

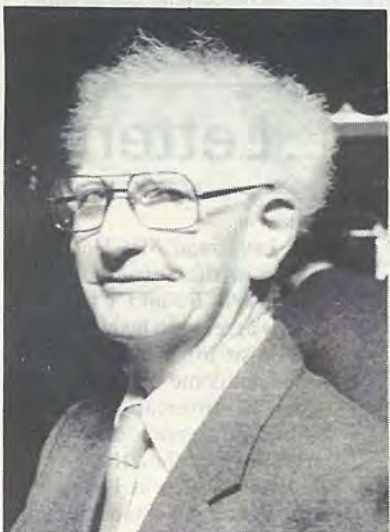
# THE 'CUSTOMER CARE' DRIVE BEARS FRUIT

## 50 Years' Service

OUR congratulations on achieving half a century of service in the electricity supply industry go to Liverpool District's Ted Tierney, an electrical fitter.

Ted started his working life in 1937 as an office boy with the Liverpool Corporation Electricity Supply Department. A year later, he moved to Pumpfields, to start an apprenticeship as an electrician.

In 1942, he "joined up" with the RAF, and worked on aircraft maintenance and service plant.



He returned to the electricity supply industry which became part of MANWEB in 1948. He became a fitter and has worked from Lister Drive ever since. He is a strong supporter of the union and was a shop steward for the EEPTU.

Ted is now looking forward to his retirement and enjoying his hobbies of fly-fishing and photography. In his younger days, he was keen on football—coming from Liverpool, that is natural!

Our congratulations on the "fifty", and best wishes for the future.

ENCOURAGING progress and new measures in MANWEB's drive to reduce hardship among less-well-off electricity customers were reported by Chairman Bryan Weston recently. He was commenting on the Board's Annual Report and Accounts for 1986/87.

Mr. Weston said that disconnections for non-payment of bills were down for the fifth successive year—this time by seven per cent. Plans were in hand to introduce "card operated" meters during the current year; more slot meters had been installed; sales of electricity savings stamps were up; and a total of 32 per cent of MANWEB's customers now made use of some kind of easy payment arrangement.

## ... losses had fallen

There was encouraging news, too, regarding the Board's efforts to frustrate people who stole electricity by interfering with their meters. The level

the year, representing a saving of more than £1-million on theft losses, estimated to be running at more than £15-million a year.

## CARING FOR THE OLD FOLK

Following last winter's launch of the "Heatcare" scheme, designed to protect elderly and other vulnerable people from the dangers of hypothermia in winter by installing a storage heater in one room at a low fixed weekly cost, efforts are being made now to extend the application of the scheme.

"By October, every MANWEB customer will have received a leaflet urging them to help protect the elderly by keeping an eye on them during severe weather, making sure that they understand the benefits of home insulation and encouraging the spread of the Heatcare scheme," said Mr. Weston.

## —and now it is MANWEB Radio Care

Another innovation designed to improve MANWEB's service to the community was introduced by the Chairman. A substantial number of MANWEB service vehicles are in radio contact with base, and plans are in hand to let the public know that this radio link is available to summon help in cases of real emergency. Vehicles with the relevant equipment will carry stickers to that effect.

Chairman Bryan Weston launches MANWEB Radio Care—on the mike is Graham Wright, from Head Office Technical





Above: Jane Hall, Sue Jones, John Ellis and Frank Kelly, of Mid-Mersey, and, below: Dave Fisher, with the award-winning exhibit from Mid-Cheshire



## SHOW PRIZE WINNERS

THREE MANWEB Districts were involved in stands at two separate shows which won prizes from the organisers.

In a combined effort, Mid-Mersey and Mid-Cheshire manned the stand at the Cheshire County Show at Tatton Park, Cheshire. With prizes for cattle and the like at this premier agricultural show, what were the two Districts up to?

Mike Potts, Mid-Cheshire energy marketing engineer, explains: "No, we haven't gone in for breeding Friesians! It's just that we use such occasions to show our wares. In the Machinery (Inventions and Improvements) Section, the short-wave infra-red heater was entered and gained the silver award".

Meanwhile, south of the border, down Aberystwyth way, the District were picking up a prize for the best stand for public involvement at the Aberystwyth Show. Like the Cheshire Show, they had the use of the MANWEB caravan, but developed their exhibit from selling into a real public relations effort. Through the LJCC, a linesman suggested space ought to be given to show the work the men had to do to bring electricity to the customer.

A couple of poles and a stretch of overhead line was erected, and members of the public were invited to climb a pole using climbing-irons—under strict safety supervision, of course, and with the danger aspect emphasised every time anyone climbed the pole. An exhibition of jointing was also given.

The Mayor of Aberystwyth handed over the prizes to the staff, and congratulated them on creating such public interest in their activities.

Above: Idris Humphreys helps a youngster to use climbing-irons. Below: Councillor Barbara Cole, Mayor of Aberystwyth, hands over the cup to Alan Carr, watched by his District colleagues

Pictures by Alan Dickinson



## Clwyd prize givers

Handing over their prize hamper to Dr. Leonard Kader, a Commander in the St. John Ambulance Brigade, are four representatives of the Energy Marketing team from Clwyd District. Left to right are: Terry Dunne, Ron Carter, Dr. Kader, Colin Edwards and Ian Bidwell. The ten-strong team won the hamper in an energy marketing promotion and decided to give it to the St. John Ambulance Brigade in their Centennial Year. They will raffle the hamper to raise cash for their work. The team added some extra wine and spirits to make the hamper up to £100 in value



Bob Hodson, right, presents a Civic Award certificate to Councillor Noel Wright, Chairman of Wrexham Maelor Housing and Health Committee, watched by Llys-y-Graig residents

## FOUR 'CIVICS'

IT'S that man Bob Hodson again, handing out Civic Shield Awards to the Wrexham Maelor Council. The Council have invested in electricity in four of their recent projects, much to the satisfaction of the new residents.

Llys-y-Graig is a warden-controlled 30-flat complex, each flat containing either one or two bedrooms. They are all electrically heated, with good-quality insulation, and, of course, there is electric cooking and hot water.

There are community rooms and a small kitchen, for catering at social events. The tenants seem delighted with their new homes, and they are busy getting their social life organised, and have formed a club.

The newly-built complex is at Rhos-y-Medre, near Wrexham. Three other projects by the Council, all in the Dee Valley District of MANWEB, are where the Wrexham Maelor Council have improved living conditions for their tenants by improving the heating system and hot water supply, and increasing the insulation—all to Electricity Council Civic Shield Award Standards.

These are at Gresford—six flats in Parsonage Close, Tryffron, and four bungalows in Glenway; and in Gwersyllt—seven bungalows and six flats in First Avenue.

Councillor Wright receives congratulations from Bob Hodson, and Civic Certificates are held by, from left to right: Alan Cattlin (Chief Property Services Officer), Randal Davies (Architect) and Chris Leech (Director of Public Works)



## Letters

Dear Sir,

I have read Mr. Harrison's letter in the July number of 'CONTACT', and I can only partly agree with his comments.

A visit to Anfield definitely does not come under the category of entertainment, and would only serve to drive potential customers into the hands of our rivals, such as British Gas (brought on by a sudden desire to put their heads into an oven!).

However, I feel that a joint venture with Norweb would have been more worthwhile, whereby a private box could have been purchased at Old Trafford, home of Manchester United.

Not only would our clients be satisfied in terms of entertainment, but their spiritual needs could be taken care of at the same time.

Yours faithfully,  
PAUL COOK  
Creditors, Head Office.

(I thought that it was only our retired staff who could remember football being played at Old Trafford.—Ed.)

# Craftsmen steal the show

IT was Open Day at the Ince B power station and time for the final adjustments to the magnificent MANWEB touring engineering exhibit. Craftsmen were checking out that the working parts worked, and the engineers stood by, ready for the public invasion.

On the Technical Section stand, one of the items was a laser-controlled camera. The camera was mounted on a nearby roof, about 200 yards from the exhibit. It had been installed by craftsmen Dave Kenyon and Steve Hennessey.

The signal and pictures from the camera and the remote-control instructions were sent to and from the exhibit by laser beam. Steve checked one end of the laser link on the top of the CEGB building, whilst Dave lined up the other end on the roof of the mobile exhibition. With everything working perfectly,

Steve Hennessey checks the laser link with Fred Wightman, who examines the remote camera



"It's over to you, Steve," says Dave Kenyon, second right, watched by Board Members. Left to right: Bryan Weston, Chairman, John Griffiths, Duncan McAuslan, Chairman of the Consultative Council, and Oswestry District Manager Lyn Price

the camera moving at the touch of one of four buttons, they moved on to check out the fibre optic exhibit. A fibre optic cable carried a signal to a TV set: by exactly lining up to fibre optic cables, the signal could pass through an air gap of several inches. A piece of paper in the air gap proved that the signal stopped when it was passed through.

The illuminated display of the present and proposed MANWEB telecommunications network built by Paul Williams, another Technical craftsman, was checked out by Dave and Steve. Satisfied that it and the heat-sensitive security camera were working and that the mobile printer unit display was O.K., it was time to get ready.

A quick change saw them replace their jeans and tee-shirts for smart suits and ties, and they were ready for the visitors. Dave and Steve were the Technical exhibition representatives. They had put the exhibit together—so who better to tell the people about it?

When the exhibition moved to Oswestry District, it was the turn of MANWEB Chairman Bryan Weston and the Board

Members to visit it. Again, Dave and Steve were Technical Section representatives, and they impressed the Board with their knowledge and ability to express it.

Both young men have proved a hit with visitors wherever they have gone with the exhibition. So how do they like their new role?

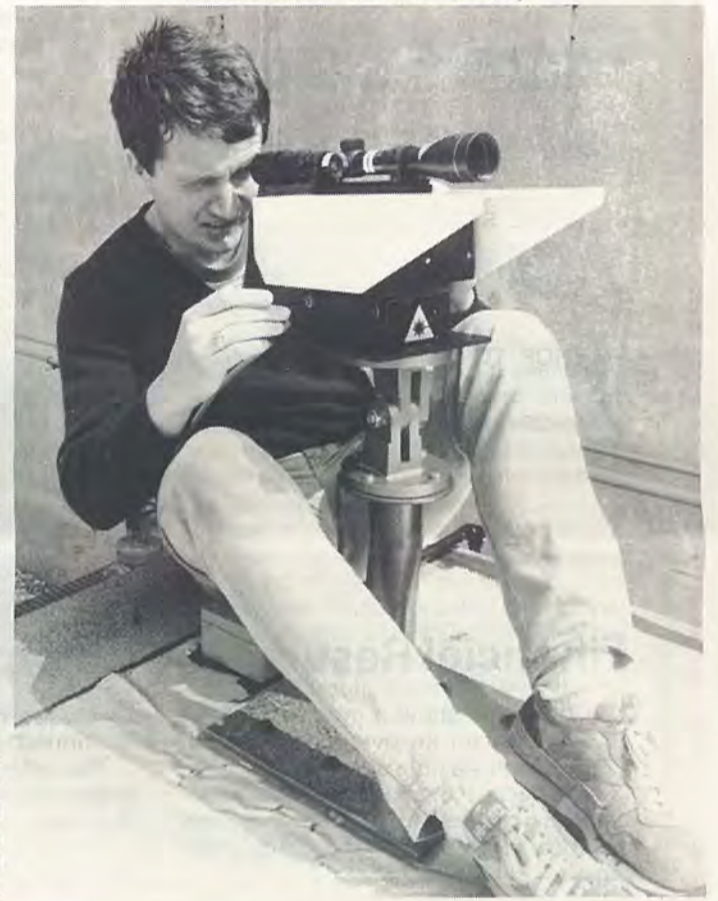
Steve said: "Oh, it's great! Setting up and then being able to tell people about it is really satisfying".

"That's what it's all about..." adds Dave "... job satisfaction".

It was 2nd engineer Fred Wightman who decided to harness the natural enthusiasm of these craftsmen and use it on the stand. Following the Technical lead, other sections employ their craftsmen as representatives on their stands as they travel around the Districts.

If you have not had a chance to see the Engineering Exhibition, it will be at Mid-Cheshire on 1st September, Mid-Mersey on 15th September, Liverpool on 29th September, North Wirral on 14th October and North Mersey on 27th October.

Dave Kenyon, at the other end of the laser link, precariously perched on the roof of the exhibition



## Long Service

OUR congratulations to the following members of the MANWEB staff who have completed 40, 30 or 20 years' service in the electricity supply industry during the month of July.

40 YEARS—North Mersey District: **Wyn Thomas** (2nd engineer—Production).

30 YEARS—Mid-Cheshire District: **Wilf Everall** and **Dave Threadgold** (craftsmen, overhead lines). Gwynedd District: **Oliver Davies** (craftsman, overhead lines).

20 YEARS—Liverpool District: **Ronald Thompson** (craft attendant, jointing). North Wirral: **Ted Lawler** (craft attendant, electrical fitting—Transmission). Mid-Cheshire District: **Stan Brown** (driver). Head Office: **Gary Scragg** (executive officer—Financial) and **Bob Blair** (principal assistant—Drawing Office).

## City and Guilds successes for YTS students

OUR congratulations go to the following Youth Training Scheme students who have passed their City and Guilds in Engineering and Craft Studies and Electrical Engineering. Of the 28 papers sat, they collected three distinctions, 17 credits and eight passes.

So it is "well done" to Angela Aldridge (North Mersey), Kenneth Bailey (Mid-Cheshire), Stephen Bredin (Mid-Mersey), Andrew Churchman (Clwyd), Lee Connah (Dee Valley), Michael Davies (Clwyd), Paul Doyle (North Mersey), Stephen Gauller (North Wirral), Michael Gill (Liverpool), Ian Howlett (Mid-Cheshire), Martin Jolley and Lee Mercer (Dee Valley), Gary Morton (North Mersey) and Phillip Morgan (Dee Valley).

## Anneka and her 'A-Team' invade Board Meeting

IT was time for "Any Other Business" when the door of the Board Room burst open, and in flew sky-girl Anneka Rice, with her "A Team" from MANWEB and a camera crew.

The Board had been discussing the Annual Report, and some members were quite surprised at the sudden interruption.

"Where's the clue?" cried Anneka.

Only Chairman Bryan Weston was in the know, and he produced

the final clue to the Aladdin's cave of treasure waiting for members of the Ambassador Club.

The scene was from a video to be shown to staff in October, when the Ambassador Club will be launched in MANWEB. Just what Anneka and her Ambassadors from MANWEB found, we will tell you in a future edition of "CONTACT"—but we can say that it was pretty good!

The film crew, right, get ready for a "take", while Anneka chats to Chairman Bryan Weston and the Board Members



## A REVIEW OF THE YEAR 1986/87

### MANWEB AT A GLANCE . . .

- CUSTOMERS . . . . . 1,320,724
- AREA . . . . . 4,721 square miles
- TURNOVER . . . . . £720 million
- PROFIT . . . . . £8.6 million
- DISTRIBUTION MAINS . . . . . 42,992 kilometres
- UNIT SALES . . . . . 15,863 million
- TOTAL STAFF . . . . . 5,310
- SHOPS . . . . . 58
- SHOP TURNOVER . . . £24.8 million
- SHOP PROFIT . . . . . £2.1 million

### THE CHAIRMAN COMMENTS . . .

*"THIS time last year I drew your attention to the good news and the not-so-good news in the Annual Report and Accounts. The good news centred round booming business, fewer disconnections for non-payment, and the fact that electricity prices were falling in real terms. The bad news related to continued high levels of electricity theft.*

*During 1986/87 the good news has continued . . . even fewer disconnections, another year of brisk business, and electricity prices which mean even better value for money.*

*Even the stubborn problem of theft showed signs of beginning to yield to our efforts. As our programme of meter modernisation gathers pace, there is every reason to hope that further steady progress will be made.*

*As everyone knows, there are changes in prospect for our industry. The British people have decided at the ballot box that privatisation of electricity is acceptable to them.*

*The exact form which this process will take is unclear at present, and will doubtless be the subject of consultation and deep deliberation in Government circles. By the end of the year we should have a knowledge of the future structure of the industry and of the timetable for privatisation—although this is likely to be some time away.*

*Whatever the future may hold, however, there can be no doubt that our continuing duty will be to provide our customers with an electricity service which is highly efficient and as economical as possible."*



*Bryan Weston*

Bryan Weston, MANWEB Chairman

## MONEY MATTERS

### Financial Results

The Accounts show a modest profit of £8.6-million on an overall turnover of £720-million—a little over one per cent.

All aspects of the Board's trading activities were carried on at a profit, including electrical contracting and appliance retailing.

### Cheaper Electricity

In real terms, the price of electricity continued to fall.

The effective increase in electricity prices during 1986/87 was limited to less than two per cent.

Over the past five years, the price of electricity to the domestic user has risen

by only 8.5 per cent, compared with an increase in the rate of inflation of more than 25 per cent during the same period.

Customers using the Economy 7 tariff have done even better, with an increase of only four per cent over the five-year period.

During the year, advantage was taken of the new "Qualifying Industrial Customers' Scheme", offering lower prices to industrial customers who use more than 25-million units a year, by 50 large industrial customers. This development made their electricity costs more comparable with those prevailing in some other countries in Europe.

Automatic call distribution is being installed throughout the area, as here in North Wirral. This means a faster response to customer queries by clerical staff equipped with V.D.U.s, which give them access to computer data on customers' accounts



### Making Things Easy

Disconnections for non-payment of bills were down by seven per cent—the fifth reduction in successive years.

There was a further small increase in the number of slot meters installed to help customers in difficulties, bringing the MANWEB total to 153,000—the highest proportion of any Electricity Board.

Plans are in hand to begin to introduce "card operated" meters throughout the Board's area during 1987/88. These will help further to reduce the number of disconnections and will replace coin-operated meters where they are particularly vulnerable to theft.

MANWEB continued operating arrangements which enable customers to pay electricity charges by direct deduction from State benefits. By the end of the year, 16,600 were using this scheme.

Sales of electricity savings stamps increased from £5.4-million to £5.8-million.

More than 32 per cent of our domestic customers now use slot meters or make use of the various easy-payments schemes.

# COMMERCIAL ASPECTS

## Sales of Electricity

Total sales to all classes of customer reached a record 15,863-million units—an increase of one per cent on the previous year's record figure.

Industry took 8,450-million units—a marginal fall of 0.2 per cent. This is attributed to a substantial fall in oil prices, which encouraged an increase in private electricity generation by some of our big industrial customers, who consequently bought less electricity from MANWEB. However, most industrial sectors purchased more electricity.

Sales to the commercial sector remained strong, increasing by four per cent, to 2,581-million units, while sales to domestic customers rose by 2.8 per cent, to 4,386-million. This continuing

growth in electricity use in the home reflects the continued attractiveness of the Economy 7 tariff for space and water heating and the increased ownership of electrical appliances—in addition to an increase of 12,000 customers during the year.

The average home used 3,707 units during the year, compared with a figure of 3,646 during 1985/86.

## Energy Marketing

A five-year agreement with British Coal offers the possibility of stable electricity prices. This factor has contributed to our energy marketing success.

During the year, there was expansion



The Beta Awards to encourage commercial customers. Here Heinz Wolff, right, presents the award to Garth Brookfield, Lloyds Bank, Warrington

in every sector. On the domestic front, the 3,000th certificate for an all-electric Medallion Home was awarded, bringing the MANWEB area total of low-energy Medallion Home and Civic Shield dwell-

ings to more than 5,500 by the end of the year.

The Power for Efficiency and Productivity awards competition, and the "BETA" Award Scheme, for the efficient use of electricity in industry and commercial buildings respectively, attracted great interest among our industrial and commercial customers.

MANWEB participated in a number of major events aimed at promoting the wider application of energy-efficient electrical techniques in industry.

## Shop Boom Goes On

Sales of appliances from MANWEB shops rose in value to £24.8-million, being an increase of 19.5 per cent over the previous year. This business was carried out at a profit of £2.1-million.

Washing machine and tumble drier sales were outstanding, with increases of 30 per cent over the previous year, while sales of microwave ovens and vacuum cleaners were up by 20 per cent.

The ever-increasing popularity of less-than-half-price Economy 7 electricity led to the sale of almost 20,000 storage heaters—a further improvement over the previous year.

MANWEB continued to support British manufacturers, and the first British-made dishwasher, which is manufactured at Bromborough, was chosen for sale under the electricity industry's Electra brand name. Dishwasher sales rose by 60 per cent during the year.



Shops continue to be refurbished—in the case of Norris Green, below, it was rebuilt

## Contracting and Servicing

Electrical contracting turnover, at £8.6-million, was again up, and realised a profit of £400,000. The trend towards larger commercial and industrial contracts was maintained, and an increased number of off-peak heating and water-heating installations were achieved.

Income from appliance repair work rose by 3.4 per cent to over £2-million. During the year, our service electricians completed over 60,000 repairs, and further improvements were made in our spare parts ordering service by the use of a direct computer link with some manufacturers.

# ENGINEERING

## The Distribution Network

Nearly £28-million was spent on extending and strengthening the distribution network during the year. This work included the modernisation and refurbishment of switchgear and overhead lines, and the provision of new supplies, notably to dock areas and industrial estates on Merseyside, and at Chester, Deeside and Wrexham.

The reliability of supply to rural areas continued to be improved by the installation in sub-stations of automatic equipment which is able to restore supply after transient faults, such as those caused by lightning.

The latest technological developments continued to be applied in several areas of electrical engineering and communications. Telecommunications capacity was expanded at an enhanced rate, and good progress was made in installing optical fibre circuitry for data transmission purposes.

## Meter Modernisation

The Board pressed on with its programme, to modernise meter installations which have become unsatisfactory with the passage of time, leading to possible dangers and leaving them vulnerable to interference. This work involves the fitting of tough polycarbonate covers to protect the meter installations. During the year 16,000 premises were dealt with and it is expected that this work will go forward at the rate of 40,000 properties each year.

One thousand cases of theft of electricity were reported to the police, but, for the first time since the theft of electricity became a problem, at last there were signs of success for the Board's anti-theft measures. There was a drop in the level of electricity losses, amounting to a saving of over £1-million on theft losses, which are estimated at more than £15-million a year.

The major refurbishment of the electricity network is under way, and a new transformer is installed in The Cross sub station, Chester



A Review based on the Annual Report and Accounts of the Merseyside and North Wales Electricity Board

**Manweb** Electricity

Energy for Life

# ME AND MY SHADOW

EVERY move Mid-Cheshire Energy Marketing engineer John Ellis makes is followed by a Warrington sixth-former.

The young man who is dogging John's footsteps is Michael Gill, a 17-year-old from Great Sankey High School. He, like his fellow-pupils, is spending a week at a variety of organisations in a work shadowing project.

The programme has sprung out of the Industry Year campaign, and is the brainchild of the Education Liaison Committee of the Youth Enterprise Scheme.

The idea is that a sixth-form pupil is given an opportunity to see what is involved in a particular profession. Michael's selection was marketing, and he was matched up to shadow John Ellis.

For a week, he went where John went, and was able to see the work in which an Energy Marketing engineer becomes involved. Was the work with MANWEB what he expected?

Michael replied: "There is far more to it than I thought. I didn't know how much variety there was. I thought that MANWEB marketing meant selling appli-



John Ellis, left, with his shadow, Michael Gill, centre, checking some printing being produced by Peter McCoy, of the Head Office Printing Section

ances through the shops. I didn't know that there was so much involvement with industry and commerce".

After his A-levels, Michael

hopes to go to university and take Business Studies. He now has had a glimpse behind the scenes and has had a chance to sample the real business world.

## Joint Presentation

A THANK-YOU letter from the English Speaking Union was received by Head Office engineer Dave Stephenson for a joint presentation to the Union by himself and Norweb engineer Craig Robertson.

The request for a speaker on the work with helicopters in the electricity industry followed a broadcast on a local radio station.

The MANWEB/Norweb duo put together a joint presentation, using slides, showing the use of the helicopter for inspection of lines, and the survey of sub-stations by infra-red camera.

A considerable effort went into gathering the information, and Dave tells us that he is prepared to use it again—some-

thing for the LJCC secretaries to consider for the coming round of conferences.



"I think the trouble is basically that I'm a LOW-tech person..."



Clwyd District's Will Pierce, with Elaine Jones, in front of the newly-opened stables



Elaine Jones leads her horses past the luxury cottages at Hwylfa Ddafydd

## All-electric holiday homes and pony-trekking centre

THE village of Llysfaen is a few miles inland and up from Colwyn Bay. The beautiful Clwydian scenery makes it an idyllic spot for a holiday in the Welsh hills. If you want a highly-recommended place to stay, Clwyd District staff have just helped to plan the installation for an all-electric Country Farm Holiday Centre.

Builder Dewi Jones and his wife, Elaine, have created a compact attractive holiday and pony-trekking centre. Hwylfa Ddafydd is a 150-year-old farmhouse, with eight attractive self-catering cottages. Being a builder, Dewi Jones has had his best craftsmen working on the conversion from old farm buildings.

The ground floor of each cottage is a large open-plan kitchen, dining and lounge area. There is electric storage heating

in case it is chilly in the evenings, and an electric cooker, washing machine and fridge make catering for the family easy. There is a colour television. If Mum wants to relax, there is a restaurant for meals.

Upstairs there are two bedrooms, one with a double bed and the other with bunk beds. The cottages sleep six comfortably—seven at a push.

Out of the lounge windows there are beautiful views over the hills, and out of the kitchen diner window one overlooks the stables. Elaine Jones and her assistant look after the Centre's

eight horses and ponies, and lead trekking trips. If you are a horse-owner, they will put your equestrian friend up, too.

Hwylfa Ddafydd—"David's Cheerful Place" is about the nearest translation—is nicely situated for a family holiday—especially if members of the family are keen on horse-riding. The trekking is an optional extra, but the location lends itself to lovely walks, and is just a short drive from Colwyn Bay, Rhyl, Llandudno, Conway and Snowdonia. Fishing and golf can be arranged locally.

Clwyd's Terry Dunne and Will Pierce were responsible for the design and liaison with contractors. As well as heating and air-conditioning, the catering equipment was installed in the restaurant.

Terry Dunne commented: "You don't realise what a tremendous job has been done here. I saw it as a farmhouse, with some old buildings, and Dewi Jones has turned it into these luxury holiday homes. If I didn't live so close, I wouldn't mind bringing my family here to stay—anyone from MANWEB who wants to stay here would be assured of a warm welcome".

If you feel that you would like to book a holiday, drop a line to Dewi and Elaine Jones at Hwylfa Ddafydd, Llysfaen, Clwyd LL29 8TW, telephone 0492 516965.

The second bedroom, with bunk beds, in one of the cottages



A view of the kitchen and dining area in the spacious cottages



**MANWEB (NORTH WIRRAL) RETIRED STAFF ASSOCIATION**

MEMBERS PLEASE NOTE THAT ANNUAL SUBSCRIPTIONS ARE NOW DUE

**FUTURE OUTINGS**

Thursday, 3rd September 1987—Day Trip to Shrewsbury and Hereford

Tickets £2.00 (no meal included)  
Tickets available at August meeting

**FUTURE BOOKINGS FOR MONTHLY MEETINGS**  
(1st Wednesday in each month)

5th AUGUST: Video—*Warmth in the Home and Horse-Racing*

2nd SEPTEMBER: Mr. Winship—Enamelling on Copper, Silver and Gold

7th OCTOBER: Mr. Parry—Rail, Steam and Tramways

4th NOVEMBER: Bring and Buy also Photo Competition

2nd DECEMBER: Christmas Party, Tombola

6th JANUARY: Mrs. A. Coombes (Mersey Guide)—*Old Mother Mersey*

5th FEBRUARY: Mr. W. Downing—*National Trust*

**IF YOU ARE RETIRED AND LIVE IN THE NORTH WIRRAL AREA, PLEASE COME AND JOIN US—YOU WILL BE MOST WELCOME JUST COME ALONG AT 2.30 p.m. ON THE FIRST WEDNESDAY IN EACH MONTH**

**Mr. R. ELLIS**

AFTER 39 years' service, starting as an apprentice with Crewe Corporation, Mr. Roy Ellis, 1st engineer at Mid-Cheshire District, has retired.

His career moved through posts as assistant section engineer, section engineer, assistant District Engineer, to 1st engineer.

**Mr. D. CLUTTON**

A CAREER with the industry which began as a labourer at Nantwich in 1952 came to an end recently, on the retirement of Mr. Dave Clutton, engineering foreman with Mid-Cheshire District.

Caravanning, golf and walking are among the hobbies which he will enjoy in retirement.

**Mr. D. NICHOLLS**

AFTER a lifetime in the industry, Mr. Dennis Nicholls, shift switchboard attendant at Mid-Cheshire District's Reporting Centre, retired recently.

He began in 1940 as a labourer with the North Wales Power Company, but was soon whisked away to war in the Navy, returning to the industry as a linesman's mate in 1946. Later, he was promoted to chargehand linesman, before becoming a switchboard attendant at Crewe Grid sub-station and later at the District Reporting Centre.

A keen soccer player in his younger days, Dennis is now a golfing enthusiast, and a collection went to the purchase of golfing gear.

**Mr. E. LLOYD**

AFTER 31 years with the industry, Mr. Ernest Lloyd, a driver at Legacy, has retired. Married, with two daughters, he is a member of the Rhos Male Voice Choir.

**Mrs. N. MCGOWAN**

AFTER 33 years with the industry, Mrs. Norah McGowan, who started in Knutsford shop, later transferring to the Commercial section at Lock Street, Northwich, and finally to Crewe on reorganisation, retired recently.

**Mr. E. DEAN**

AFTER 42 years' service with the electricity industry at Crewe, Mr. Eric Dean, senior record draughtsman at Mid-Cheshire District, has retired.

Eric began with Crewe Corporation's meter test depot, later working in the engineering department, until transferring to the Drawing Office in 1971.

A keen golfer and gardener, he was presented with vouchers to spend at a garden centre and a golfing shop.

**IN MEMORY**

THE sum of £820 has been collected in memory of Mr. Dewi Parry, our former District Manager at Aberystwyth, and donated to the Ysbyty Gwynedd Scanner Appeal—a great tribute to Dewi's popularity.

**RETIREMENTS**  
*Farewell to friends*



Flanked by Financial Director John Roberts and Finance Manager Peter Falcon, left, are Wally Roberts and his wife, on his retirement day

**Mr. W. ROBERTS**

WALLY Roberts, who was a well-known personality at the hub of our appliance and engineering materials distribution system, has retired after more than 30 years at the Queensferry depot—the last 17 as foreman.

A big gathering of colleagues assembled to give Wally a good send-off, and to see him pre-

sented with a cheque and other gifts by Financial Manager, Expenditure and Stores, Peter Falcon.

Wally, who served with the RAF during the war, is married with two daughters, and has a recently-arrived grandchild who will help to keep him out of mischief during his retirement.



Gilly Swift, right, shakes hands with his surprise guest, Roy Fallows, watched by New Crane Street colleagues

**Mr. G. SWIFT**

They sprung a surprise on Gilly Swift as he retired from Dee Valley District. A service electrician who served his time with Liverpool Corporation Electric Supply, a fellow-apprentice and good pal turned up to wish him well in retirement.

Roy Fallows, of North Mersey District, who is shortly due to retire himself, was a fellow-apprentice of Gilly's, and they joined the RAF together.

After demob, Gilly went to Broughton, near Chester, delivering prefabricated houses. He joined MANWEB in 1954, working from Neston shop, and eventually moved to New Crane Street, in Chester.

Gilly is married, and he and his wife, Enid, have a son and two daughters. The course of his retirement is planned—one is a golf course, and the other a race course.

**Mr. A. SUMNER**

WINGING a way into his retirement is 2nd engineer Bert Sumner, from the Technical Drawing Office, Sealand Road, after completing 30 years with the electricity supply industry.

During the Second World War, Bert served in the RAF, flying Halifax bombers with a squadron of Canadians, and much of his spare time is involved with the RAF Association, for which he organises the annual reunion of his old squadron.

Bert joined MANWEB from the CEGB in 1972. He "came

over" with a number of CEGB staff when MANWEB took over responsibility for the 132-kV network.

Bert is married, and his wife, Joan, retired from MANWEB five years ago. They were both born within a week of each other in the same Southport hospital, and both joined the RAF—Joan was a member of the WRAF. They have one married son and one grandson. When Bert is not "flying" his missions for the RAFA, he will be enjoying life touring with his caravan.

Principal Engineer Terry Fleetwood presents Bert Sumner with his farewell gift, watched by Bert's wife, Joan, and colleagues



**Mr. W. JONES**

A VERY popular member of the Clwyd District staff, Installation Engineer Walter Jones has retired after 38 years' service.

Walter joined the Royal Navy as a Boy Sailor before the last war, and served in it on destroyers and in the Marine Commando. He was wounded, and was trained as an electrician when he recovered.

He joined MANWEB shortly after nationalisation, and has

been in the former and present Clwyd District ever since.

Gardening, swimming and walking are how Walter relaxes. He is busy planning a long trip to South Africa, with his wife Dilys, in order to see their son and grandchildren who live out there.

We join with his many friends and colleagues in the District in wishing them a long and happy retirement.

District Manager Doug Willacy does the "honours" for Walter Jones, right, watched by Walter's wife, Dilys



**Life begins at . . .**

by MITCH





## FRED'S PUZZLE CORNER

### FIGURE IT OUT

THIS month's competition is a "sum" teaser, but you don't have to be a mathematician to win yourself a fiver.

The main points from the MANWEB Annual Report and Accounts appear in this issue of 'CONTACT'. Below are eight questions linked to the Report. When you have all the answers, substitute them in place of the number of the question in the equation below. When you have substituted all the question numbers with their answers, work out the equation.

Put this answer on a piece of paper, with your name and work place, or home address if retired, and send it to:—

"Figure It Out", 'CONTACT', MANWEB, Sealand Road, Chester.

The first three correct answers opened after 1st September will receive a cheque for £5—to add to your own profit and loss account.

#### Questions

- How many millions was the overall turnover?
- If progress is as expected, how many thousand meters will MANWEB modernise in the next two years?
- How many more units of electricity were used in the average home last year?
- For how many years does the electricity industry's agreement with British Coal last?
- How many thousand slot meters has MANWEB had installed?
- What was the percentage increase in dishwasher sales?
- What was the percentage increase in the income from appliance repair work?
- Deduct the increase in domestic prices from the inflation rate over the last five years.

NOW PLACE EACH ANSWER IN THE EQUATION BELOW IN SUBSTITUTION FOR THE QUESTION NUMBER, AND SEND US THE ANSWER TO THE NEW EQUATION

$$1 \div 2 - 3 + 4 - 5 + 6 \times 7 - 8 = ?$$

#### MISCELLANEOUS

**KIDDIES' PARTY?**—Let the Silly Billies entertain while you relax. Tel: 051-924 5708 (Lorraine).

#### ANIMAL BOARDING

**"KATERAMA"** cats boarding home. Licensed by Halton

Council. Vet approved. Halegate Farm, Halegate Road, Halebank, Widnes. Tel: 051-425 3930 (A. Berrington).

**BOARDING KENNELS**—And Cattery. Ewloe. First-class accommodation, full central htg., individual runs, twice-daily exercise. Tel: Hawarden 532742.

PLEASE PRINT YOUR FREE AD. ON THIS COUPON OR ON PLAIN PAPER

(BLOCK CAPS PLEASE)

Name: .....

Work place (or retired) .....

Send to: 'CONTACT' FREE ADS, MANWEB, SEALAND ROAD, CHESTER CH1 4LR.

## MANWEB PRIZE FOR HORTICULTURE AT NORTHOP

The MANWEB prize at the Welsh College of Horticulture in Northop, Clwyd, was given for the best project in the National Certificate of Horticulture. It was won by Lesley Boyle-Allardice, who hails from the Gulf State of Qatar. Lesley received her prize from the wife of Clwyd's Director of Education, Keith Evans. Pictured, below, are, left to right: John Reay, College Principal, Mrs. Evans, Lesley and Mr. Evans



## Wedding Belles



Another happy bride on her wedding day. Pictured, above, is Gayle Chesters, who is 20, and her husband, Daron Massey, also aged 20. Gayle is an assistant in the Head Office Commercial Department, and Daron is a painter and decorator. They were married at Holy Trinity Church, in Blacon, Chester, and had their reception at the Guildhall, Watergate Street, in Chester. Their honeymoon was spent in Devon.

Both pictures by Ray Rowland

Pictured, below, on the day Miss Janet Britten became Mrs. Mark Astbury. Janet, who is 21, works in the Personnel Department at Head Office. She and Mark, who is 25, were married at St John's Church, Great Sutton, and held their reception at the Woodhey Hotel, Ellesmere Port. They spent their honeymoon in Tenby, South Wales.



## CONTACT FREE ADS

### FOR SALE

**BMX BIKE** — Red Ammaco 09K. Plastic wheels. Suit 8/14 years, v.g.c. £50 o.n.o. Tel: North Mersey internal 2172 (R. Appleton).

**BEDROOM FITMENT** — Comprising two double wardrobes with dressing-table in centre, with cupboards across top. 10 ft. long x 7 ft. 4 ins. high x 1 ft. 11 ins. deep, cream. Also chest of drawers (five) in separate unit. Continental headboard with two bedside cupboards, to fit 4 ft. 6 ins. bed. Mrs. M. Davies, Dee Valley internal 2144 or Rhos (Wrexham) 840961 after 5 p.m.

**CLIMBING BOOTS**—Paton's Himalaya Dolomite. Size approx. 6. Very good condition. £45. Tel: 0565-3320 (Mrs. Walsh).

**COOKER** — Belling format 600R with radiant hob, double oven, etc. Three years old. £200 or offers. Transport can be arranged. Tel: Liverpool internal 2173 or 051-430 9947 after 6 p.m. (C. Tigwell).

**KNITTING MACHINE** — KH 230 Brother Chunky Model. Excellent condition. Instruction manual. £140. Tel: Clwyd internal 2203 or 0745-51249 (J. Edwards).

**UGLY STIK**—7½ ft. 15 lb. glass rod and Abu 6600 FL reel. Both as new. £80. No offers. Bob Lovell. Aberystwyth Dist. engineering.

**VICTORIAN SIDBOARD** — 100 years old, three mirrors in back. Best offer over £300. Tel: 051-264 0904 (A. Logan).

**VIDEO RECORDER** — Sony SL6 Betamax, plus seven blank tapes. Tape leads on video broken, but could be mended, or good for spares. £50 o.n.o. Tel: Clwyd internal 2192 (Tracy).

**WATER SKI**—O'Brien world team comp. 172 cm. Good condition. £150 o.n.o. Tel: 0244-300024 after 6 p.m. (Susan).

### HOUSES

**LIVERPOOL 21**—Semi, three bedrooms, fitted wardrobes, bath, shower, lounge, dining room, fitted kitchen, patio, alarm fitted. £23,750. Tel: 051-920 6289.

**WARRINGTON** — Beautiful 4-bed. det. house. Through lounge, dining area, fully fitted mahogany kitchen, ground-floor toilet and upstairs bathroom, fully tiled. Private well-stocked gardens to front and rear. Quiet cul-de-sac, with easy access to motorway network. £47,750 freehold. Tel: 0925 824084 or 53039.

### CARS

**CAPRI 2.8i**—A reg. Excellent condition. Polar white, low mileage, sunroof, stereo with graphic equaliser. £4,985 o.n.o. Tel: Oswestry internal 365 (Sharon Coleman).

**FORD ORION 1.3L** — May 1985, cedar green, taxed Oct. '87. Immaculate. Recently Armaglazed. 18,000 miles. £3,995. Tel: Liverpool internal 2175 (Margaret Davies).

**PEUGEOT 205GTi**—1985 C reg. Metallic graphite grey, Britax tinted glass sunroof, rear reflector, mudflaps, 24,000 miles by one careful owner, recent service, superb condition throughout. First to try will buy. £5,650 o.n.o. (£8,500 new). Tel: 074-578 239 evenings (Gwynn).

### HOLIDAYS

**ABERYSTWYTH** — Six-berth caravans to let from £35 a week (less 10 per cent discount for electricity supply staff and their families). Mains

electricity, cooker, 'fridge and private toilet. Site facilities include a clubhouse, swimming pool, sauna, shop/restaurant and children's play area. Within easy walking distance from beach and town centre. Tel 0970 3596 after 5.00 p.m. (Tomos Davies).

**CARAVAN**—Towyn, Nr. Rhyll. Six-berth, two bedrooms, shower, fridge, fully fitted. From £75 per week. Tel: 0978-362615/352653 (Mrs. Jones).

**CARMEL**—Caernarfon. 19th Century stone cottage in own grounds. Excellent views. Three bedrooms, bathroom, lounge and parlour. Large kitchen with cooker, fridge and freezer. Tel: 0286-886 749. Alwyn Pritchard, 16 Maes Hyfryd, Carmel, Caernarfon, Gwynedd.

**COSTA DEL SOL** — Puerto Cabopino, between Marbella and Fuengirola. Supr. two-bedroom apartment. Balcony with panoramic views. Avail. two weeks 10th/24th Oct. Ideal for family or golfers. Sleeps six. Overlooking yacht marina and sea. Swimming pool and private beach. Maid service weekly. Linen, etc., provided. Shops, restaurants, on site. Tel: 0704-38645 (H. J. Bird).

**CRICCIETH**—House overlooking village green. Sleeps six. Colour TV. Beach and shops two minutes away. Tel: 076671 2614 (Ann Tudor).

**LLANBERIS**—S/c holiday flat, spacious, modern, H & C all bedrooms, lounge, CTV, parking. Tel: 0286 871097 after 5 p.m. (Joan Williams).

**LLANDUDNO**—'April Court' small private hotel. Good food, friendly atmosphere. Quiet position, yet close to town, beaches, etc. Children welcome. Parking. Discount 15 per cent for electricity industry staff and pensioners. Tel: 0492 77898.

**TO LET**—New luxury six-berth caravan on West Wales site, with a variety of amenities. 30 miles from Aberystwyth. Fitted kitchen and shower room. Families only. Tel: 0492 68 253 (evenings only).

**NEWQUAY**—Cornwall. Family-run licensed guest house with good home cooking. Family rooms. Friendly atmosphere. Sea views. 200 yards from town centre. Dinner, bed and breakfast: August £85, September £75. Former Merseyside family will make you welcome. Discount for MANWEB employees. Avondale, 28 Georges Road, Newquay, Cornwall. Tel: 0637-872234.

**NEWQUAY**, Cornwall—Guest house specialising in good food, comfort and friendliness. Sea views, two minutes from beautiful beaches. Quiet area close to town. Own car park. Terms from £62 to £75 per week for BB & EM. MANWEB staff, past and present, most welcome. Send s.a.e. for brochure. Mike Pleasants, Fulmar, 43 Pentire Avenue, Newquay, Cornwall TR7 1PB, or telephone 06378 74291.

**PORThMADOG** — Holiday bungalow, sleeps six. Black Rock Sands five minutes' drive; convenient Ffestiniog Rly, Snowdonia National Pk. For information: C. Jones, 2 Meadow Drive, Porthmadog. Tel: 0766 2519.

**RHYL**—Six-berth caravan on Pines Caravan Park. Electric, gas, mains water. Bathroom and bedroom. CTV. Club and shop. Tel: 051-526 6657 (L. W. James).

**SOMERSET**—Mod. spacious ground-floor flat in Berrow village on Somerset coast. Tel: 0278 786899.

**S.W. FRANCE**—Touring caravans to let. Mains water/electricity. Four-star site, swimming pools, restaurant, all facilities. Tel: 0270 766675 (Ian Linford).