGY EFFECTIVENESS

A one-day seminar, organised by MANWEB in the interests of the efficient use of energy resources, was held last month at the Eurocrest Hotel, Runcorn.

The views and knowledge of a wide range of independent speakers provided an opportunity for discussion among the delegates who brought in many actual experiences dealt with by energy specialists over the past few years.

Mr. Bill Shires (*Chief Commercial Officer*) opened the seminar by welcoming the architects, senior engineers and consultants concerned with the design and specification of buildings and their energy systems. They had travelled from all parts of the Board's area to attend the conference.

The first speaker was Mr. Will Pascall, Consultant Energy Co-ordinator to the Royal Institute of British Architects. He spoke on the need to ensure that buildings used the minimum of energy and emphasised energy targeting.

Then Dr. Geoffrey Brundrett from the Electricity Council Research Centre, Capenhurst, reminded us that buildings are for people and therefore effective comfort conditions were essential, especially in the fields of temperature, lighting, space and ventilation.

Mr. Mark Edge (*Cruikshank & Seward*), exemplified the headquarters buildings of the Salford Metropol-

itan Borough to illustrate the strategic architectural decisions taken in the design stage and their relationship to the environmental consideration.

The afternoon session opened with Mr. Michael B. Clark (*W. R. Gregory and Partners*) talking on areas of energy wastage in buildings and identifying the use of energy recovery techniques. Mr. Bill Burt, a lecturer in Architecture at the University of Manchester, also referred to the Salford Metropolitan Borough HQ when he dealt with low-glazing and how buildings may be designed to control the amount of sun penetration.

Men from MANWEB, John Edwards (*Air Conditioning engineer*) and Gerald Worthington (*Lighting Design engineer*) then presented their papers. John looked briefly at the ten year life of the Board's own Head Office buildings in Chester and of how we overcame problems occurring from time to time. He concluded by talking about the things we had learned about the design and operation of total integrated environmental systems over this period of time.

Gerry spoke of the 'lip service' being paid by many designers to providing good quality lighting in buildings and of the difficulty in finding ideal examples of good visual environments. He said that to him it seemed pointless if by switching off one watt of electrical energy we waste one watt of human energy. He stressed the urgent need to evaluate lighting techniques.

An Open Forum followed and then Mr. Bob Jowett (*Energy Sales Manager*) gave a clear and concise summing-up of the conference, stating that it had well and truly achieved its objectives.

Jones the Admin.

RECENTLY appointed District Administrative Officer for Gwynedd, Mr. Keith Jones, began his working life as a cadet in the Birkenhead police force. He went on to do his National Service with the special investigations branch of the Army.

Back with the police, Keith was 'on the beat' for the next 18 months before transferring to the CID.

In 1959 he left the Force to join MANWEB as a general clerk at our North Wirral District Offices. He made steady progress to become a principal assistant in the consumers' accounts section. After a short spell in a similar

capacity with our North Mersey District he took up the appointment as executive officer, Administration and later Stores in the Accounts department at Head Office prior to his move to Gwynedd District.

At the moment Keith lives at Hoylake with his wife Patricia and their two daughters, Sarah (14) and Louise (19), a drama student.

A local historian and keen on archeology, Keith is looking forward with interest to finding out about his new area. Also, in his spare time he enjoys gardening—he tells us—and any 'do-it-yourself' pastimes.



Contact

THE STAFF MAGAZINE
OF THE
MERSEYSIDE AND
NORTH WALES
ELECTRICITY BOARD

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April 1979

A SENSE OF PROPORTION

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IT was inevitable that the recent mishap at the nuclear power station at Three Mile Island, Pennsylvania, should attract world-wide attention and a vast amount of publicity.

Anti-nuclear agitators in various countries have spared no effort in attempting to implant fear and misunderstanding in the public mind, and to secure the maximum amount of publicity—by fair means or foul—in the process.

Doubtless there are some sincere people who, for one reason or another, object to nuclear power, but their campaign has also proved to be a rallying point for all kinds of eccentrics who seem to find life insupportable unless they have some headline-making cause to shout about. These people will probably welcome the Harrisburg incident as a propaganda gift from the gods.

Lessons will be learned, of course, from what has happened at Three Mile Island. But this incident—like the demonstrations of the protestors—must be kept in proportion, especially by electricity industry employees.

Britain now has many years' experience in the operation of nuclear power stations. Our own stations such as those which churn out the units with so little fuss at Trawsfynydd and Wylfa within our own borders, contribute a significant proportion of our power supplies.

Every year men die in our coal mines and on the North Sea oil rigs. One of the most important arguments in favour of nuclear power—apart from those relating to energy resources—is the fact that no-one has ever been killed by a nuclear accident at a British power station.

Editorial Staff

Phone H.O.

Keith Baldwin 2164
John F. Perry 2167
Sam Doughty 2166

OUR COVER PICTURE shows Iona Evans, our very attractive telephone operator at the new District Office complex at Lluest, Aberystwyth. Iona is 22 years of age and has been with MANWEB since she left school six years ago. She enjoys walking around the countryside and visiting interesting places.

THE POSTMAN CALLS — **at North Wirral . . .**

A talented customer in our North Wirral District, who is in business as a florist, helped brighten the day for clerical supervisor Sue Davies, when she received the following. . .

"Thank you for your little note, commenting on the comments that I wrote. I've thought about it, hard and long, and I'm still convinced the bill is wrong.

"It still seems such a large amount for a very, very, new account. The dates of 'reading' I don't reject, but just one thing I do suspect, the previous tenant, having seen what's 'due', turned funny colours and exclaimed "O-oo-oo". He used his head and devious wit, and decided to do a 'moonlight flit'. The discrepancy he hoped to fill by leaving me to pay the bill.

"Time passed and from my mind went the thoughts of 'bill's' unkind. I whiled away the lonely hours, by playing with my little flowers. A bouquet for Pat and Pam and Lil, a wreath for "DAD" and "Uncle Phil". Then go to London, I did decide, to represent all Merseyside, at the Florists Event of 79", hopefully the title to be mine. For three whole days—glorious bliss, on the fourth—the farewell kiss, and with sad heart, strength did I muster to say good-bye to Jayne Foster, (the organiser of the big event), then North to home that night I went.

"Next day dawned as next day will, to find—you've guessed—the other bill. I reeled with confusion in my mind, but still no answer could I find. Which bill to pay? Which bill did fit? In desperation I exclaimed "Oh Sh--!!" Then to my horror, fear and dread, "it" came, in figures big and red. A letter marked "Without delay", but was at a loss, which bill to pay?

"As days passed, the warning

bell rang, for soon would come 'the heavy gang' to point the finger, sneer and scoff, and restrain me while they cut 'it' off. The day for their visit was nearly here, my heart missed beats, and I felt 'all queer', my life before my eyes did mass, as I fainted on my pally-ass!

"Now on my bed of death I lie, and with my last weak breath I cry, "Please listen to my final plea, when I say—in short—NOT ME!"

P.S. Please don't with wit, sharp as a knife, write back to me and say, "That's Life".

and Sue's reply . . .

"We read your verse with some dismay, to find that we led you astray, by sending bills for your supply, which brought a tear to bathe your eye.

"Twas surely not the Board's desire, to land you squarely in the mire, and cover you in great confusion, rendering bills in vast profusion.

"But wait! What's this!! It's now all clear, no Private Eye is needed here, nor Sherlock Holmes with faithful hound, the bill that's right is fourteen pounds.

"So now we wait with baited breath, hoping we've rescued you from death and cleared your mind and let in light, thus helping you sleep once more at night.

"We're sorry we blighted your waking hours and drove you to verse and away from flowers, though this bill's no bouquet, we'll admit our defeat, would a rose by any other name smell so sweet?"

. . . Mid Mersey . . .

Prompt help for one of our customers at Padgate, Warrington, brought the following letter:

"There was a total breakdown of the electric supplies to the above address at about 12.15 mid-day.

I rang your Warrington office and by 2.00 p.m. one of your engineers arrived and said he realised that the connection from the main cable to the house had got a fault in it. Within an hour a team of men arrived and dug up the cable working on till 7.30 p.m. that night, so that we could have electricity restored to the house.

"It has been my intention to write to someone and thank them for the prompt way in which my original difficulty was dealt with, but I was concerned to find someone in authority who could be told how grateful we were for the prompt service we received.

"I have no hesitation in saying that the break was diagnosed and repaired in a prompt, efficient and courteous manner. I hope that you will convey to all the men concerned our grateful thanks for their help."

The men with Customer Care in mind on this occasion were, Arthur Dearden (foreman) and workmates Wally Atherton, Glynn Crosby, Derek Jones and Jim Povey.

. . . and Clwyd

This time, two installation men have their efforts recognised by a customer who writes . . .

"I have pleasure in forwarding my cheque in settlement of the enclosed account.

"May I take this opportunity of thanking you for a very good job, efficiently and cleanly carried out. The two electricians you sent, Mr. Stuart Collins and Mr. Glyn Moxam were pleasant and considerate, hard working and efficient. They completed the work with the minimum of inconvenience to the household and have earned a high place in our estimation and respect.

"They are a credit to MAN-WEB."



Successful Press Visit

FOR many years it has been the Board's practice to host a party of local journalists—mainly the ladies who write the Women's Page features—to the annual International Domestic Electrical Appliances exhibition.

This year, unfortunately, industrial troubles in the newspaper and transport industries forced us to cancel our visit to the National Exhibition Centre at Birmingham.

However, not wishing to miss the opportunity of keeping our journalist friends up-to-date with all the latest developments in the very wide range of domestic electrical appliances, our information staff quickly organised a special 'Press Conference' at Head Office.

The reporters were welcomed by **Derek Holman** (*Deputy Chief Commercial Officer*) before hearing from **Keith Sowden** (*Commercial Purchasing Officer*), **Stan Hawtin** (*assistant Purchasing Officer*) and **Steve Airey** (*Marketing Services Officer*), who passed on valuable information on new electrical appliances and gave an insight into the Board's purchasing and marketing policies.

After lunch, the party was taken along to the Test Laboratory at Queensferry where **Tom Owen** and **Harry Sharples** impressed their visitors by showing and explaining the stringent tests carried out on electrical appliances to ensure safety and durability.

They then left us, loaded down with manufacturers literature which, no doubt, will be featured in their columns for many months to come.



Pictures, from top to bottom of page . . .

Local press ladies **Mona Smith** (*Cheshire Observer*) and **Peggy Woodcock** (*Chester Chronicle*) chat with **Tom Owen** (*2nd engineer*) at our Queensferry Test Laboratory.

Mary Falconer (*Wrexham Leader*) and **Sue McTurk** (*Weekly News Series*) with **Harry Sharples** (*3rd engineer—Test*).

Carol James (*Evening Leader*) and **Ruby Roberts** (*Deeside Advertiser*) get more news for their columns from **John F. Perry** (*principal assistant, Public Relations*) and **Jim Lornie** (*senior engineer, Technical Services*).

Steve Airey is seen here talking to **Olwen Evans** (*Warrington Guardian Series*), **Mary Hinds** (*St. Helens Newspapers*) and **Barbara Carrington** (*Birkenhead News Group*).



The Nuclear Success Story

In the wake of reports in the media, sometimes rather ill-informed, of the fault which developed in the Three Mile Island nuclear reactor in the power station near Harrisburg, Pennsylvania, a timely talk was given in Perth, Australia by Sir Francis Tombs, Chairman of the Electricity Council at a Diamond Jubilee Conference of the Australian Institution of Engineers.

"Development of the peaceful uses of nuclear power is a case of good coming out of evil—the modern version of turning swords into ploughshares" said Sir Francis.

"Less than 20 years since the first commercial stations went into service in the UK and USA, there are now 181 commercial power reactors in operation, with an installed capacity of about 105 gigawatts, and a further 197 reactors are under construction in 21 non-communist countries. Nuclear stations have been successful in producing electricity competitively against the fossil fuel prices ruling in each of these countries or regions. The world-wide success of nuclear technology is self-evident.

"Nuclear plant has been demonstrated to be safe, clean and environmentally desirable. In spite of this solid basis of achievement some vocal and active pressure groups, sometimes led by career inter-veners, have been opposing nuclear power.

"Why? Perhaps one answer to that question was provided in the Report on Nuclear Power and the Environment, published in 1976 by the Royal Commission on Environmental Pollution. The Commission said that some who attack it are principally motivated by antipathy to the basic nature of industrial society, and see in nuclear power an opportunity to attack society where it seems likely to be most vulnerable—energy supply."

Turning to the world energy scene, Sir Francis said that reserves of oil and gas were being rapidly depleted.

"Although efforts are being made to conserve energy, and renewable sources are being studied, the

FROM THE TOP

Prime Minister Jim Callaghan stated in Parliament "We have been very wise in concentrating on a safer type of reactor. Our record of safety is second to none in these matters."

Britain uses gas-cooled reactors, the one at Harrisburg was water-cooled.

only proven and reliable sources of energy available to replace oil and natural gas are coal and nuclear power," he added.

"Ultimately, we shall probably employ controlled fusion in our power stations, using one of the more abundant elements, the heavy isotope of hydrogen. But is it as well to remember that despite large international research and development programmes, this has not yet reached the point that nuclear fission reached 35 years ago with the first self-sustaining chain reaction. In the long run, however, the full exploitation of fission and fusion could assure man's energy requirements for many aeons if only he will allow it to do so."

Obituary

It is with deep regret that we record the following deaths:

Mr. David Edwards, was a service electrician in our North Wirral District until his premature retirement in 1969. Danny, who was 70, had served the industry for 45 years.

Mr. Stan Jones, aged 64, was an assistant storekeeper based at Legacy until his premature retirement due to ill health.

A batchelor, Stan was a regular contributor to 'Contact' with his etchings and drawings.

Mr. Mathew Kearney, aged 73, was a jointer at North Wirral until his premature retirement in 1969 after 42 years' service.

Mr. Harry Massey, aged 56, worked on substation duties in Mid-Cheshire District until his recent sudden death.

Mr. George Murray, who was a contracting electrician in our Mid-Cheshire District prior to his retirement.

Mr. George A. H. Pollen, aged 78, was the gardener at Eversley before his retirement.

Mrs Elizabeth Warburton, aged 84, worked as a cleaner at our Mid-Mersey District office prior to her retirement some years ago.

Mr. Ivor Weare, who was 65, had served the industry for 43 years before retiring early seven years ago. Ivor was the Material Controller at North Wirral and was actively involved with Nalco.

We extend our sincere sympathy to the families of our former colleagues.



Talking Notes

MAN FOR ALL CRISES!

WHENEVER there's any kind of emergency in or around the seaside resort of Borth, near Aberystwyth, there's an even chance that Man from MANWEB **Ron Davies**, an electrician at Aberystwyth since he began his apprenticeship in 1962, will be involved in rescue work.

Ron has been going out as a crewman with the Borth lifeboat for about 11 years—the last three as senior helmsman—and a cliff rescue last August has just earned him the thanks of the Royal National Lifeboat Institution, inscribed on vellum.

An official report describes how the inshore lifeboat had to approach the rocky cliffs through a heavy swell, and praises the "courage, coolness, and very high standard of boat handling" displayed by Ron.

His crew, adds the report,

"displayed courage and determination by hanging on to the cliff face with tenacity" to steady the boat as it rose and fell with the swell while, one after the other, a girl and a man trapped on a ledge jumped into the boat to safety.

During the Summer season the boat is called out on average up to 20 times, dealing with emergencies such as bathers in distress and airbeds being blown out to sea.

Ron Davies lives in Borth, and in addition to his life-boat duties is also involved with the village fire engine and the local coastguard!

Making it Simple!

To meet the growing demand for a quick way to convert Fahrenheit temperatures to Celsius (Centigrade) for cooking and freezing, the Electrical Association for Women has designed a simple memory board with a "thermometer" which converts oven, water and cold storage temperatures at a glance.

Devised for kitchen use, the EAW Conversion Memory Board in red, white and blue, has a wipe-clean surface for shopping lists, telephone numbers and all those things one

must not forget. It is supplied with a black felt-tip pen and self-adhesive pads so that it can be fixed to a suitable surface such as a larder door, a storage unit or a kitchen wall.

It can be obtained for £1 from: EAW (Publications) Ltd., 25 Foubert's Place, London W1V.

Final Putt

Members of our Dee Valley District Sports and Social Club, golf section, entered three teams in this year's Putting Competition organised by Wrexham Maelor District Council and played at the Plas Madoc Leisure Centre.

Our man at Rhostyllen who drummed up the interest was **Dennis Jones** (*Work Control*). It was a coincidence that the captains of the three teams all came from the energy sales section — **Trevor Edwards**, **Rowley Strange** and **Don Hinsley**.

Over 100 players competed in the five person teams and Rowley's team of **William Morris** (*driver, Legacy*) and Eric, Cyril and Mark Jones (guests) reached the final but unfortunately were beaten by the Llanidloes golf club.

Board Champion

In the exciting play-off to find the champion of the darts tournament for members of the Clwyd District Sports and Social Club, **Terry Conde** (*joiner*) beat **Davey Roberts** (*linesman*) by three legs to two



Man of action Ron Davies



Clwyd District Darts Champion Terry Conde (bearded) being presented with the magnificent trophy by Pauline Preese (Committee secretary) as Davey Roberts receives the runner-up award from Maria Howes (Committee Vice-Chairman)

in the final match.

An excellent entry of some 34 players from various departments entered the initial stages of the competition. The excitement of the matches must have increased the appetites of players and spectators as the buffet meal provided by the Committee members was quickly demolished part way through the evening.

Tension increased—one would have thought that this was for the world title with TV cameras present—as the two finalists, with seeming nerves of steel,

battled on until the last dart thudded into the winning double.

Spring Holiday

A group of our Mid-Mersey pensioners left the snow behind them as they set off last month on a Spring holiday.

A coach-full journeyed up to Dunoon in Scotland to enjoy a delightful few days blessed with lovely weather. A very happy party enjoyed dancing, bingo and other entertainments in the hotel ballroom each evening.

Some of our Mid-Mersey pensioners off on their Spring holiday in Scotland.



These most active pensioners are now eagerly looking forward to their next outing which will be to the St. Helens Theatre.

Thanks go to the organiser of all these events, **George Wheeler**, the secretary to the Mid-Mersey Pensioners group.

New Arrivals

Congratulations from Liverpool District colleagues to engineer **Phil Curry** and his wife **Eileen** on the birth of a daughter (Helen), and to another engineer, **Chris Kavanagh**, and his wife **Janet**, on the arrival of a son (Robert).

Fifty Irish Pints!

An unselfish colleague who over the years has given gallons of his blood to help save the lives of sick and injured people is Crewe electrician **Frank Baldwin**.

Frank was recently presented with a gold badge to mark the donation of his 50th pint. New donors are urgently needed in Crewe, and the man who sets the example joins in the appeal of the transfusion service for more people to come forward.

After serving an apprenticeship with his father, who had an electrical business in Dun-

dalk, Eire, Frank gave his first blood donation while a part-time soldier in the Irish Territorial Army. He joined the MANWEB staff 21 years ago, and in his adopted home town of Crewe became a leading part-time youth worker. At present he is Chairman of the Management Committee of the Crewe and District Youth Centre, an unusual honour for a part-timer. The Centre has a membership of 1,500, ranging from toddlers to teenagers.



Blood donor Frank Baldwin

Frank has been tempted by job offers to return to Eire, but is loath to leave his many friends in Crewe and enjoys his work with MANWEB. He



Photographed here in all their splendour (especially on the colour print) are a few of the lovely lasses from North Wirral who spent a week-end in Scotland. They are, from left to right: Eileen, Yvonne, Clare, Chris and Chris. The girl with the camera was Liz Cullen.

and his wife Kathleen have four children, aged from nine to 17.

And all that blood? Frank's comment is "It's funny but there are a lot of English people with a pint of Irish blood in them—better than kissing the Blarney Stone!"

Highland Fling

A very enjoyable week-end at Moffat in Scotland was organised for a party of our North Wirral District staff by **Norma Hodge** (draughtswoman).

On their journey North they decided to stop-off at Gretna Green to enable a few of the 'married couples' make it legal!

A good time was had by all

at the 'Burns Evening' on the Saturday. An excellent cabaret included **Liz Cullen** (amendments) proving once and for all, what lurks beneath the Scottish kilt!

FOR SALE

Austin 1300, 'J' registered, White, taxed and year's m.o.t. Good condition. £350. 'Phone: Gresford 4269.

Venetian blinds, white. 2 in. slats. 2 ft. 3 in. wide x 7 ft. 3 in. long (two) £12 each. 4 ft. 3 in. wide x 7 ft. 3 in. long (one) £17.

Babyrelax 7 in 1 high chair £8. Bottle warmer £1. Mothercare push chair £4. 'Phone: 051-336 2918.

Table Tennis at Head Office

Competition finalists with their trophies, from left to right: **Brian Carman**, **Bridget Battison**, **Ken Sinclair** (doubles winner), **Nigel Crossley**, **Pat Byrne** (Men's singles champion), **Harry Foreman** (S & S Club chairman), **Viv Ellins** (Ladies' singles, doubles and mixed doubles champion), **Mike Edwards** (mixed doubles winner), **Reuben Perry** (doubles winner), **Kathy Waters**, **Laura Phillips** and **Neil Allmark** (Section secretary).



Customer Care

"CROSSPATCH" COMPETITION

WE KNOW from experience that we have plenty of Crossword enthusiasts among our readers—but here is something new.

We give you a wide selection of words (the theme is *Customer Care*), and you use your skill to make up your own "Crosspatch".

Unlike our usual Crossword competitions (where winning entries are drawn from the hat) there is no element of luck in this one. Skill is all-important, and the entry with the highest score (in conformity with the Rules) will win first prize.

PRIZES: 1st—£15 2nd—£10 3rd—£5
PRIZEWINNING ENTRIES WILL BE PUBLISHED

Special Category Prize

The Editor was asked to set this competition by the Customer Relations Working Group. It is therefore reasonable to expect that all members of the Group, and all MANWEB managerial officers, will submit an entry. They should mark their envelopes 'Headache', and the best entry in this category will qualify for a special prize of a bottle of aspirins (in addition to any other prize it might win)!

HOW TO PLAY

Study the Rules, then pick any words from our list and fit them into the blank grid. Look at the score card so that you will know which letters (used as interlocks) will give you the highest score. You can make any pattern you like provided it fits into the grid and conforms with the Rules.

A word of advice—work on scrap paper before you put pen to our entry form!

Even if your best effort seems to leave an awful lot of blank spaces—have a go and let us have it. Einstein and a computer probably couldn't work out the optimum solution!

RULES

- 1 Only words in our list may be used. Any other word, or combination of letters, will disqualify the entry.
- 2 No word may be used in isolation—ALL words must be interlocked with one or more other words, and through them with the rest of the puzzle.
- 3 Interlocking words may be used in blocks, but different words on the same line must be separated by one or more blank spaces. Hyphens may not be used.
- 4 Words may be used once only.
- 5 Only interlocking letters (those used for words across and down) score bonus points. Each interlocking letter MUST form part of two words on our list.
- 6 Each entry MUST include at least one 8-letter word from our list.
- 7 Your total score must be put on the BACK of your envelope.
- 8 Competition open to MANWEB employees and pensioners, and their families.
- 9 In the unlikely event of a tie, the appropriate prize money will be shared equally.
- 10 Entries should be sent to "The Editor, Contact, MANWEB, Sealand Road, Chester CH1 4LR". Mark your envelope 'Crosspatch'. Closing date for receipt of entries—31st May 1979.

There has been a terrific response to our *Customer Care* IDEAS COMPETITION featured in the February issue of 'Contact'. These are now in the process of being evaluated by the Customer Relations Working Group and soon we hope to publish the names of the winners of the £5 (nominal) prizes. All who submitted an idea will receive a reply in due course, so please be patient.



Forty-year man, Mr. Errol Griffiths, *centre right*, receives his Long Service Certificate from Mr. Glyn Dodd (*Group Manager*). Other members of the Clwyd District staff qualifying for awards, and District Officers making up the picture are, *from left to right*: Messrs. G. Cooksley, I. Morris, D. Brown, J. L. Twist, W. R. Roberts, J. Green, and A. Spargo, Mrs. E. A. Jones, Messrs. G. R. Jones, A. Thompson, J. Anderson, C. E. Parry, T. Hayes, K. Appleton and A. W. Hughes.

AWARDS FOR SERVICE

Group Manager presents Certificates to Staff at . . .

IN successive days last month, Group Manager Glyn Dodd presented Long Service Certificates to qualifying members of our staff in the Clwyd and Dee Valley Districts.

At both venues he praised all members of the Board's staff for their sterling work carried out during the trials and tribulations caused by the severe weather in recent weeks.

He also expressed his pleasure at seeing so many ladies present—wives of the recipients—who he said, "had a share in the awards gained."

Commenting that in the Clwyd District some 21 people had amassed a total of 540 years' service and at Dee Valley, 35 employees had completed over 880 years with the industry which proved beyond any doubt that we all worked in a very good organisation.

Then, at each presentation ceremony, the District Officers voiced brief biographies of each of the recipients of Certificates.

At Clwyd, Islwyn Morris (*Productuon Engineer*) deputised for Les Griffiths (*District Engineer*) who was unable to attend because of illness; Ken Appleton (*seconded as District Commercial Engineer*) and the ever-present George Cooksley (*District Administrative Officer*) did the honours.

At Dee Valley, John Parry (*District Engineer*), Arthur Ellinson (*District Administrative Officer*) and Ron Williams (*District Commercial Engineer*)—who was also among the recipients—added the personal touches, aided and abetted from time to time with apt comments from Noel Morris (*Vice-Chairman of the Local Advisory Committee*).

The recipients of Awards and Certificates were as follows:

. . . Clwyd and . . .

40 YEARS—Rhyl Mr. Errol Griffiths (*principal assistant, General Services*).

30 YEARS—Colwyn Bay Mr. John L. Lunt (*senior salesman*). Llandudno Junction Messrs. Gordon B. Goss (*driver*), and Stewart L. Jackson (*linesman*). Mold Messrs. Thomas Hayes (*h. t. jointer*) and Clarence E. Parry (*installation inspector*). Rhyl Messrs. Jobe Antrobus (*s/s attendant*), James I. Green (*1st engineer, System*), Robert Hewitt (*Marketing supervisor*), Alan H. Spargo (*administrative assistant, Commercial*) and Arthur J. Thompson (*senior energy sales representative*).



Some of the members of our Dee Valley District staff who have qualified for their 30-year long service awards group around Mrs. Freda Clarke after she received her Certificate from Mr. Glyn Dodd (*Group Manager*). In the picture are, from left to right: Messrs. Dougie Burke, Len Williams, Eric Corfield, Dennis Griffiths, Keith Griffiths, Fred Holmes, Ken Coupe, Dennis Owens, Iorwerth Morris, Frank Crump, Cliff Oliver and Ron Williams

20 YEARS—Llandudno Junction Mr. Roy E. Robinson (*electrician*). **Prestatyn** Mrs. Evadne Ann Jones (*shop supervisor*). **Rhyl** Messrs. James Anderson (*jointer's mate*), David Brown (*meter reader*), Ivor William Humphries (*s/s attendant*), Gwylfa R. Jones (*clerk/cashier*), William R. Roberts (*electrician*) David Turgoose (*3rd assistant engineer*), J. O. Twist (*linesman*) and Mrs. Betty Williams (*cleaner*).

Messrs. Doug Burke (*street lighting attendant*), Eric F. Corfield (*driver*), Frank Crump (*jointer*), Ken Evans (*street lighting attendant*), Iorwerth Morris (*foreman, Stores*), Thomas C. Oliver (*mechanic*), Dennis Owens (*shift electrician*), Len Roberts (*labourer*) and John Walfour-Evans (*labourer*).

20 YEARS—District Office Messrs. Keith Herniman (*2nd engineer*), John Millington (*chargehand meter reader/collector*), Mrs. Margaret Joyce Robinson (*telephonist*) and Mr. Ronald Tietzsch-Tyler (*2nd engineer*). **Chester** Messrs. Kenneth T. Banks (*jointer*), Peter A. Elphee (*foreman, street lighting*), Dennis J. Lynch (*shift electrician*), Arthur Mellors (*jointer*), George A. Morgan (*driver*), Shaun O'Brien (*electrician*) and Geoffrey S. Postle (*instrument inspector, Meter Test, Head Office staff*). **Corwen** Mr. Emyr Jones (*shop supervisor*). **Legacy** Messrs. Gerard Clarke (*jointer*), Eifion Jones (*electrician*), Walter Mazur (*labourer*), Thel Owen (*jointer*) and Owain Rowlands (*linesman*).

Dee Valley Districts

30 YEARS—District Office Mrs. Freda M. Clarke (*chargehand cleaner*), Messrs. Ken Coupe (*2nd engineer*), Dennis B. Griffiths (*engineering foreman*), Keith Griffiths (*principal assistant, Administration*), W. Fred Holmes (*draughtsman*) and Ronald A. Williams (*District Commercial Engineer*). **Chester** Messrs. Charles T. Andrews (*meter reader*), Frederick C. Baker (*electrician*) and E. Leonard Williams (*foreman, meter polyphase, Head Office staff*). **Legacy**

Recipients of 20-year awards pose for a picture with Mr. Glyn Dodd congratulating Mrs. Joyce Robinson. The rest of the group are, from left to right: Messrs. Eifion Jones, Keith Herniman, Noel Morris, Thel Owen, Emyr Jones, Gerry Clarke, Jack Millington, Dennis Lynch, Geoff Postle, Peter Elphee, and District Officers John Parry and Arthur Ellinson





Back in the old routine, as for the umpteenth time, Sybil Cooper, as captain of the MANWEB team, receives the District Rose Bowl. She is 'backed' by the other members of the winning team, from left to right: Harry Longdon, Elizabeth Jones and Dave Roberts. Making the presentation is Mrs. Mina Bell, wife of the Chairman of Norweb.

FIRST-AIDERS IN COMPETITION

Good show from 'Novices'

IN the National Finals of this year's Electricity Supply Ambulance Centre First-Aid competition held at Alexandra Palace in London recently, the MANWEB Head Office (Mixed) team took third place.

Earlier they had qualified for the finals by winning in their section of the No. 9 District Branch competition at Bolton a few weeks ago.

The respective committees of the No. 9 Merseyside and North Wales District Branch and the No. 12 North Western District Branch decided that this year, for the first time, the two competitions would be held jointly at the same venue, with the same tests and judges.

The North Western District Branch 'fielded' 11 teams while we in No. 9 District Branch had just five teams competing. These were the MANWEB Head Office (Mixed), Liverpool District, Electricity Council Research Centre, Bromborough and Ince power stations.

In addition, for the second year in succession, there was a 'Novices' competition for teams of three people who had not previously entered for an electricity supply first-aid competition. In this most worthwhile section were teams from our own Liverpool, North Wirral and Dee Valley Districts, ECRC Capenhurst, Bromborough and Ince power stations.

The main competitors were won by the team from the ECRC Capenhurst (264 points) taking the District Shield, and MANWEB Head Office (Mixed) team (251½ points) winning the District Rose Bowl—yet again! Individually they scored well but the team test let them down. Both teams qualified for the national finals.

Two members of our Liverpool District team, George Deakin and Eddie Payne, won prizes as the 'Best Individuals' among those not gaining team prizes.

In the 'Novices' competition, each of the three teams representing the Board put up very creditable performances on their first appearance in competition. They finished together in 3rd, 4th and 5th places.

Next year, we hope to see them in the main competition which will be staged on 'home ground' at Head Office in Chester.

Top:
Our 'Novice' team from Dee Valley District, from left to right: Stephen Parry (*Wages & Personnel*), John Evans (*switchboard attendant*) and Cecil Barratt Davies (*records draughtsman*).



Right:
North Wirral 'Novices' first-aiders, from left to right: Mrs. Margaret Dunsford (*Consumer Accounting*), Norman Carew (*tariff surveyor*) and Ernie Marshall (*chargehand installation inspector*) with their instructor and trainer Bob Meacock (*Material Control section*).



Below: Our two teams representing Liverpool District. The all-male main competition team are, from left to right: Jeffrey Cleugh (*joiner*), Alex Eden (*electrician*), Edgar Payne (*electrician*) and George Deakin (*joiner*). The ladies, who formed the 'Novices' team, are, from left to right: Elizabeth Conley (*clerical assistant*), loaned from North Wirral District, Margaret McKie and Mary Smith (*clerical assistant*).



LETTERS ARRIVING AT . . .

North Mersey . . .

Writing on behalf of a number of neighbours who were grateful to men from MANWEB, a customer says:

"Just before tea a power failure occurred affecting all the residents of St. Austell's Road. It was obvious from the outset that the cause was due to a main fault at the local control, because smoke was seen coming from a man-hole cover at the bottom of the road.

"However, almost immediately the failure happened, the engineers were on-the-spot and, working through the evening, in cold damp weather, managed to restore things to normal again shortly before 9.0 p.m.

"On behalf of the residents of my, road, I wish to thank those workmen for the speed and efficiency displayed in getting power restored again so soon.

"In these days of slipshod attitudes, it made for a refreshing change and we are all most grateful indeed."

The team involved in this very successful job was as follows: **Alex Smitton** (assistant engineer), **Jimmy Owen** (foreman), **Bernie Robinson** and **John Williams** (jointers), **Joe Creighton** and **Frank Pattison** (jointer's mates).

. . . Liverpool . . .

A customer writes . . .

The rewiring work was completed yesterday evening. I am well satisfied but feel my thanks must be for the young man who did it, **Mr Kerr**. A thoroughly good worker, no clock watcher, but without supervision, worked steadily on. Fully competent and considerate, causing me as little inconvenience as possible. He

deserves credit and I wish him every success. It was a pleasure to have him in my home."

. . . Dee Valley . . .

From a very appreciative customer:

"Last Monday, I visited your enquiries office to ask for an engineer to repair my cooker again as the repair carried out some time ago was not successful. The lady at enquiries put me through to Operations Control (?) where another lady took a note of my complaint and promised to send the engineer on Wednesday.

"He came and confirmed that the previous repair was faulty and put the matter right—no charge, and the promise of further help if anything went wrong.

"Now, prepare for the shock! I would like to record my sincere appreciation for the courtesy, efficiency and promptness shown by all the people involved.

"I am aware that mostly people complain, but it seems only right that when a job is done so well, there should be a suitable response from the customer.

"I might add that I have already thanked the lady at enquiries personally—which pleased her!"

Take a bow, the other two colleagues—**Pam Jones** (Work Control) and **Graham Thomas** (electrician)

. . . North Wirral . . .

Yet another letter of thanks from a customer at Rock Ferry:

"Re. your letter 15.3.79, may I say how grateful I am for your very considerate reply to my letter.

"It is very comforting to think that a big concern like MANWEB

could take time out to think of other people's circumstances.

"Also thanking you for enclosed leaflets. May I once again thank you most sincerely."

And the member of our staff who handled this customer with 'care' is **Barbara Chambers** from our North Wirral Debt Control section.

. . . Clwyd . . .

From an Abergele customer:

"Will you please convey to the crew of linesmen our heartfelt thanks for their battle against the blizzard to restore our supply last weekend. It is one time when we really appreciate electricity when it is not available. We were overjoyed to hear the refrigerator running and to know we were back in circulation."

Our tough men who braved the storms were **Bill Adams** (linesman) and **David Nash** (labourer), who normally works with the cable gangs but, on this occasion held out with the overhead teams.

. . . and Gwynedd

Our office staff too come in for customer praise from time to time and the following letter from a customer in Holyhead examples yet another aspect of 'Customer Care'

"I wish to write to you to show my appreciation for two gentlemen who administrate your Debt Control unit at St. Helens Road, Caernarfon. Both the gentlemen, **Mr. Hughes & Mr. Davies** were of extreme service to myself in sorting out a recent discrepancy concerning accounts.

"Thanks to these members of your staff, I was able, at long last, to settle an account with you."

And to **Hugh Hughes** and **Desmond Davies** we say—"There now—you see your work is really noticed" Good show!

Big night out for Commercial Catering Customers

A most successful and satisfactory event was held at Southport a short time ago when our energy sales colleagues from North Mersey District, in co-operation with Makro Cash and Carry, Ltd. presented an evening's entertainment for a specially selected audience of caterers in various businesses throughout the area.

Over 400 people crowded into the Royal Clifton Hotel to hear John Fowler (*General Manager, Makro*) offer a warm welcome before introducing John Walker (*energy sales engineer*) to present the MANWEB part of the show.

He soon had everyone's attention with his informed insight into the many advantages of catering the electric way. He was joined, on stage, by Margaret Boyle (*demonstrator*) who gave a highly professional presentation of micro-wave cooking—using a selection of foods supplied by Makro! The enthusiastic audience soon made obvious their appreciation of the MANWEB presentation.

Then a demonstration by the Israeli Fruit Pro-

In full flow, John Walker holds the attention of the invited audience of caterers in business around the Southport area.



Dr. Magnus Pyke, right, chatting with our man from MANWEB, John Walker, left, and Makro man, John Fowler prior to their excellent presentation.

ducers was followed by the 'star' attraction, Dr. Magnus Pyke. In his own, very special, 'imitatable' and entertaining manner, he regaled his delighted audience by talking about nutritious foods.

During and after the buffet supper—supplied by Makro—the guests were able to take their time looking around the exhibits of electrical appliances and the various stands displaying foodstuffs.

The very able organisers of the event were, Ron Harper, (*2nd engineer-Development*) and Bill Lesley (*National Display Manager, Makro*), with stage manager for the whole show, Norman Stoddart (*general assistant engineer*).

RETIREMENTS

MR. E. A. ROBERTS

Starting his career in the industry in the meter reading department of the former Rhyl Urban District Council in 1942, Eric Awel Roberts stayed on after nationalisation to become a foreman in the meter reading and collection department.

While with the Board at Clwyd, Eric served on the Sports and Social Club and Childrens' Christmas Party committees. He is also a member of the R.A.F. Association and is a keen gardener.

Friends and colleagues at Cefndy Road, with the backing of the Sports and Social Club, gave Eric a magnificent farewell party after subscribing to present him with parting gifts of a set of luggage, whisky, a table lighter and pen and a carriage clock. These were handed over on behalf of the staff by Mr. George Cooksley (*District Administrative Officer*), who thanked Eric for his long and loyal service. He also presented Mrs. Roberts with a bouquet of flowers and a house plant.

MRS. N. KIRKHAM

Friends and colleagues gathered at our Mid-Mersey District office to say their farewells to a very popular member of the staff, Mrs. Nan Kirkham, an administrative assistant in the General Services section, who was retiring due to ill health.

Nan joined the former Warrington Corporation Electricity Supply Department as a clerk in 1943, transferring to MANWEB with nationalisation

Mrs. Nan Kirkham's cheerful personality made what could have been a sad occasion a happy occasion when she retired recently from her job in our Mid-Mersey District. Our picture shows, the ever-smiling Nan, seated centre, with just a few of the many friends she made while working with the Board.



Mr. and Mrs. Awel Roberts, left and right, after the presentation of farewell gifts from colleagues at Clwyd. Also in the picture are, centre, from left to right: Eddie Edwards, Derek Young and Denis Atkinson.

five years later.

For a time, during the war years, she served in the W.A.A.C.S. and rose to the rank of sergeant. It was through an army colleague that she met her husband Gordon, who is now an energy sales representative with the Board at Warrington.





Mr. Harold (*Wiggy*) Beesley, centre, holds the farewell gift presented to him by Mr. John Jones on behalf of colleagues at Lister Drive.

Away from the office Nan has dabbled in many hobbies from 'keep-fit' to 'flower arranging'. She also enjoys painting pictures, especially landscapes.

At Nan's request, there was to be no formal presentation, but word got around and a host of friends from all over the Board's area made the effort to call in and wish her improved health in retirement. Nan left with a number of gifts from her colleagues.

MR. H. BEESLEY

A man of many talents, not least the ability to 'get on' with his workmates, is Mr. Harold (*Wiggy*) Beesley who recently retired from his job as fitter's mate in our Liverpool District.

Harold served in the Balloon Barrage section of the RAF in Liverpool during the war and he subsequently married a local girl. In 1945, he started work with the former Liverpool Corporation Electric Supply Department as a cable hand and, later, jointer's mate.

He got his nickname '*Wiggy*' because at first it was thought that he came from Wigan, then it was discovered that he was a Warrington lad, but the name stuck.

Friends at Lister Drive arranged for a special

farewell party at the '*Wookey Hollow*' nightclub for Harold and his wife Gwen. Shortly afterwards, on his last day at work, he was presented with a teasmade as a more tangible reminder of his days with his MANWEB workmates.

In presenting the gift on their behalf, Mr. John Jones (*Production Engineer*), on behalf of the Board, thanked Harold for his many years of loyal service and wished him and his family a long and happy retirement.

Replying briefly, Harold thanked all his friends for the farewell gift and the wonderful night out which, he said "*Will be in our memories for a long time to come.*"

MR. L. PINDER

After joining the former North Wales Power Company in 1947 as a labourer, Mr. Len Pinder transferred to MANWEB 12 months later and soon became a linesman working in the Clwyd District. In 1961 he was promoted to chargehand, the post he held until his retirement a short time ago due to ill health.

We join with his many friends in wishing him an improvement in health and many years of happy retirement.

Customer Care and the Consultative Council

The following letter was recently received by Mr. John Scudamore (*Secretary*) from the Merseyside and North Wales Electricity Consultative Council.

"At its meeting last week, the General Purposes Committee considered the Board's explanatory paper and booklet concerned with customer care.

"The Committee welcomed the Board's efforts to encourage the right attitude in their staff and asked me to wish them success in the venture."

BOARD REPORT

At the Board Meeting held on 5th April an additional item to the Report was tabled which provided details of customer interruptions owing to snow storms on 28th/29th March 1979.

Board Members expressed their warm appreciation of the work done by Board staff in restoring supplies in such adverse conditions.

PREPARATION FOR RETIREMENT



Pictured at the final session of the pre-retirement course held at our Dee Valley District office. From left to right, standing: Mrs. Myfanwy Davies (general administration), Mrs. Nancy Thomas, Mr. Emlyn Pemberton, Mrs. Betty Williams, Mr. Herbert Millichope, Mrs. Jessie Williams, Mr. C. R. Williams (guest speaker), Mr. Arnold Williams, Mr. Lloyd (guest speaker), Mr. Mick Mickleleson, Mr. Tom Kirby, Mrs. Edna Jones, Mr. Winston Jones, Mrs. Winnie Price and Mr. Keith Griffiths (p/a. Administration and Course organiser). Seated in front are Mrs. Marian Millichope, Mrs. Dorothy Williams and Mrs. Myfanwy Mickleleson, the wives of three members of our staff.

Many members of the Board's staff are taking advantage of the pre-retirement courses now being held at various venues. Covering three days, special guest speakers explain how retirement can affect the individual and of new opportunities and new problems which, inevitably, have to be faced at that time.

Practical advice on health care, wills, insurance, tax, benefits and concessions due to pensioners is given and interesting discussions are held on how to make the best use of money and leisure time.

The Board's superannuation scheme and welfare services available to our retired staff are also dealt with in some detail.

For details of pre-retirement course and free booklet, contact your local
Personnel Section

RETIREMENT — Are you prepared?

