



A NEW concept in domestic cooking utilising magnetic induction, a remote-controlled fuel-effect electric fire, a wide choice of microwave ovens, super slimline storage heaters, a new-size compact cooker, combination washing machines and spin-dryers—with one built by Hotpoint in Clwyd and a new dishwasher made in the MANWEB area—were just a few of the many items among the fantastic range of electrical appliances displayed at the recent British Electric Living Exhibition held at Bournemouth.

The theme was on the new word "Monergy", with nearly 60 manufacturers demonstrating their modern electrical appliances for the home. All were geared to getting more energy for your money through the highly efficient use of electricity.

Organised by the staff of The Electricity Council, a special press preview day brought nearly 200 journalists from the media around the country. The MANWEB party was made up of 18 representatives from various newspapers in our area plus two "live" reporters from local radio, "BBC Radio Clwyd" and "Marcher Sound".

We were joined by a 14-strong contingent of journalists from Norweb to make the two-way charter flight

Jenny Webb, left, watches as H.R.H. The Queen Mother checks the cool surface of the ceramic hob on the new magnetic induction cooker on show at the recent "Ideal Homes" exhibition.



Campaign to promote ELECTRICITY

"Energy for Life" theme

WITH dramatic visual images and the music of Beethoven, the new corporate advertising campaign for electricity has just been introduced on 20-million TV screens. The theme of the campaign is "Energy for Life" and three vigorous TV commercials have been created to show the major contribution of electricity to modern living.

Explaining the need for the corporate campaign, which will be run throughout the coming year, Philip Jones, Chairman of The Electricity Council, said: "Corporate advertising is an effective and established means of communication borne out by the perceived success of many of our leading corporations.

from Speke Airport in Liverpool to Hern Airport in Bournemouth.

All our guests were briefed by Jenny Webb, The Electricity Council's Home Economist, before they toured the stands in the magnificent exhibition hall.

* REPORT ON PAGE 3

"We do know we do a good job. We know we are efficient. We know we have dedicated staff and we know that we have a secure and versatile form of energy—all-in-all a first-class product. We need to get this message across to our customers."

Research has shown that electricity, because it is an intangible and invisible form of energy, tends to be taken for granted. Customers do not understand

the nature of the product and the marvellous service they are getting. In following the perceived success of many other leading corporations in telling their story on TV, it is hoped that the electricity supply industry's corporate advertising campaign will improve public perception and support the industry's marketing efforts.

Considered no less important is the need to enhance the sense of pride throughout the industry's staff. To see some of the industry's outstanding achievements, it is felt, will help to remind staff that they provide a premier service for a public with high expectations.

* TURN TO PAGE 2

MEN FROM MANWEB AT MAENTWROG LANDSLIDE

AN EMERGENCY of a very unusual nature came to test the responses of our engineering colleagues in Clwyd and Gwynedd Districts on a Tuesday morning last month, when one of the 48-inch water pipes which feed the 24,000-kilowatt CEBG hydro-electric station at Maentwrog fractured.

Millions of gallons of water cascaded down the mountainside, bringing with it thousands of tons of earth and rocks in a massive landslip, which buried a cottage, uprooted trees, blocked the main Maentwrog to Harlech road and caused substantial damage to our 33,000- and 11,000-volt behind the generating station.

The lines, directly in the path of the displaced debris, were buried almost up to their pole-tops, and supply to a dozen farms and a BBC transmitter were knocked out. The 33-kV line goes via Manod, Blaenau Ffestiniog, Betwys-y-Coed and Llanwrst to the CEBG's sister hydro station at Dolgarrog in the Conwy Valley, and for a time supply was maintained to most of the communities from the Dolgarrog end.

● TURN TO PAGE 2

After the landslide, Gordon Jones (2nd engineer) from Head Office, inspects a partially-buried overhead line pole.



● FROM PAGE 1

MANWEB MEN AT MAENTWROG LANDSLIDE

Soon after 1.00 p.m. on the same day, however, this supply was lost when an insulator fractured in the Dolgarrog Grid sub-station, leading to an explosion and failure in the oil circuit-breaker which controls the line. As a result, supplies to the towns and villages along the whole length of the line were lost.

This development brought our Clwyd District colleagues into action, urgently doing their best to restore power from the 11,000-volt system, but supplies to Blaenau Ffestiniog and Manod remained precarious, with reduced voltage, throughout the night.

At our request BBC Wales broadcast appeals for economy in the use of electricity in those localities, while a team from Clwyd District toiled throughout the night repairing the damaged circuit-breaker at Dolgarrog. The job was completed by 6.50 the following morning, just in time to provide a secure supply for the break-fast-time demand.

This left only a handful of localised customers at the Maentwrog end without electricity, and Gwynedd District staff pulled out all the stops to erect a temporary 11-kV line to restore supplies to them—and to the BBC transmitter—by early evening.

The final chapter was written ten days later when a new 33-kV section, constructed in record time with the co-operation of the CEGB and a local farmer, was energised to complete the restoration task.

Above: A job well done! Ken Jones is seen checking the plans. Behind him is the partially-buried 33-kV poles, while, to the left of our picture, just poking out of the ground, is the 11-kV line. In the centre, above Ken's right arm, is the newly-erected overhead line. Right: Dave Laverick (1st engineer—System) from Head Office, who was the co-ordinator for all the excellent work carried out.



Maentwrog, from left to right: David Jones (2nd engineer, Gwynedd), John Owen (Engineering foreman, Gwynedd), Ken Jones (2nd engineer, Head Office) and Graham Smith (2nd engineer, Gwynedd).



* FROM PAGE 1

Electricity — "Energy for Life"

The "Energy for Life" campaign is concerned with the image of the industry. "It has nothing to do with any political considerations," Mr. Jones emphasised.

Although all knew that the British Gas Corporation was likely to raise its profile in the run-up to privatisation, the corporate campaign was not in response to this, he stressed, adding: "We need to enhance our own identity, irrespective of what the competition was planning; indeed, we have undertaken corporate advertising before, and this particular campaign had been in the planning stages for very many months."

Choice of the advertising agency followed an exhaustive series of interviews with most of the major names in the advertising business. The winning presentation was made by Dorland Advertising, one of the leading agencies with experience of corporate campaigns, including British Telecom's "Power Behind the Button".

The electricity supply industry already has advertising campaigns

directed at specific markets, such as electrical appliances, home heating, water heating, industrial sales and the commercial market. The markets for such products as microwave cookers, dishwashers, storage radiators and fridge-freezers have all increased considerably in recent years, proving the success of this advertising. At the same time, however, little has been done to improve the image of the industry selling these products and its main product—electricity. The corporate campaign will, hopefully, change this.

Because of the considerable amount of marketing advertising already carried in the press, it was decided to use three different vehicles for the corporate campaign: the TV commercials will be supported by eye-catching posters on prime sites throughout the country, plus carefully selected cinema spots.

"Energy for Life" was selected as the main theme of the campaign because, explained the Chairman: "That really is the main message. It says what we are and what we're going to be, and this brings us back to the whole purpose of the campaign."

"We have so much going for us in terms of a clean and versatile energy with an assured future, and we hope that this will soon be appreciated more by all our customers."

Mr. Jones added: "From discussions I have had throughout the industry, I have become aware that staff have been wanting this industry to do more to project its successes to the general public. I believe that this carefully planned campaign will do just that."

MEN FROM MANWEB AT MAENTWROG

THE teams who worked so hard in erecting the new line and restoring supplies were as follows:

Gwynedd District: Dafydd Jones (1st engineer), David Jones and Graham Smith (2nd engineers), John Owen (foreman), Brian Chambers, Oliver Davies, Ellis Griffiths, David J. Jones, Merfyn Jones, John McGoreley, Ernest Owen, Gareth Price and Robert O. Williams (craftsmen, overhead lines), Richard Lloyd Jones and Meirion Hughes (craft attendants) and Deiniol Roberts (trainee linesman).

Clwyd District: John Selwyn Evans (1st engineer), Derek Robinson and Henry Williams (2nd engineers), Tony Manfredi (foreman), Brian Connelly, Roy Hughes and Ray Stobbart (craftsmen, electrical fitting), Ivor Humphries, Gerry Lewis and David Nash (craft attendants) and Phil Williams (Hiab driver).

MANAGEMENT APPOINTMENTS

THE current manager of our Clwyd District, Bob Hodson, has been appointed to take over as Dee Valley District Manager from 1st May. On the same date, Glyn Norbury, at present Customer Services Manager for Mid-Mersey, will take over as the District Manager.

When Dennis Kernan retires from his post as Education and Training Manager on 31st May, he will be replaced by David Mellor, former Customer Services Manager at Clwyd, prior to his secondment 12 months ago on special duties with the "Business in the Community" organisation.

Two posts, previously on secondment, have now been confirmed as permanent: Jim McLennan as North Mersey District Manager, and Mike Metcalfe as Assistant Personnel Manager.

New Business Park for Chester

A NEW business centre is to spring up on the outskirts of the ancient city of Chester. A 135-acre site has been designated as the Chester Business Park and the first occupant to build there will be the banking off-shoot of Marks and Spencer, St. Michael Financial Services—who administer the charge-card for the High Street store.

The building, to be completed by 1988, will provide an estimated 300 new jobs for the Chester area, and will take up 20 acres of the new park.

At the official opening of the park in Chester, the service industries received praise for their co-operation, with a special mention of MANWEB and the man who did the negotiations for the Board, Dee Valley Commercial Manager Lyn Price. Councillors, Marks and Spencer and developers — Alfred McAlpine Properties Ltd.—all

spoke in praise of MANWEB and Lyn Price, who was not present at the grand launch, for his help and respect of confidentiality during the delicate negotiations.

Architects Michael Aukett Associates of London have designed a 120,000 square foot two-storey building for Marks and Spencer. It will front the Wrexham Road and will be known as "Kings Meadow"—the first building on this prestigious new park.



Above: Jill Probert, right, representing the "Daily Post" in Liverpool, is introduced to the magnetic induction hob.

Below: Flying the flag is the British-made dishwasher from Kelvinator, Bromborough. Their representative on the stand demonstrates the model for Denise Johnstone from the "Chester Observer".



AROUND BELEX with Jenny

THE journalists and feature writers visiting the British Electric Living Exhibition at the International Centre in Bournemouth on the press preview day were grateful for the briefing given by Jenny Webb, The Electricity Council's Home Economist.

Jenny enthused on the introduction of the magnetic induction cooking technology demonstrated by TI Creda. "It is a new way for domestic cooking." She explained that the heating area on the ceramic hob is activated only when an iron-based pan is placed in position. The moment the pan is removed, the ring ceases to operate.

This means great savings of energy. Another advantage is that the cooking process is fast, since the heat is generated in the pan base immediately it is placed on the ring. Added to this, the cooking area on the ceramic top cools down very quickly when the pan is removed—"an important safety feature".

Turning to other exciting news on the electric cooking front, Jenny commented: "The success story for electricity has been microwave cookery. Ownership of these ovens in the UK has climbed from one to 14 per cent in the last five years, and now, with 35 manufacturers marketing microwave cookers, there is no shortage of choice."

Microwave oven models range from the "baby", with a 400-watt output—ideal for small flats and even caravans—to Creda's latest, which combines a conventional oven with the speed of microwave energy.

Another appliance enjoying a rapid growth in popularity—doubling its home ownership in less than five years—is the domestic dishwasher. "More than 1½-million homes now have a dishwasher," she continued. "People no longer look at them as a luxury item. They are a means

of reducing time spent on chores in the kitchen."

She went on to mention models marketed by Hoover, Electrolux and the Kelvinator Company, who were manufacturing the only dishwasher to be made in Britain at their factory at Bromborough on the Wirral.

Away from the kitchen, Jenny mentioned electric showers, which were now found in 12 per cent of homes—twice as many as five years ago. "Showers are not only water and energy efficient, but are great space-savers too," she said.

THE percentage increases in the sales of various electrical domestic appliances through MANWEB outlets during the first 11 months of this financial year compared with the same period last year were:—

Dishwashers	90.0%
Microwave ovens	67.4%
Storage heaters	25.3%
Space heaters (direct) ..	24.5%
Clothes driers	22.4%
Washing machines	21.2%
Vacuum cleaners	11.9%
Cookers (free-standing) ..	7.8%

Another area of growth of ownership highlighted by Jenny was in the combined washing machine market. "Many of these are capable of washing the clothes, spin drying and then tumble drying, all in the same cabinet," she went on.

Servis, who were the first in the world to manufacture a fully-electronic-controlled washing machine, exhibited their latest model designed with a timer so that the user can choose when the machine should switch itself on. Hoover and Creda also had washer/dryers on show. Hotpoint, who have two factories in MANWEB's Clwyd District, exhibited their all-British model which has already proved to be highly successful.

Reviewing the rapid development on electric central heating, Jenny drew attention to the

MANWEB Commercial Director Peter Hopkins, left, records for "Marcher Sound", with Pete Griffin.



The large contingent of journalists, and their hosts from MANWEB and Norweb, board the aircraft at Bournemouth for their return journey to Liverpool.



Jenny Webb

new "slimmer", stylish, more controllable, highly efficient storage heaters.

Continuing, Jenny said that for a number of years the electricity industry has been innovative in researching, designing, developing and selling domestic appliances which contributed to the effectiveness and efficient use of energy. "At this exciting exhibition there are numerous appliances which support this theme.

"Our industry is continuing with its aims and efforts, with even greater emphasis during this Energy Efficient Year," she concluded.



The Hotpoint washing machine, manufactured in our Clwyd District, being examined here by local journalists, above left, Margaret Williams ("Llandudno Advertiser"), and, below right, Denise Hodgkinson ("Rhyl and Prestatyn Journal").



SPEAKING to media representatives at the recent British Electric Living Exhibition at Bournemouth, Jack Taylor commented that, as the Central Director for Marketing of The Electricity Council, a question he was frequently asked was, "How can you sell electricity when we are supposed to be saving it?"

"There is," he went on, "no conflict between selling electricity and its efficient use. In fact, the objectives are complementary. Efficient use is at the heart of everything the industry has been doing in its marketing for many years."

He stated that all the indications are that our society will become increasingly dependent on electricity in the future.

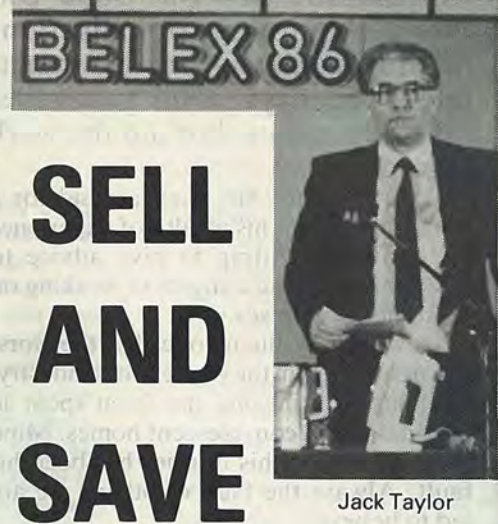
Mr. Taylor informed journalists that just over a third of the electricity now used in this country was utilised in the domestic sector. This covered cooking, heating, lighting, washing clothes and dishes, heating water, refrigeration and freezing, audio, television, video and dozens of other appliances from hair-driers to popcorn-makers.

He said that manufacturers were given the opportunity to display and demonstrate their latest energy-efficient appliances for the modern home, "all designed to make life easier and for the customer to get more for his 'Monergy'."

Mr. Taylor then described the electricity industry's promotions for the efficient use of space and water heating in the new and updated homes sector.

"Nearly 100,000 houses have now been committed to 'Medallion Award' and more than 50,000 'Civic Shield' standard dwellings have been built, or renovated, by local authorities or housing associations," he commented.

Some 500 builders, including 16 out of the top 20, are now involved in "Medallion"



Jack Taylor

SELL AND SAVE

Marketing message from BELEX

schemes, and more than 250 local authorities and housing associations have received "Civic Shield" awards.

In bringing his remarks to a close, Mr. Taylor said: "There is tremendous scope to transfer energy use from oil and gas by encouraging electrical applications which use energy more efficiently, which make better use of resources, which improve productivity or environmental standards.

"The balance is changing to electricity and it is right that we should encourage society to move in that direction, sooner rather than later."

He urged his audience, "Keep in the back of your mind a longer-term energy strategy which envisages an increasing dependence on electricity achieved through the use in the home of energy-efficient appliances and good thermal insulation."



A happy group at Aberystwyth. From left to right: Keith Jones (principal assistant—Administration), Gwynfor Pugh (craftsman joiner), David Bennion (Installation Engineer), Chairman Bryan Weston, Maldwyn Evans (System Engineer), John Phillips (District Records Draughtsman) and Tomos Davies (clerical assistant—and story-teller!).



Retired foreman in the Engineering section, John Parrott, left, chats with Alun Morris (craft operative) and Harold Jones (craftsman, overhead lines).

The Chairman's view of MANWEB

ABERYSTWYTH LJCC
STAFF CONFERENCE

THE UP-DATING of the MANWEB image, from the customer and employee points of view, was the area covered by Board Chairman Bryan Weston when he addressed members of the Aberystwyth District staff at their annual LJCC conference held at a Machynlleth hotel a short time ago.

The capacity audience was entertained and enlightened with a slide-tape presentation of comments from customers—domestic, commercial and industrial—giving their impressions on the Board's supply and service.

Making comment on the variety of opinions expressed, Mr. Weston said: "Following my own initial tour around Board's offices and depots, I came to the conclusion that MANWEB is a great organisation."

As a spur to promoting the Board's new image, our Chairman then produced, for the first time outside the Board Room, examples of the colourful design to be used on vehicles, shop fascias and all forms of stationery.

Keeping to the positive action being taken by the Board, Mr. Weston spoke of the recent meeting between MANWEB staff and Merseyside M.P.s and Council officials. "After talking to and questioning our accountancy staff and electricians at Lister Drive, our guests discovered that MANWEB customer enquiries were dealt with sensibly and sensitively. They now understand many of the problems we help to solve and have a completely different attitude to us, having seen how we work," he stated. "I believe that MANWEB staff have made quite a few new friends."

Mr. Weston intimated that future meetings of this kind might prove equally useful.

Briefly referring to the theft of electricity as one of our special problems, Mr. Weston talked of the many deterrents being tried out in an endeavour to take away the temptation of robbery.

He moved on to speak of other new developments within the Board's organisation which would help to improve customer relations.

In burying the "jackboot" image, Mr. Weston said that we are a caring, efficient and sensitive Board and all our customers should be encouraged to realise this fact. He urged enthusiasm, motivation and initiative in all our endeavours to give customers a good service quickly, efficiently and with civility.

Stating that our Commercial staff needed the full support of all colleagues throughout the Board, Mr. Weston commented: "We market and they sell. Their performance and, subsequently, the Board's performance depends upon everyone's activity and effort."

"Over the next few years we can rise to even greater heights and be proud to work for such a great organisation," he concluded.

On behalf of the assembly, a vote of thanks was expressed

by Maldwyn Evans (System Engineer), who said, "Aberystwyth District is fully behind the Chairman and we welcome the new image he has presented."

He went on to speak of the "sharp end" of the Board's operations being in the Districts and urged everyone working for MANWEB to embrace new technology in order to give a good service to our customers for less cost.

"Our Chairman's view of the wider horizons will no doubt inspire us all," he commented.

Prior to Mr. Weston's presentation and following dinner, Tomos Llewelfryn Davies, a clerical assistant at Aberystwyth District office, told the story of William Jones, an expert on accidents.

As only a few members of the Board's staff have heard this saga, we now print (on this page) an abridged version for the benefit of other colleagues who, although unfortunately missing the fluid flow and rich Welsh voice of Tomos himself, will still, hopefully, get the message.

Bringing the Conference to a close, a number of written questions—with additional verbal contributions from the floor—were answered, in the main by an array of Chief Officers from Head Office. Also present were Keith Mann (Nalgo) and Kevin Dufty, joint secretaries of the MANWEB JCC.

The very successful meeting was ably conducted by John Phillips (District Records Draughtsman) as Chairman of the Aberystwyth LJCC. Sadly missed, however, was popular District Manager Dewi Parry, who was ill. A large "Get Well" card, covered in signatures, was sent to him in hospital.

The Ballad of William Jones

An abridged version of the saga
written and told by
Tomos Llewelfryn Davies

WILLIAM Jones is a very good friend of mine.

He is older than I—therefore wiser than I. He has all the answers to all aspects of working life.

William Jones joined the electricity industry in "The Good Old Days"—before nationalisation, before Health and Safety Committees. The days when you never asked questions, but did the work regardless.

William Jones has been around for a long time. From his wealth of experience he is always willing to give advice to newcomers on the dangers of working on customer's premises.

However, William Jones has the worst sickness record in the whole of our industry. Half his working life has been spent in hospitals or in convalescent homes. Mind you, not one of his injuries has been his fault. Always the fault of others, we are led to believe.

He devised three safety rules and, if you wish to survive in this industry until pension time, you too had better take note of them.

The first rule was established by William on the day he was detained in a mid-Wales hospital with two black eyes and three broken bones.

door, laid a drum of cable on the mat, placed his sandwich-box on the stairs and set his ladder against a dummy wall, he could not resist eyeing that woman dressed only in a negligée.

Was it his fault that the dummy wall collapsed as he climbed the ladder, which sent him tumbling down the stairs, only to regain his balance just in time to trip over his sandwich-box and land in a heap on the floor? At that time he had not sustained any injury!

It was only when he rose to reassure the woman dressed only in a negligée that he stumbled over the drum of cable which he had left on the mat, which sent them both sprawling to the floor at the precise moment when her husband came home unexpectedly. It was then that William collected the first injuries—two black eyes.

Unfortunately, as William made his hurried exit from the irate husband, he tripped over the tool box, left near the door, and went head-first into the garden rockery, resulting in the broken bones.

Forty per cent of all major accidents throughout MANWEB last year were caused by persons falling or stepping on objects.

Rule Number Two, as defined by dear William—"Never trust farmers".

For five generations, the Humphreys have farmed Llanfair y Glyn, and kept it in a manner that has changed little in the last 200 years. But the present Mrs. Humphreys is a modern liberated woman. She persuaded her husband to make one of his rare withdrawals from the bank in order to pay for the installation of electricity and running water on their farm.

Mr. Humphreys reluctantly agreed to this extravagance, knowing that his wife would then allow him to go for a long weekend to Smithfield to show off his prize bullocks. Master-breed champions for three years in succession.

Early in December, David Brown, a craftsman electrician from Hackney in London, gained temporary employment with the Electricity Board to replace his brother-in-law, William Jones, who was in a nursing home recovering from an accident.

David was a good conscientious worker. He enjoyed working on the farm. No hustle and bustle of city life. Good country smells around



"Never trust a woman who answers the door dressed only in a negligée."

Mr. Jones, a pillar of the chapel; a gentleman. Even so, as he put his tool box down by the

Five fine ladies who enjoyed the Conference. From left to right: Morfudd Hughes (part-time sales, Machynlleth), Linda Jones (Dolgellau shop supervisor), Karen Lloyd Jones (clerical supervisor), Julie James and Melanie Goodwin (clerical assistants).



THE Health and Safety Committee of the National Joint Co-ordinating Council of the Electricity Supply Industry urge all members of staff to keep up the impetus created by the "Safetywise '85" campaign.

Throughout last year, articles in 'CONTACT' supported many other forms of safety publicity featuring the wise old owl—the campaign logo.

Numerous very informative local meetings were held, many featuring films highlighting specific safety matters.

Colin Herbert (*1st engineer, Safety*) commented: "The campaign, backed by management and the unions, helped to increase

the awareness of staff to the hazards and risks of accident during their working day and when they were at home. Safety awareness builds a better safety performance."

Safety representatives and LJCC Safety Committees responded enthusiastically to the "Safetywise '85" campaign. "The continuation of safety awareness rests with them," he added. "It is up to them to increase the momentum gained

during the past year."

Colin concluded by stating that everyone should be safety conscious. "Some of our colleagues still believe that they will never have an accident, at work or at home. That is rather odd, because 233 did have an accident last year involving a certain amount of discomfort and, in some cases, quite a lot of pain, in addition to lost time at work.

"I trust that you won't add to this year's statistics!"

Safetywise continued . . .

the farmyard. No need to carry equipment such as ladders when you could open a handy farm gate against a wall. Yes, David genuinely believed that the Country Code was for all telephone dialling outside London.

It was as he climbed on to the gate's top bar in order to connect the last span of cable from the house to the cattle shed that he noticed, out of the corner of his eye, Arthur, the prize Welsh black bull charging towards him. In close pursuit came 20 of Mr. Humphrey's prize bullocks—master-breed champions for three successive years at Smithfield show!

Welsh black bulls and bullocks are not stupid. For weeks they had grazed on the hillside, longingly casting their eyes and calling to the heifers in the field below. Then, at last, someone had opened the gate!

Back in the farmhouse, a delighted Mrs. Humphreys decided to turn off the oil-lamp and try her new electric light. When the switch did not function, she soon worked out that some fool had turned off the power at the mains.

classes on three occasions. He could never understand why so much time and money went into educating people on how to lift and handle objects like packing cases, cookers and fridges.



"Everyone knows that to lift a heavy object you keep your legs straight and bend your back," he would state.

To impress the apprentice, William brushed aside his offer to bring a trolley from the van when the time came to remove an old storage heater. "These have to be carried out," he said.

The young man took hold of one end—knees bent, back straight. William took the other end—knees straight, back bent. As the heater slowly reached a height of three feet from the ground, there came an almighty crack.

William Jones, in agony, clutching his back, let go of his end of the storage heater.

Fortunately, the apprentice was wearing safety footwear. The jagged gash in William's plimsolls can still be seen. Ruined they were. Not that William will be using them again!

Twenty-five per cent of all major accidents throughout MANWEB last year were caused by people mis-handling objects.

You may, by now, be asking yourself: "What has William Jones got to do with hazards facing MANWEB employees working in customers' premises?"

Why haven't I referred to the real dangers? Falling through ceilings. Rugs laid on polished floors. That nine out of ten top breeders believe a meter reader's leg is far more nourishing for their dogs than Pedigree Chum!

As William so often said, "The accidents which arise while working in customers' premises are as a result of their actions—not ours!"

Last year, every one of almost 2,000 workers in the electricity supply industry in England and Wales lost over three working days because of accidental injury. The majority are now back at work. Some will not be returning.

I wonder how many of these accidents were the fault of other people and not the victim?

William Jones was a good friend of mine. Older than I and therefore wiser than I.

He died last week—after an accident at work. I was at the funeral. Someone said that the last words he uttered were: "That accident was not my fault".

By the way, did you know William Jones?



David was still holding the cable when it became live. His rubber boots saved him. He threw the live cable to the floor of the wet, mucky farmyard just as the cattle came charging through. They were stopped dead in their tracks!

Arthur and the prize bullocks never made the Smithfield Show that year. They didn't even make it to the heifers!

David Brown—after a word of advice from William—believes that, despite the lack of warning notices, the fault lay with Mrs. Humphreys for switching on the supply.

Ten per cent of all major accidents throughout MANWEB last year were due to miscellaneous electrical occurrences.

Finally, Rule Number Three—"Apprentices should be seen and not heard".

One would imagine that, after three months in hospital, William Jones would have some concern for his physical well-being. Not our man of infinite wisdom and knowledge.

"Goggles impair your vision. Safety footwear is impractical and cumbersome. Safety helmets are only useful on North Sea oil rigs as protection against seagulls." This was William's advice to his apprentice on his first day back at work.

When he was a young man, William boasted of his strength. He even went to weight-lifting



Guest speakers Jim Wilcock, left, and Nick Ball, right. Pictured, above, we see Terry Brookshaw (Principal Economist) and Des Lock (District Manager).

NORTH WIRRAL LJCC STAFF CONFERENCE

WELFARE AND FAREWELL AT NORTH WIRRAL

IT WAS farewell to Panama by one guest speaker and MANWEB welfare by the other at the North Wirral open meeting of the LJCC.

The dinner was more fare that went down very well. An excellent meal, prepared and served by the District caterers, Gardner Merchant, started the evening in a very pleasant way.

Standing in for LJCC Chairman Harry Sharrock, delayed in London, the Vice-Chairman and District Manager Des Lock called the meeting to order, introduced the guests and reviewed the Council's work over the last 12 months. As part of Industry Year 1986, the District was supporting a project of the Wirral Borough Council and was "adopting" a school. The pupils would be brought into the District to see the work carried out and staff would visit the school.

The first of the two guest speakers was Welfare Officer Jim Wilcock. He explained that he and his staff of four co-ordinated the welfare needs of the Board's 8,000-plus pensioners and staff. He pointed out that the District Manager had the responsibility for the welfare needs of the District staff and should be the first point of contact. However, there were occasions when an individual may prefer to contact him direct. He urged staff to contact him if they knew of colleagues or former colleagues who had problems.

He gave examples of how the Board of the Benevolent Funds had been able to help resolve seemingly impossible situations for Board staff.

The MANWEB Benevolent Society could provide short-term assistance, with the Electrical and Electronic Industries Benevolent Association providing more long-term aid. Jim Wilcock congratulated the North Wirral District on their 75 per cent membership of the MANWEB Benevolent Society. He then appealed for more members to join the EEIBA "200 Club". The £1 per month subscribed by the members was divided into two. Half went to the EEIBA and the rest went in prizes for a monthly draw and an annual draw.

The Board's representative on "Operation Raleigh", Nick Ball, gave a slide show, illustrating his tale of adventure in the jungles and seas of Panama. His first night was spent in the dungeon of an old Spanish fort, where he and his fellow-venturers lay down to accompany the local bats, cockroaches and scorpions. He worked in the jungle, on the coast. He took part in an archaeological dig—which was not his favourite

occupation—and guarded the local turtle population as they laid their eggs.

The open forum session opened with a questioner wanting to know why electricians were not receiving better training. The concern seemed to be that electronic meters had been introduced and the electricians did not know about them. Installation Engineer Frank Kay responded, defending the position on training, pointing out that the staff involved with electronic metering had received personal training and the other staff would eventually be trained.

Another questioner wanted to know why the Board did not use the uniforms as an advertising medium and have slogans on them. This would be considered.

A closer examination of a stores problem was promised, and a retired member who suggested an increase in staff sales discount on appliances was informed that the MANWEB was better than some Boards, and on a par with most—so the prospect of better terms was unlikely. Some consternation was caused to a few members of the District when the Chair ruled that a guest should not be permitted to ask a question. The open forum was for the North Wirral District staff to raise matters pertaining to them and not for dealing with subjects from other Districts.

The business part of the meeting ended and the staff then enjoyed a disco session to conclude an eventful night.

Paul Rosenberg, joint secretary of the LJCC responsible for the organisation of the Meeting, with the commercial staff from the District. Left to right are Pat Mullan and Ann Jones, Moreton shop, Ann Pritchard, Work Control, and Joan Cooley, Wallasey shop.





Our Oswestry District Manager Ron Williams, left, presents a "Civic Shield" Certificate to Councillor Gus Jones, Chairman of the British Legion Housing Association Committee, in the presence of, from left to right: Don Wade (Load Development Engineer), Margaret O'Hare (Hon. Secretary of the B.L. Association) and Andy Smith (2nd engineer).

OSWESTRY AWARDS

FOLLOWING their recent "Medallion Award" presentation at Wem, colleagues in our Oswestry District went on to further ceremonies, this time for "Civic Shield" awards.

The first was to the Royal British Legion Housing Association for their scheme at the William Ainge Court development in Welshpool, originally opened by HRH Prince Charles in 1977.

Here, some of the existing electric direct-action space heaters have been replaced and supplemented by off-peak modern electric storage heaters. In addition, the water heating throughout the centre is now controlled with Quartz programmers.

The 23 flats, which include the warden's premises, plus the

general heating for the Community Centre, has a newly-installed storage heating load of 128.9 kilowatts.

Every tenant has been visited by Cheryl Smith (Commercial assistant) and all report that the heating is excellent. Much praise has been heaped upon Men from MANWEB craftsmen electricians Mike Pierce and Colin Thomas for their kindness, consideration and quality of their workmanship.

A FEW days later, another "Civic Shield" presentation took

place on site at Cedar Close, St. Martin's, a group dwelling scheme by the Borough of Oswestry District Council. This is a neat development of well-constructed bungalows for old people, with two which are being specially adapted for handicapped tenants.

On this occasion, during a bitterly cold spell, Councillor Reg Bowyer, vice-chairman of the Council's Planning Committee, accepted the "Civic Shield" certificate from our Oswestry District Manager, Ron Williams. The construction of these homes was started during Councillor Bowyer's year of office as Mayor of the Borough.

Braving a biting wind to perform the opening ceremony at the Cedar Close development we see Ron Williams, left, present the "Civic Shield" Certificate to Councillor Reg Bowyer, right. The Mayor of Oswestry Borough, Councillor David Lloyd, completes the picture.



Long Service

WE offer our congratulations to the following members of the Board's staff who have completed, during the month of March, 40, 30 or 20 years of service in the electricity supply industry.

40 YEARS—Dee Valley District: **Albert Roberts** (2nd engineer).
30 YEARS—Dee Valley District: **Brian S. Dodd** (craft attendant).
20 YEARS—North Mersey District: **Francis Paterson** (craft attendant). Liverpool District: **John Hennessy** (general duties assistant), **George Robinson** (craft operative) and **Ronald Woods** (storekeeper). North Wirral District: **Leslie Brown** (craftsman joiner). Aberystwyth District: **Alan Galbraith** (administrative assistant, Customer Accounts). Transmission: **Alun Jones** (craftsman, overhead lines). Head Office: **Mabel Powell** (clerical assistant, Computer Operations).

IEEIE LECTURE AT CHESTER

MANWEB Head Office has been chosen as the venue for the Institution of Electrical and Electronics Incorporated Engineers National Lecture on 22nd April. The guest speaker on this occasion is Peter Hopkins, MANWEB Commercial Director.

His subject will be "Energy Efficiency in Industry", which appropriately reflects that 1986 is both Energy Efficiency and Industry Year.

Mr. Hopkins will point to the challenge of change that managers and engineers will face as industry rapidly adopts efficient applications of electricity as fossil fuels become increasingly more expensive to supply.

The IEEIE, just celebrating its 21st anniversary, is now the largest organisation of its kind in the UK, with a membership of some 20,000 men and women. The standards set by the IEEIE are recognised all over the world.

The Institute has 12 Regional Centres throughout the country, an Overseas Centre in Hong Kong and a Regional Development Group in the Republic of Ireland.



Regional Chairman Roy Haley

Roy Haley, a 1st engineer in the Installation section at our Mid-Mersey District, is the Chairman of the IEEIE North West Regional Centre. Its 1,900 members come from Cheshire, Clwyd, Cumbria, Greater Manchester, Gwynedd, Lancashire and Merseyside.

Roy is also Chairman of the Regional Centre Chairman's Committee and a member of the Institution's Council and of its Executive Committee.

He served his apprenticeship with an electrical contractor in Coventry and later worked as a Design Engineer with the former Coventry Corporation. He joined MANWEB 11 years ago, to work in our Aberystwyth District. He later spent five years at Head Office prior to his move to Mid-Mersey District 15 months ago.

ENGINEERING COUNCIL REGIONAL ORGANISATION AN OPEN MEETING

for Chartered and Non-Chartered Engineers will be held at MANWEB Head Office, Chester on THURSDAY, 24th APRIL, 1986, at 7.30 p.m.

The object is to meet your Engineering Assembly Representatives and help form resolutions for the Second Assembly Meeting on 15th and 16th July, 1986, at Swansea University
FURTHER DETAILS FROM
CLIFF JAMES, TEL. NEW CRANE STREET 420

Boom in Microwaves

THE boom in appliance sales from MANWEB shops which was a striking feature of the last months of 1985 continued into the New Year. During January, the total value of sales was up by 21.6 per cent over the figure for the previous January.

Main causes of the surge were big increases in sales of microwaves (up 90.8 per cent) and storage heaters (up 52 per cent), backed by a more modest increase in demand for free-standing cookers, fridges and washing machines. There were reductions in sales of several other categories, especially split-level cookers, water heaters and cleaners.

For the ten months April to January, the level of increased sales over the previous year was running at 17.4 per cent.

OBITUARY

WE regret to announce the deaths of the following former colleagues.

Mr. Frank Newell, aged 66, a foreman in the Dee Valley District Engineering section at New Crane Street prior to his retirement last year.

Mr. Clifford Norcross, aged 68, who was a craft attendant in our Mid-Mersey District before he retired in 1981.

Mr. Leonard Smith, aged 73, a former chargehand craftsman overhead lines, prior to his retirement in 1972.

Mr. Dewi R. Williams, aged 69, a general duties assistant at the Legacy depot, who retired from his job in 1981.

Unilever switch to coal

A £14-MILLION scheme to convert the Unilever-owned Merseyside Power Station at Bromborough, Wirral, from oil- to coal-burning as far as 70 per cent of its steam generating capacity is concerned, will be completed this summer with the commissioning of a 105-tonne per hour coal-fired boiler to form the base-load plant.

The original Merseyside Power Station was completed in 1958, raising steam to supply around 16 companies, owned both by Unilever and others, in the locality of Bromborough and Port Sunlight. These included Lever Brothers (soap and deter-

gents), Van den Berghs and Jurgens (margarine), Unichem (chemicals) and PPF (flavours and fragrances).

As part of the modernisation programme, Unilever have already installed a ten-megawatt diesel generator as the heart of a new combined heat-

and-power scheme. This CHP plant is the biggest to be installed in the Board's area since the passing of the Energy Act of 1983.

We have co-operated with Unilever during the installation of the plant, and are carrying out load-flow studies on their internal distribution system with the object of improving the efficient use of power supplies. Soon after the installation of the new diesel generator, a group of our senior people paid a visit to the power station.

At the Merseyside Power Station we see, from left to right: Alan Stubbs (Unilever Electrical Manager), Des Lock (North Wirral District Manager), Derek Holman (Deputy Commercial Director), Jim Fisher (Engineering Director), Peter Hopkins (Commercial Director) and Kelvin Heywood (Technical Manager, Unilever).



RETIREMENTS



Ron Gartside, left, and his wife, Betty, say their farewells to Ken Crabtree (Mid-Cheshire District Manager).

Mr. R. GARTSIDE

WITH just ten months short of half a century in the electricity supply industry, Mid-Cheshire installation inspector Ron Gartside has retired.

He came into the industry in 1936 as an electrician and, with the outbreak of war three years later, he joined the RAF, but was soon transferred to No. 2 Parachute Brigade.

He was made an installation inspector in 1964, and has served the Board in that post since.

Ron is married and he and his wife, Betty, enjoy dancing and gardening. He is also a keen speedway fan.

Mr. A. MOLLOY

BEGINNING his working life as an apprentice electrician with the former Liverpool Corporation Electric Supply Department in 1937, Arthur Molloy has now retired from his post as clerical assistant in the Customer Enquiries section at Liverpool District office.

During the war years, Arthur served as a "sparks" in the RAF on fighter and intruder squadrons. He was stationed in Malta, Sardinia and Italy and ended up in Northern Ireland prior to his demobilisation.

On his return to the Corporation, and later MANWEB, he worked on contracting and inspection before his move into the office.

He is married to Hazel and they have three daughters and two grandchildren. Arthur is a do-it-yourself enthusiast and is also keen on sport, particularly rugby league, having supported the Runcorn Highfield team for many years.

At a quiet farewell ceremony, Arthur was presented with a digital telephone from his colleagues.

Mrs. K. TIBKE

FRIENDS at Lister Drive presented Kathy Tibke with a table-top hotplate when she recently retired from her job as clerk in the Customer Accounts section.

Kathy, who joined the Board after a spell in charge of a sub-post office, is a keen gardener. In retirement she hopes to teach dressmaking. She is married to William and they have a son who is an auditor and a daughter practising as a dental surgeon.

Mr. R. NEIL

ONE man who should have a swinging retirement, one way or another, is Ron Neil, a 3rd engineer in Management Services at Head Office. A keen golfer and until recently a disco DJ, he is very much interested in the social side of his golf club at Lymm.

He started his working life as a plasterer, but a certain house painter called Hitler started plastering Europe and Africa. Ron, a member of the Territorial Army, was one of the first to join up and served with the Military Police in Europe and North Africa.

He became a salesman after the war, selling for Hoover, before joining MANWEB in 1958 as a sales representative in

Warrington. He became a senior sales representative in North Wirral and an assistant Consumers' engineer in Crewe before becoming a work study officer. He was appointed 3rd engineer in 1974.

He and his wife, Wyn, have two married daughters and a married son and grandchildren for them to spoil. We join with Ron's colleagues throughout the Board in wishing him a long and happy retirement.

Friends and colleagues gather round as Ron Neil, left, says "Goodbye" to Roger Hemington (senior engineer, Development Projects).



Mr. T. C. EVANS

WITH over 43 years' service in the electricity supply industry in and around Wrexham, the 1st engineer on the Corwen section, Tom Evans, has decided to take early retirement.

He joined the Wrexham Corporation in 1942 as an apprentice electrician, becoming an improver in 1946 and an electrician the following year. With nationalisation in 1948, he

moved to MANWEB, initially as a records and mains assistant, then as a junior engineer, then up to the post he now vacates, after gaining experience in various sections and levels.

Tom and his wife, Enid, have a son and a daughter. Away from work Tom enjoys a game of bowls. A popular member of the Dee Valley staff, we join with colleagues in wishing him a long and happy retirement.

Dee Valley District Engineering Manager Dick Owen, left, has a parting handshake for Tom Evans on the occasion of his retirement.



Mr. R. TROWLER

THE workshop foreman from the Head Office Technical section, Ron Trowler has retired from MANWEB after 23 years' service.

He joined MANWEB in 1963 from the UKAEA, Capenhurst, as an assistant meter tester at Craven Street, Birkenhead. He moved to the Technical Test Workshop in New Crane Street,

Chester, in 1970, as an instrument inspector. He was appointed foreman in 1972.

His wife, Ethel, was present at a local hostelry, to see Ron presented with a camera and other gifts from his colleagues. In retirement he will be continuing to play golf and keep in touch as an active member of the MANWEB Golfing Society.

Ron Trowler, centre, on his last day at work, pictured with some of his colleagues in the Technical section.



Mr. W. G. N. CREES

A LIFE full of adventure and incident was revealed when Garth Crees recently retired from his post as 3rd engineer in the Civil Drawing Office at Sealand Road.

Born on a tea plantation in India, Garth was soon packed off to England for education in a public school. The beginning of the war in 1939 found him in "Dad's Army" prior to becoming a pilot instructor in the RAF.

Back as a civilian, he returned to India as an airline pilot. Soon, however, he was back in Britain for a short time before setting off by car to drive to Rhodesia across the Sahara Desert.

When he arrived at his destination, he worked for a while in the architect's office before leaving for the French Riviera. Here he was a crewman on a cabin cruiser at Cannes. During this period Garth became an actor in a film featuring Laurel and Hardy.

His next job was helping to build a holiday camp in Corsica.

Time came for his return to England to work in London and Carlisle. At this stage in his life he took to playing the guitar in a skiffle group.

Then, in rapid succession, he became a double-glazing salesman, dry-cleaning shop manager and a deck-hand on a cattle boat. A job at an hotel in the New Forest saw him playing snooker with Spike Milligan and Peter Sellers of "The Goons".

Garth moved on to Southport where he owned a car body spraying business. It was then that he decided on a quiet life and joined MANWEB in the Records Drawing Office at Bridle Road. Ten years ago he moved to the job from which he has now retired.

ANNUAL GENERAL MEETINGS

MANWEB (NORTH WIRRAL)
RETIRED STAFF ASSOCIATION
on Wednesday, 7th May
at 2.30 p.m. in the District Office

CHESTER AND HEAD OFFICE
RETIRED STAFF ASSOCIATION
on Wednesday, 30th April
at 2.30 p.m. in the Head Office Restaurant
Annual subscriptions (£1) may be paid at the meeting
or sent direct to:
Del Hall, 127 Hartington Street, Handbridge, Chester
or Carmel Austin, 2 Sefton Road, Hoole, Chester

A double departure from Lister Drive—Arthur Molloy, centre, and Kathy Tibke, second from right. Arthur's wife, Hazel, is seated, left.



A happy group in our Oswestry District gather round as Manager Ron Williams, centre left, wishes a happy retirement to Cecil and Vera Hughes.





Award winner Karen Threadgold took her Mum and Dad to London, where she was presented with a medal and certificate by Johnny Morris, the well-known TV and radio personality.

Karen reaches national final

CONGRATULATIONS to 12-year-old Karen Threadgold, daughter of Glynne Threadgold (*principal assistant, General Services*) at our Mid-Mersey District office, who reached the finals in the junior section of the 1985 "Young Environmentalist of the Year" competition.

Organised by The Electricity Council, the competition was open to children of employees of the electricity supply industry in England and Wales. Entrants in the junior section (eight to 12 years old) had to complete two projects, one concerned either with animal camouflage or with the design of a wildlife book-jacket, and the other with the all-electric ideal kitchen. Karen chose the animal camouflage option and, although not among the main prize-winners, she was one of six finalists invited to the presentation ceremony in London.

This was Karen's first trip to the capital city and, accompanied by Dad, and by Mum, Betty,

she enjoyed a good deal of sightseeing during her visit, with an overnight stay at a hotel in Buckingham Palace Road as guests of The Electricity Council—a trip to remember.

Karen, who is a pupil at Frodsham High School, received recognition of her success by way of a medal and certificate from Johnny Morris, the well-known TV and radio personality, who is President of the Young People's Trust for Endangered Species.

She also received a letter of congratulations from Board Secretary Colin Leonard, together with a gift token with the good wishes of MANWEB.

COARSE ANGLERS WANTED

CAPTAIN of the MANWEB Coarse Fishing Team, John Tyreman, is looking for good match fishermen in this year's bid to lift the ESI trophy. MANWEB have won it once before, but have never done too well on the River Trent—this year's venue.

The 11th ESI National Coarse Angling Championships will be held on Wednesday, 10th September, 1986, on the Trent at Nottingham. John is keen to see the team and the individual trophies end up in MANWEB hands.

"There are good prizes and a fair bit of sweep money to pick up, too. We usually have one or two get into the prizes, but I would like to see us give the Midlands lads a run for their money—they seem to have the edge and the loot," John told 'CONTACT'.

He is looking for a team of 15 anglers, all of whom will compete, with the top 12 counting toward the team's overall performance. The Trent is a pretty good coarse fishing river, so anyone competing should have an enjoyable day's fishing. If you wish to be considered for the team, give John Tyreman a ring on the internal phone—his number is Head Office 2072—or drop him a note to Head Office, Internal Audit, Room 1S1.



The crowd-pulling "Elektra" cinema. Inset: "Usherette" Marjorie Scregg takes the tickets.

Electricity—the star attraction at G-MEX

G-MEX—Greater Manchester Exhibition and Events Centre—constructed on the site of the former Central Station—opened its doors for the first time with the staging of the "Enterprise North West" show.

Among nearly 300 of the region's top companies, a powerful attraction was the "All-Electric Picture Show", described in the *Manchester Evening News* as "a real show-stealer".

The joint venture by MANWEB, Norweb and the CEGB certainly attracted a lot of interest and attention. The newspaper goes on to state: "Electricity is no longer much more expensive and, in many applications, is still the best and easiest form of power to use."

"The electricity stand at G-MEX seems likely to steal the show from the outset... its magnificent Edwardian reproduction 'Elektra'

cinema, where Enterprise visitors can absorb the opulent atmosphere of a bygone era as they attend the world premier of the 'All-Electric Picture Show'."

Queues formed outside the 40-seater cinema for every performance of the excellent 17-minute film on the history of electricity.

One of the 'managers' on duty during the run of the show was George Roberts (*administrative assistant*) from the Load Development section at Head Office. From time to time, other members of the MANWEB staff took a turn "on duty" at the cinema.

One of these was "usherette" Marjorie Scregg (*Commercial assistant*) from North Wirral District. "It was quite exciting being at this super show at G-MEX. Packing people into our cinema was very hard work. We never stopped. But it was a great and exhilarating experience," she commented.

Charlie's back home in style

ENGINEERING foreman Cliff Young from our Mid-Cheshire District went to Manchester International Airport recently to welcome home Charlie, his famous racing pigeon, who took the wrong turning and finished up in South America.

Charlie was flown home in style, courtesy of British Airways Cargo. He came by regular TriStar service from Rio to London, then switched to the Super Shuttle for Manchester. Before leaving Brazil, Charlie—almost a national hero—had a terrific send-off, with country-wide television, radio and newspaper coverage.

The perky pigeon looked in perfect condition after his world-record flight, which had left him almost dead from exhaustion. He is, at present, in quarantine.

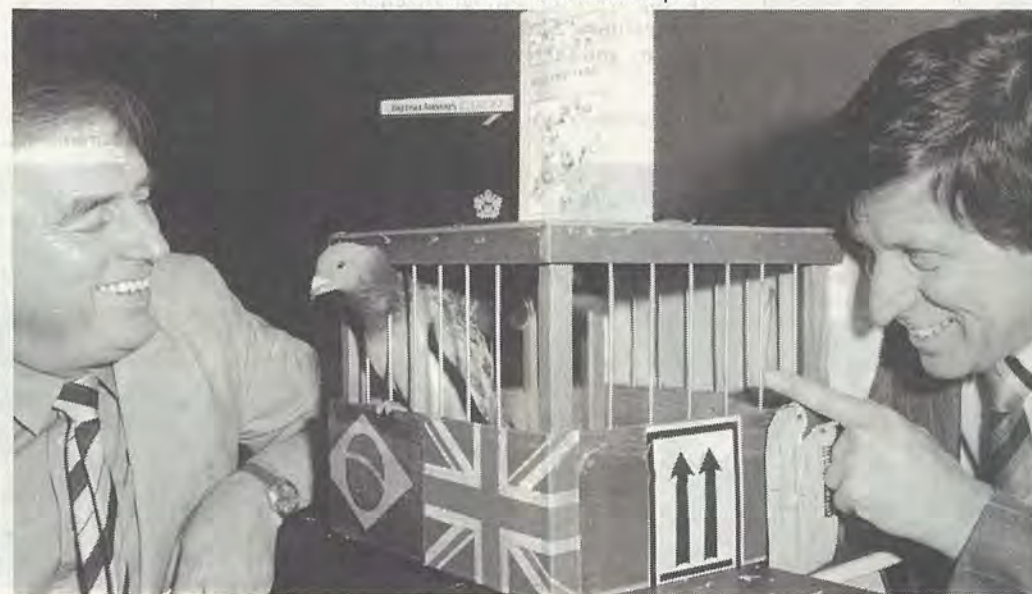
Technical Director of the Pigeon Breeder Carrier Association in Brazil, Maurilio Abreu de Oliveira, who took charge

of—and hand-fed—Charlie, from the moment he was found on the beach, arranged for the bird to be delivered to Rio de Janeiro with food and water supply, sanitation documents

and embarkation papers.

"I think that Charlie's flying days are over," Cliff told us. "I may use him for breeding another record-breaker. After all, Australia is not that far away!"

Charlie, the champion, is greeted by Cliff Young, right, and British Airways cargo sales manager Keith Jackson at Manchester Airport.



CONTACT FREE ADS

FOR SALE

SUN BED—"Portasun". Five 5 ft. tubes. Excellent condition. £100. Tel Head Office, internal 2551 (Irene Graham).

PRAMS—Brown cameo twin pram, £55. Also blue Mothercare coach-built single pram, £55. Tel Chester 380257 or Head Office, internal 2331 (Terry Morley).

CARS

FORD Escort 1.3L. "W" reg. Excellent condition. Nine months MOT. Radiocassette. £1,900 o.n.o. Tel. North Mersey District internal 287 (Janet Aylmer).

VW BEETLE—1300, "J" reg. White. Very good condition. New engine (6,000 miles), new wings, running boards, rubber seals all round, complete braking system, respray. Invoices available. £995. Tel. Gwynedd District, internal 2161 (Dennis Williams).

HOUSE

DRURY, near Buckley. Two-bedroom corner bungalow. Gas-air central heating. Through lounge/diner, half-tiled bathroom, col. suite. Garage. £28,000 o.n.o. Tel. North Wirral District, internal 203 (Ruth McBride).

MANWEB JOINT CO-ORDINATING COUNCIL

**This Bulletin (No. 16)
summarises the main
items discussed at the
MANWEB JCC and
Standing Committees**

CHAIRMAN CONFIRMS TEN SINGLE MANAGED DISTRICT STRUCTURE

Mr B H Weston, Manweb Chairman, said that, following visits to all the Board's Districts, he was aware of the level of rumour which had existed about possible major organisational change. He wished to dispel this quickly so that management and staff could concentrate their attention on the important tasks which they jointly had to face in the year ahead. Thus he was bringing a Paper to the Manweb JCC to confirm the existing ten District structure with a single District Manager heading each District, supported by an Assistant District Manager in Liverpool, North Mersey and Dee Valley. This would provide career development for future managerial posts and the Assistant District Manager posts would be filled on the basis of secondments.

Trade Unions' Members endorsed the basic philosophy set out in the Paper, but expressed reservations as to whether the single managed structure had yet been proven in the larger Districts. They noted that the grading implications for subordinate staff would have to be discussed in another form.

As a related issue, Trade Unions' Members raised the question of early retirement terms. They noted that the Board had been discussing with certain staff terms for early retirement which fell short of full selective severance and they sought the Board's intent in this regard.

Board's Members said that, by retaining the existing ten District structure, major organisational changes had been avoided. There would, however, be instances where minor organisational variations could produce the opportunity for some staff to retire early on agreed terms. The provisions the Board had in mind were intended to help older staff who did not wish to be involved in these minor organisational changes.

The Trade Unions said that their policy was for full selective severance arrangements to be applied, similar to those used by other organisations in the Industry.

KEY ISSUES FOR 1986/87

To assist the Trade Unions in making an early input into the development of the Board's Operating Plan, a Paper was put before the Council setting out the four strategic issues which the Board had identified as being the most relevant to the achievement of its overall corporate objective. These were:—

- (i) An accelerated programme of activities to counter theft of electricity.
- (ii) The further development of the use of new technology and new communications facilities.
- (iii) The efficient use of resources and the elimination of waste.
- (iv) The development of corporate marketing within the Board.

Mr Weston emphasised that the Board's objective was to maintain and develop supplies of electricity to meet the needs of customers in the Manweb area on a continuing basis as economically as possible. How the Board succeeded depended primarily on three major issues. These were: reductions in operating costs; achieving increases in unit sales; and reducing the level of units unaccounted for. It was to meet these aims that the four key issues had been determined. A number of specific papers were also being brought to the Council which were in line with these four key issues, including meter modernisation, energy efficiency and the introduction of new telephone exchanges.

A detailed discussion took place on the key issues identified and Trade Union Members endorsed the four areas proposed as the basis for the key issues for 1986/87.

SERVICES SECTION TRIAL— ENCOURAGING RESULTS

The Council received an interim Report on the above trials, operating in Clwyd and North Mersey Districts. The Report provided encouraging results and the trials had been enthusiastically welcomed by the staff locally. The turn-round time for simple service enquiries had been reduced from 20 days to just four days in

and a customer opinion survey were still required, but the results to date on customer service were encouraging enough for other Districts to take part if they so wished.

It was agreed that other Districts should have the opportunity and discretion to implement similar Services Sections, subject to appropriate discussion and consultation.

METER MODERNISATION PROGRAMME—PREVENTION NOT PROSECUTION

The Council were updated on the success of the trial of plastic covers to protect meter installations in the Liverpool area. During the trial, losses had reduced substantially. It was also encouraging that, as yet, there was no evidence that the covers fitted had been subject to interference and also that there had been no adverse customer reaction.

The emphasis of the Board's campaign on meter interference was moving from prosecution to prevention and it was intended that a major meter modernisation programme would be introduced to up-rate meter installations and provide added protection. Such a programme would take several years and would require extra manpower resources in the metering field.

Trade Unions' Members welcomed the Board's proposed meter modernisation programme and the benefits which it would bring in reduced theft and improved workload in this area.

DATA PROTECTION ACT 1984

Board's Members presented details of the implications of the Data Protection Act on Manweb which is in the process of being implemented during 1986/87. It was agreed to establish a working group of management and lay representatives involved in the areas of work most concerned with customer data held on the computer (ie income and customer accounts). The purpose of the working group would be to discuss what safeguards, if any, were required and what

As a result of concern expressed by Trade Unions' members, the Board undertook to ensure that appropriate staff were made aware, as a matter of urgency, of the provisions of the Act already in force. The Board will also be considering what training will be necessary for staff in regard to the Act and the revised procedures.

ENERGY EFFICIENCY AND INDUSTRY YEAR 1986

Two Papers were considered by the Council supporting Energy Efficiency Year and Industry Year. The Papers identified local initiatives and areas of investigation which LJCCs could pursue in support of the aims of the two campaigns. Full details of the campaigns have been circulated to LJCCs for local consideration.

MANWEB JCC HEALTH AND SAFETY COMMITTEE—5 DECEMBER 1985

(a) *Second Seminar for Safety Representatives and Managers*

Members reviewed the above Seminar and agreed that a number of worthwhile points had emerged which should be drawn to the attention of local Health and Safety Committees. Accordingly, we have circulated to local HESACs an appropriate Paper, together with a summary of feedback from safety representatives.

(b) *Manweb's Policy for Achieving the Health and Safety at Work of its Employees*

A revised Health and Safety Statement has now been printed and issued throughout the Board. The method of implementing the Policy Statement, together with any consequent revisions to Local Policy Statements are now a matter for local discussions involving managers, supervisors and safety representatives. At the next HESAC meeting on 6 March, a summary of comments from local HESACs will be considered in relation to proposals for the future investigation of accidents and dangerous occurrences.

(c) *Effects of Mineral Oil on the Skin*

It was anticipated that appropriate overalls for electrical fitters would be available in localities by mid-January 1986.

(d) *Departmental Clothing Panels*

should be improved so as to speed up the process of dealing with complaints relating to protective clothing. Accordingly, LJCCs have been advised that enquiries about protective clothing issues should be addressed in the first instance to the appropriate Clothing Panel Chairman or Commercial Liaison Officer.

(e) *Three-Day Accidents within Manweb—July/September 1985*

Members noted with concern that for the third quarter running in *Safety Wise '85 Year* the number of three-day accidents was higher than in the corresponding period in 1984, although there had been a decrease of two on the previous quarter.

(f) *Protective Footwear*

Members were pleased to note that a revised schedule of safety footwear prices had been distributed throughout the Board, resulting in employees paying on average £1 per pair less than previously.

(g) *Safety Wise '85 Campaign*

The Committee received a quarterly progress report on the implementation of *Safety Wise '85* within Manweb. The programme of visits by HESAC officers to localities to monitor the effectiveness of local campaign activities is due for completion in February.

(h) *HESAC Notes of Guidance for Handling and Working with Materials Containing Asbestos in Industrial, Commercial and Domestic Premises*

The Committee received Revised Notes of Guidance relating to the above, incorporating amendments which reflect a number of developments in thinking on asbestos as well as including an updated list of storage and Electricaire heaters, with guidance on asbestos content and how to handle them.

(i) *Manweb Health and Safety Report and Review of Accident Statistics 1984/85*

Board's Members viewed with concern the upturn in the number of reportable accidents and in the accident incidence rate. All managers would be asked to suggest initiatives that could be taken locally to assist safety.

EDUCATION AND TRAINING COMMITTEE—5 DECEMBER 1985

(a) *Equal Opportunities Policy—Employment of Ethnic Minorities*

A report was received of tripartite discussions which had identified a

Opportunities Policy during supervisory and selection method training courses. Manweb's Policy Statement is in the course of being revised and broadened to include employment of the disabled, and will be reissued to all staff in the near future.

(b) *MSC Youth Training Schemes—Manweb*

Consideration of the Board's proposals for 1986/87 schemes will take place at the next E & T Committee meeting on 6 March 1986, by when it is hoped that national discussions on the format of the two-year YTS scheme will have been concluded.

(c) *Clerical Training within Manweb*

NJC staff representatives expressed a desire for a formalised clerical training scheme in Manweb, so as to produce trained staff with broad-based and flexible skills and the capability to respond to the rapid changes taking place in work methods, technologies and systems. They did not consider that the Board was getting value for money from the current informal system for training clerical staff, which, in their view, was failing to train staff to be fully effective in the use of new equipment.

In response, Board's Members accepted that changing methods and technologies might necessitate the provision of more formal training, but this would be developed as and when required, related to particular applications. They noted that there would be logistical difficulties in providing a consistent and formalised training scheme for CA staff scattered across the Board. It was also pointed out that any clerical training programme would involve the careful identification of training within departments, so that trainees were not given solely menial tasks. This would mean transferring some existing CA work into training posts, with consequent effects on the workload and levels of established staff. As such, it was therefore a major exercise with significant ramifications.

Trade Unions' Members expressed concern at the overall tenor of the Board's response to their comments.

