

# CONTACT

Manweb's monthly newspaper  
for staff and their families.

MID MERSEY LIVERPOOL NORTH MERSEY  
DEE VALLEY HEAD OSWESTRY  
GWYNEDD OFFICE ABERYSTWYTH  
NORTH WIRRAL CLWYD MID CHESHIRE

Vol. 41 No. 8

August 1989

## Talks on pay are settled

A pay deal of 9.2 per cent has now been agreed for all electricity supply industry staff.

After a ballot, NJIC employees were first to accept the offer and other staff groups then followed suit.

The pay settlements contain a number of other elements, including joint statements of intent recognising the impact of privatisation and the need for meaningful discussions to take place between managers, staff and their representatives about changes in the use of staff that will be necessary in the short and long term.

Manweb's Personnel Manager Mike Metcalfe said: "The settlements have recognised that we are moving into privatisation and management will now initiate discussions with staff and their representatives. Any resulting improvements in productivity and efficiency will operate to the long-term advantage of Manweb, the staff and our customers."

## Sales soar in our last year in public sector

# WE'RE IN GREAT SHAPE FOR THE FUTURE

Special report  
by  
Sam Doughty

IN its last full financial year in the public sector, Manweb achieved the targets set by the Government and doubled its operating profit to £26.6 million during 1988/89.

The good news was announced by Chairman Bryan Weston who, presenting the Annual Report and Accounts, said: "The results are pleasing at a time when Manweb and its staff are going through considerable re-organisation in preparation for privatisation.

"Despite a mild winter we had a growth in electricity sales of 2.5 per cent, with all sectors contributing to the increase. This was due to competitive marketing of electricity. It also confirms the trend of economic growth in our region.

### Hectic

"In a hectic year we have continued to introduce measures to improve customer service. Our Customer Charter sets out the standards of service customers can expect from us and should we fail in seven specific areas in which we have a

monopoly, we impose a penalty on ourselves and send the customer a £10 voucher. During the year, 97,173 jobs were completed and we sent out 173 vouchers."

Mr. Weston said Manweb had a caring policy towards customers who experience difficulty paying their bills, by extending credit and easy payment methods.

The number of customers disconnected for non-payment of electricity bills fell by 37.7 per cent over the year to 2,924. At the same time, 32,620 card meters were installed, as an alternative to the burglar-prone coin meters.

A staggering £5 million was saved by preventing theft of electricity through the continuing programme to install polycarbonate meter covers. A total of 22,395 were fitted during the year, making 60,306 in all.

Mr. Weston added: "In 1988/89 we spent £28.3 million on extending the network to supply new homes and businesses. We also spent a further £14 million as part of our on-going refurbishment programme to improve the reliability and security of service well into the next century.

### Fleet

"In a year when the environment featured prominently, we have demonstrated our concern by being one of the first organisations to change our commercial fleet to unleaded petrol.

We are continuing to examine our operations to see where we can make positive contributions to the environment.

•Annual Report - page 6.

## Fancy work by District's fund-raisers

NODDY was in the driving seat when staff at North Mersey District donned fancy dress for their annual charity sponsored walk.

Carol Morris (pictured right), of Customer Records, dressed up for the occasion as the popular Enid Blyton character, while disguised as her Toytown partner-in-crime, Big Ears, was Janet Ford, of Engineering Clerical.

Around 60 staff took part in the 10-mile trek, which started and finished at Bridle Road, to raise money for St. Vincents School for the Partially Blind, Alder Hey, Liverpool.

Rattling collection tins along the route, the kind-hearted walkers raised at least £1,000 - and the money is still pouring in.

After the event the group got together at the Bridle Road Sports and Social Club for a celebration buffet and disco.



Faulty towers

Page 5



Success on a plate

Page 3



Charity barbie

Page 8



Chairman's drum role

Page 3

MERSEYSIDE and North Wales Electricity Board Editorial Office: Room 5E1, Head Office, Sealand Road, Chester CH1 4LR. Tel: Chester (0244) 377111. Internal 2090.

Advertisement Manager: Denys King, D. & P. King, Stoneleigh Hall, Cranston Road, East Grinstead, Sussex RH19 3HN. Tel: 0342 324963. Fax No: (0342 410060).

## Changing faces

### Manweb's new Head of Human Resources

MANWEB has appointed a new Head of Human Resources to replace Jim Barraclough, who retired at the end of June after more than 30 years' service.

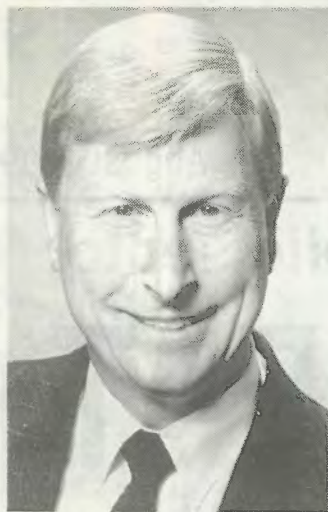
David Vernon-Smith (pictured right) takes up his new post in charge of Manweb's personnel function at the beginning of September.

Married with two children, 45-year-old Mr. Vernon-Smith comes to Manweb from the Stockport-based international packaging group Sonoco Europe, where he has been Group Personnel Director since 1985.

He previously worked for Anglesey Aluminium Metal Limited, at Holyhead, initially as Personnel Manager but later as Production General Manager responsible for operational matters.

Before that he worked for British Nuclear Fuels Limited, as Assistant Personnel Officer at Risley, then at Windscale Works (now Sellafield) where, after several promotions, he ended up as Deputy Works Labour Manager.

He then moved to Chapelcross Nuclear Power Station, Dumfries, as Personnel Man-



er, before returning to BNFL's Head Office at Risley as Company Industrial Relations Officer.

Born in Warrington, Mr. Vernon-Smith is a former pupil of the town's Boteler Grammer School. He also attended University College of St. David's, University of Wales, where he



### Engineer Eric calls it a day

STAFF gathered at Mid Cheshire District to mark the retirement recently of 1st Engineer, Supplies, Eric Smith. Eric, pictured shaking hands with Supplies Manager Dennis Davies, surrounded by colleagues, had clocked up 40 years with the electricity supply industry.

Born and raised in Nuneaton, Warwickshire, Eric began his working life as an apprentice with the Coventry firm BTH Co. Ltd. In 1949 he joined the British Electricity Authority (now the CEGB) at Coventry Power Station and three years later he moved to Stoke-on-Trent Power Station as Control Engineer. At the end of 1953 he transferred to the new Connah's Quay Power Station as Control Engineer.

Eric joined Manweb in 1955 as an Assistant Operations Engineer at Crewe and shortly afterwards was promoted to Section Engineer.

He was involved in the DC/AC changeover and 6.6 to 11kV changes in Crewe town.

Eric then held various posts, including 1st Engineer in the Production Section and also the Sandbach Section. In 1988 he became 1st Engineer in the newly formed Supplies Section.

A Chartered Engineer since 1960, Eric is a member of the local Rotary Club. Also pictured is his wife Jean, who was presented with a bouquet.



### Staff gather to wish Tom well

PLANT Development Manager Stan Roberts presents a Black and Decker jig saw to Principal Engineer Tom Garmory, who has retired after 21 years with Manweb.

Colleagues gathered at Head Office to say goodbye to 63-year-old Tom, who transferred to Manweb in 1968 as a 2nd Engineer, Cables and Overhead Lines, after seven years with Norweb.

In 1969 he moved to the Transmission Section as Senior Assistant Engineer, and transferred to Plant and Equipment at Head Office in 1974 as Senior Engineer.

He was promoted to Principal Engineer that same year and stayed in the Plant and Equipment Section up to his retirement.

gained an Honours Degree in Theology and Philosophy.

Mr. Vernon-Smith, who lives in Wilmslow, Cheshire, said: "I'm very pleased to be joining Manweb at this very exciting time in the run-up to privatisation. It is a great opportunity and a challenge which I looking forward to."



### Retirements in store at Dee Valley District

AMONG Keith Griffiths' final duties as Dee Valley Office Manager before retiring recently was to "do the honours" when two of his colleagues from the District also retired.

Storekeeper Sammy Jones, pictured above receiving a set of bowls, watch and pair of binoculars on behalf of his many friends and workmates, had clocked up 23 years with Manweb.

Based at New Crane Street, he joined the Board after working for 18 years with a local milk bulk transport firm. Married with two sons, he plans to take up bowls in his spare time.

Storekeeper Terence Parry, who is also based at New Crane Street, is pictured below receiving

a video recorder from his colleagues.

#### Promoted

Terry retired on July 22 after a total of almost 34 years with the electricity supply industry. He had worked in the Stores Department since joining Manweb in 1955, and in 1961 was promoted from Assistant to Storekeeper. In 1972 he became a Chargehand Storekeeper.

Terry is not married and his many hobbies include photography and music.



### Information incorrect

Due to incorrect information passed on to us, we reported in last month's Contact that North Mersey Customer Accounts Manager Bob Charnock, who has retired, is a father-of-two, when in fact this is not the case. Bob also lives in Mossley Hill, not Woolton, as we were told.

### What's new?

WHAT'S new in your district or department? Have you a view you'd like to air or an idea for a story? Then why not let Contact know?

Write, phone or come and talk to Contact Editor Jackie Unsworth in Room 5E1, Head Office, ext. 2090, or get in touch with your district Contact rep. They are:

North Mersey - Edna Courtney, ext 2167; Liverpool - Teresa Kelly, ext 2117; Mid Mersey - Ena Harding, ext 2231; Dee Valley - Steve

Parry, ext 2112; North Wirral - Mike Townson, ext 2202; Mid Cheshire - Pat O'Neill, ext 2111; Clwyd - Rod Taylor, ext 2118; Gwynedd - Malcolm Donaldson, ext 2250; Oswestry - Sid Warburton, ext 2230; Aberystwyth - Keith Jones, ext 2202, Hoyle Training Centre - Pauline Lewis, ext 251.

## Staff clock off for last time...

Staff at Oswestry, Dee Valley and Mid Mersey have said a fond farewell to several colleagues who have recently retired.

At Oswestry, RON ENTWISTLE took early retirement at the end of March after 37 years as an Electrician, and THOMAS ALLEN OWEN, who was based at Newton, retired through ill health on April 30 after clocking up 38 years' service.

TONY HOOPER also took ill health retirement on April 30. He was a General Duties Assistant in Engineering and Administration for 16 years.

JOHN EVANS, 2nd Engineer in Installation, retired on May 12. He started in 1941 with Llangollen and District Electric Light and Power Company Ltd., as an Apprentice Electrician.

MORLEY GITTINS took early retirement on May 31 after 41 years' service. Based at Newtown Depot, he started as a Labourer in 1948 and became a Foreman in 1976.

Two Dee Valley employees took premature retirement due to ill health on May 31. FREDERICK ROSE was a Painter based at New Crane Street and had completed 24 years' service. He was also an active member of the LJCC Committee.

TUDOR JONES, 60, had worked in the electricity supply industry for 27 years - working since 1977 as a 3rd Engineer in Installation, based at Rhostyllen.

Jointer's Mate DON BEDFORD, 64, retired from Dee Valley District on August 11. Based at New Crane

Street, he had clocked up almost 34 years' service.

At Mid Mersey, DEREK TOMLINSON, 2nd Engineer, Mains, has retired after 42 years' service. He started work with the Mersey Power Company, Runcorn, as an Apprentice Jointer. For many years Derek was the representative on the Technical Staff Committee and Suggestions Committee.

AUSTIN HEATHWOOD, Foreman in Debt Control/Meter Security, has retired after 45 years' service. He started out as an Apprentice with Warrington Corporation's Meter Department. In his youth, Austin had the chance to sign for Manchester United, but eventually decided to play Rugby League for Warrington.

MILDRED MARTIN, principal Assistant in Customer Accounts, has retired after 38 years with Manweb. Milly started work at Sub - Area Office Eversley.

GEORGE WAINWRIGHT retires in June after 22 years' service with Manweb. He started at Manweb's St. Helens Depot as a Labourer in the Cable Laying Department, transferring in 1974 to Meter Reading.

Electrician EDWARD TWISS has taken early retirement through ill health. He joined Manweb at the St. Helens Depot in 1974 as an Electrician, previously being employed by the Coal Board for 24 years.



## Success on an 'L' plate

It was an 'L' of an achievement when YTS trainee Mandy Burke passed her driving test. Mandy, 17, pictured throwing away her learners' plates, is disabled and has to use a wheelchair to get around.

Currently working in the Cash Office at Manweb's Head Office, Mandy, who lives in Chester, passed her test on July 27 at the first attempt, and five days later took delivery of a shiny new, 'G' reg Mini Metro.

The car has been specially adapted and is also being fitted with a wheelchair hoist.

# Manweb is top of the pops

by Jackie Unsworth

Manweb has hit a high note with local bands after launching a £100,000 sponsorship package for up-and-coming musicians. The Manweb Music Machine is supporting a programme of concerts, musical events and competitions from now until December.

Chairman Bryan Weston said: "This is a most exciting sponsorship unlike anything that has ever been done on our industry before. It provides a marvellous opportunity for us to reach the electricity users of tomorrow today.

"I hope it also demonstrates our commitment to the community which we help in many ways as well. We want everyone to enjoy the project and to get involved and make the most of the opportunities and special events we are bringing to Merseyside, Cheshire and North Wales."

Manweb receives many requests for sponsorship, particularly of sports events, and it was decided that the Board should do something wide-ranging that would be accessible to everyone in our area.

In particular, Manweb wanted to involve young people, as it was known from research among customers that the 18 to 24 age group are not aware of the wide range of services we provide.

### Image

The sponsorship package was created specially to meet Manweb's needs and appeal to all young people in our area.

At the same time it is hoped the Music Machine project will dispel Manweb's old fashioned im-



Drumming up support for local musicians - Chairman Bryan Weston and Head of Public Relations Joy King at the launch of the Manweb Music Machine

age and show us as a modern, forward-looking dynamic organisation.

The programme includes support of a tour circuit of nine venues throughout Manweb's area. Each Tour will be fully promoted.

A series of showcase concerts in Liverpool will feature local unsigned bands and artists, performing to an audience of record company representatives, radio DJ's, music media and the public.

All artists taking part will receive a recording session at Amazon Studios, Liverpool.

### Welcomed

Radio City's Power Game, a weekly music quiz contest culminating in a grand final, is also being supported, as is Power Left: Up-and-coming band Inspiral Carpets was among the groups performing at the Hardman House Hotel, Liverpool

Play on Marcher Sound's MFJ station.

The sponsorship package has been welcomed by musicians and DJ's alike.

Andy McCluskey, of Orchestral Manoeuvres in the Dark, said "It's great to see Manweb investing their money in the local music industry, particularly at grass routes level. So often emerging bands receive little more than the usual verbal encouragement."

### Example

"The Manweb Music Machine will provide actual financial support and help local musicians achieve what they are capable of."

And Radio One DJ John Peel said: "It's good to see such enlightenment from a big firm is helping to promote up and coming bands in the area. Perhaps the day will come when more firms will follow Manweb's example."



## Dawn of new Era

Head Office has its first-ever female Catering Manager following the appointment of 31-year-old Dawn Poole. Previously Assistant Manager, Dawn, who is pictured studying the menu with Board Secretary Nick Williams, has taken over from John Roberts, who has left Link Catering.

A former pupil at Prestatyn High School and an ex student of Llandrillo Technical College and Highbury Technical College, Portsmouth, Dawn has worked in catering for 11 years.

She started her career as an Assistant Cook with the Trusthouse Forte group, working in a Portsmouth restaurant, where she progressed up the promotion ladder becoming Second Chef, Restaurant

Supervisor, Catering Manager, Bars Manager and finally Assistant Manager.

Dawn has also worked as Assistant Chef at the Inn on the Quay in Emsworth, Hampshire.

She has been based at Manweb since 1987, when Link took over the catering function.

Dawn said "I am very pleased to have been appointed Catering Manager at Manweb's Head Office, and I look forward to the challenges ahead."



## Congratulations

# Manweb's long-Serving Staff

Congratulations to the following Manweb staff who have recently clocked up 20 and 30 years' service in the electricity supply industry.

30 YEARS: Head Office - Bill Wakelin, Shop Operations Manager.

Clwyd - Frank Thomas, Shift Electrician, Mold; John Lloyd, Craft Attendant, Mold; Derek Blackledge, Craftsman, Overhead Lines, Rhyl; John Davies, Craftsman, Jointing, Rhyl; Thomas Hughes, Substation Attendant, Rhyl.

Aberyswyth - John Williams, Craftsman, Overhead Lines.

20 YEARS: Liverpool - Glynis Collins, Clerical Assistant; Clwyd - Frank Deevey, Craftsman Mechanical Fitter, Mold.

## EEIBA Monthly draw winners

The lucky number 1305 brought G. Dutton, of Dee Valley District, the top prize of £300 in the EEIBA's June Draw. The other winners were as follows:-

£200 - J. A. M. Ellis, Gwynedd (2538); £150 - C. C. Barrow, Mid Cheshire (1090); £100 - S. Barclay, Head Office (373); £75 - T. J. Sheppard, FML Oldham (724); £75 - E. Leather, retired (1879); £50 - D. W. Hughes, retired (215); £50 - C. Davies-Barrett, Dee Valley (2479); £50 - W. A. Fleming, retired (2203); £30 - A. Stephens, retired (1334); £30 - V. A. Byrne, Aberystwyth (2550); £30 - P. Falcon, Head Office (260); £30 - M. P. Stubbs, Mid Cheshire (711); £30 - M. W. Jones, retired (1874); £25 - B. Chapman, retired (2137); £25 - M. E. Williams, retired (1238); £25 - A. H. Armstrong, retired (2330); £25 - A. G. Keevan, retired (819); £25 - C. Ridley, Head Office (641); £25 - M. Winn, Head office (62).

And in the July draw J. A. Kennedy, of Clwyd, won the £300 top prize with the lucky number 339. The other winners were:-

£200 - W. Evans, retired (1851); £150 - T. Rimmer, retired (1773); £100 - J. C. MacDonald, North Mersey (785); £75 - M. E. Cross, retired (1716); £75 - J. P. Boyer, Liverpool (590); £50 - A. P. Sagar, Oswestry (1042); £50 - S. D. Thompson, retired (2058); £50 - R. T. Hughes, retired (1626); £30 - J. E. McGovern, retired (1341); £30 - J. B. Lawson, Dee Valley (1146); £30 - K. T. Johnson, BICC (775); £25 - D. I. Kelly, retired (2007); £25 - L. Percival, retired (1463); £25 - A. E. Lloyd, Dee Valley (1054); £25 - D. Lively, North Wirral (2421); £25 - W. B. Davies, retired (133); £25 - P. Ferguson, Liverpool (1171); £25 - E. James, retired (1427); £25 - S. Dewett, Head Office (714).



## Going to work on an Egg...

Wirral Grammar School students recently competed to solve an egg-xacting scientific problem set for them by Manweb.

The challenge was to boil an egg and toast a piece of bread, using a 30 volt electricity supply, wire elements and other items of basic scientific equipment.

### Tricky

130 pupils took part in the event, devised by Manweb Technical Support Engineer Andy Jones to show how electrical heating solves technological problems.

Some tricky scientific questions completed the competition, which was won by a Sixth form team.



"The response from Wirral Grammar has been fantastic," said Andy. "We've had double the number of entrants we expected, and I'm sure many will go

on to become the technologists of the future."

Pictured (left to right) are Manweb's Andy Jones and North Wirral District Manager

Geoff Abel, with problem solvers Stephen Williamson, Russell Blything, Physics Teacher Andrew Hall and Colin Baker.

# New exhibition set to attract 300,000 visitors

## The power of Wales



## District goes International

Mid-Cheshire District went international when it welcomed Bjarne Hansen from Denmark at a Trade Partners Evening.

Bjarne was visiting Britain on an independent electricity industry exchange scheme, and greatly enjoyed the event, held in conjunction with heating appliance manufacturers, Dimplex.

"It just goes to show that good news not only travels fast, it also travels a long way!" said Trade Liaison Officer, Peter Benstead.

Left to right at the front of the picture are: Steve Tilley and Andy Harrington (Manweb), Bjarne Hansen shaking hands with Robin Sharvin (Mid-Cheshire Energy Marketing), and Tim Dalton (Dimplex).

Croeso i Ddinorwig - Welcome to Dinorwig! That's the message from the National Grid guides who are at the forefront of a new joint visitors' venture with the National Museum of Wales.

Entitled "The Power of Wales", this multi-faceted presentation in Amgueddfa'r Gogledd - the Museum of the North - in Llanberis first of all traces the history of Wales from prehistoric times through to the present day.

This is followed by the National Grid's focus on electricity. In a new auditorium capable of seating 50, people are given a vivid 15-minute presentation by Merlin and a lady employee of the National Grid Company who reveals the wonders of modern electricity and its uses.

A visit to the pumped storage station at Dinorwig is also possible, subject to the day-to-day operational requirements of the station. The Power of Wales exhibition is expected to attract up to 300,000 visitors by 1993.

Until now, the museum has only been open for four months of the year, between May and September, but this is to change. From now until September 15 the museum will be open seven days a week from 0930 to 1800, and from 1000 to 1700 from September 16 to the end of October, after which opening times will be reviewed.

For a limited period - and subject to availability - complimentary tickets are available on request to ESI employees through a 24-hour "Dinorwig Information Hotline". Anyone wanting to take advantage of this free offer should ring Bankside House on 01 620 8523 (CTN 221 8523).

## Booster for Eisteddfod

Almost every one of the 150,000 visitors to this year's National Eisteddfod at Llanrwst, North Wales, would have been aware of Manweb's sponsorship at the event.

Manweb supported a week's youth entertainment at 'Y Cremlin', a 500-seat open air theatre on the campus, which attracted a variety of Welsh rock and pop groups - all of them loud!

Y Cremlin was the most popular venue for young visitors to the Eisteddfod and, as one local newspaper pointed out, the sponsorship was rather fitting since the sound reproduction equipment in use was a heavy consumer of electricity.

As part of the week's youth entertainment, Manweb also supported an evening concert by the National Youth Orchestra of Wales, to which major local customers were invited as guests of Chairman Bryan Weston.

## Christmas card was a cracker

Art-loving Birkenhead Labour MP Frank Field took such a shine to the Christmas card he received last year from Chairman Bryan Weston that he asked if he could buy the original painting.

The card was drawn by 13-year-old Mathew Rutherford, of Caernarfon, who was a first prize winner in the Electricity Council National Painting Competition.

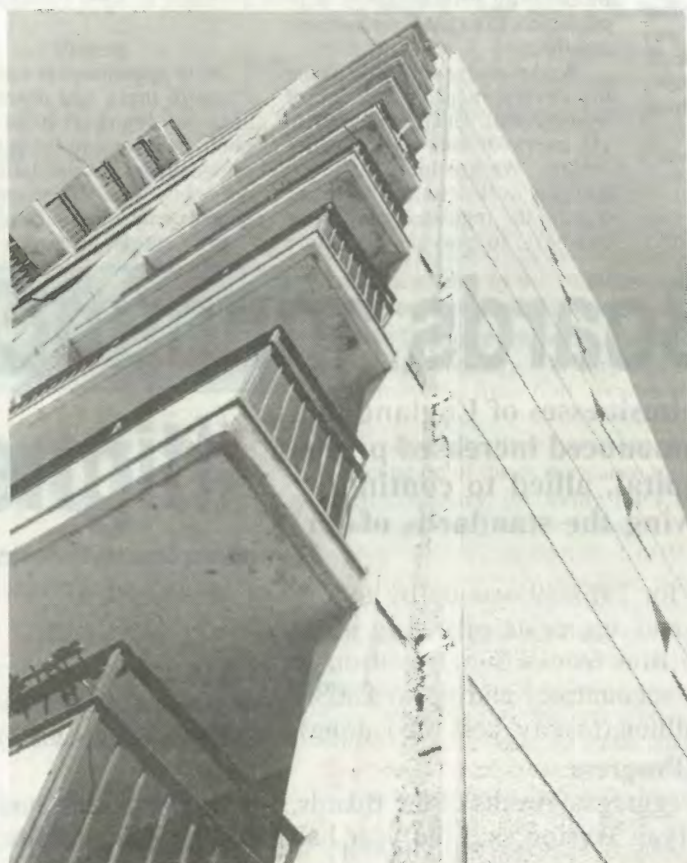
As well as receiving prizes for himself and his school, Mathew now has the added distinction of his work becoming a collector's item.

The Chairman (left) took the opportunity of introducing Mr Field (right) to Board secretary Nick Williams and Financial Director John Roberts during his recent visit to Head Office to collect the painting.

Just decades after they were built, Britain's tower blocks are rotten with damp. But pioneering work in Liverpool by architect Sydney Bolland and Development Engineer, Roger Critch, has found that with the correct heating and installation tower blocks can be saved.  
GRAEME COOPER REPORTS

# Faulty towers get a facelift

The three tower blocks which make up Knowsley Heights in Huyton, Liverpool are typical of 1960s high rise developments. Conceived as communities in the sky, by the 1980s they were damp, expensive to heat and difficult to let. Independent Liverpool architect, Sydney Bolland was convinced that there was a way to turn dilapidated high rises into desirable, economic housing, and his experience told him that many of the problems could be traced to a failure to heat the buildings properly.



Above: An overcoat round a tower block. Mineral wool insulation is protected from the elements by weatherproof cladding

Below: Work in progress. The block on the left is being refurbished incorporating energy-efficient heating and insulation

Three years of Manweb funded research led Bolland to conclude that there was a direct link between under utilisation of energy and building deterioration.

"A cold, poorly ventilated building is a disaster," said Bolland. "If the heating is turned off condensation builds up in the concrete, changing the chemical nature of the material. Buildings actually rot from the inside."

Impressed by Bolland's findings, Knowsley Borough Council obtained fundings for a £900,000 plus refurbishment of Block One, Knowsley Heights, the cash coming from a £400,000 Department of the Environment Urban Aid grant and £515,000 in additional borrowing capacity for Knowsley Borough Council.

The main cause of dampness was not water penetrating the structure from outside, but condensation within the flats being



Architect Sydney Bolland with a plan of Knowsley Heights

able to escape. Cold, moisture laden, was soaking into the building's concrete walls.

"We'd drill a hole into a wall and by the next day it had filled up with gunge caused by the water in the concrete," said Bolland.

"As well as dealing with condensation, we had to find a heating system people could afford to run," added Manweb Development Engineer Roger Critch.

Bolland used hi-tech computer models to establish that tenants needed to spend £18 per week to heat flats sufficiently to prevent dampness problems. But on average they were spending a total of just £5.70 per flat on energy. This included lighting and television, as well as heat.

When this was broken down into what tenants could actually afford for heating, it became apparent that weekly bills needed to come down to around £2 per flat.

By using storage heaters and a custom-built heat exchanging ventilation system manweb hopes to achieve the necessary saving.

"There was no point in giving people heating they couldn't afford," said Critch. "With this system tenants aren't frightened by the cost."

The main part of the heating will be under the landlord's control, with costs being includ-

ed in the rent. Tenants will be able to adjust heating to some degree, and direct acting heaters can provide 'top up' warmth as required.

## Efficient

By looking at tenants' lifestyles, it was possible to tailor the refurbishments to suit them. For example, it was found that few tenants used expensive automatic washing machines. Washing was soaked overnight followed by a quick run through the machine.

"It's a very efficient way of getting washing done, but it meant each tenant had one and a quarter square metres of pond in their flat, adding to the condensation problems," said Bolland.

The new ventilation system deals with this, allowing the kitchen and bathroom to double up as efficient laundry drying rooms.

Ridding the building of moisture already trapped in the concrete meant removing an earlier 'solution' to the dampness problem.

"Five years ago the Council put a weatherproof layer of latex and bitumen paint on the building," said Critch. "It looks fine, on the outside, but as well as keeping rainwater out it trapped water already within the concrete."

The weatherproof paint is now

being removed, allowing the building to 'breathe'.

The whole structure is being wrapped in a mineral wool 'overcoat' which keeps the building warm yet allows moisture to escape.

Over this will go a rainproof cladding, separated from the wool by a cavity through which air can reach the building.

In addition to providing protection against the elements, the cladding is graffiti resistant, the building's appearance further enhanced by new UPVC framed double glazing, which has the added bonus of reducing heat loss.

The improvements are proving popular with tenants, who have remained in residence throughout the refurbishments.

"We haven't had one complaint, in spite of the inevitable noise and drilling," said Knowsley Borough Council District Housing Manager, Steve Gow.

## Upgraded

Tenants have been involved in the project through meetings, and the completed block will feature a room for communal use on the ground floor.

Security too is being upgraded, with an on site concierge, security fencing and an entry phone system.

"With Knowsley Heights we're setting standards for the future," said Critch. "The flats' energy efficiency will make the block a very environmentally friendly 'green' building."

Environment Minister, David Tripper - then Parliamentary Under Secretary of State at the Department of the Environment - praised the scheme when funding was approved last year, and with work due for completion in November, much attention will be focused on the block's energy conservation measures.

The Building Research Establishment Energy Conservation Support Unit is interested in the pioneering scheme, and other local authorities, with their own high-rise problems, are keen to see how Knowsley Heights fares.

Pictures by:  
Max Cooksey and  
Adrian Chesworth



Residents have been kept posted on the refurbishment. Manweb Development Engineer Roger Critch chats to tenant Esther Smith



## Fivers on their way

THE winners of Contact's Six of One and AM Puzzled teasers in June are: M. Strangward, of the Payroll Section, Head Office, and S. Cooper (retired), of Guilden Sutton, Chester, who gave the following correct answers:

**SIX OF ONE:** 1. Abroad; 2. Bright; 3. Ignore; 4. Heroes; 5. Hearse; 6. Wagers; 7. Sponge; 8. Porter; 9. Danger; 10. Demand; 11. Remark; 12. Darkly.

**AM PUZZLED:** 1. Hamper; 2. Amoral; 3. Stream; 4. Panama; 5. Amidst; 6. Bantam; 7. Wigwam.

And the winner of July's In a Muddle and Fivers puzzles was R. Trowler (retired) of Eastham, Wirral, who gave these correct answers:

**IN A MUDDLE:** 1. Italy/Rome; 2. Norway/Oslo; 3. Spain/Madrid; 4. Egypt/Cairo; 5. Poland/Warsaw; 6. Portugal/Lisbon.

**FIVERS:** Rabbi, Birch, Chase, Sever, Erect (Brave).

Prizes of £5 are now on their way to the three lucky winners.

O T	R A	A T
A	E	T
	?	
K O	Y O	E I
R	P	D

## Add a letter...

SEE if you can work out what letter is missing from the centre square. If you add it to the jumbled-up letters in the boxes, each group will make a four letter word.

ADD a letter to each of the words in capitals to fit the clue. The extra letters reading down will spell out a word we've been hearing about a lot lately.

Send your answers to BOTH puzzles to: Letter Teasers, Fred's Puzzle Page, Contact, Room 5E1, Manweb, Sealand Road, Chester CH1 4LR.

The sender of the first correct entry opened will receive a £5 prize.

## ...and another

1. REEL	_____	(Repulse)
2. BEAK	_____	(Smash)
3. BAT	_____	(Temptation)
4. DOE	_____	(Bird of peace)
5. STIR	_____	(Step)
6. RACK	_____	(Trail)
7. FAR	_____	(Just)
8. COAT	_____	(Freewheel)
9. CAR	_____	(Maintenance)

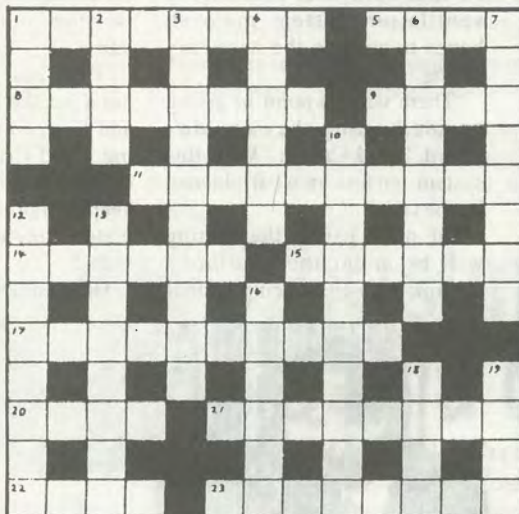
## Crossword Number 13

### ACROSS

1. Cast out with punishment all round for being abrupt (8), 5. Animal supporters back in trade (4), 8. Record point about copper taking people on (8), 9. Language of a minority in Ponders End (4), 11. Coping with supporters on the terrace maybe (10), 14. Sturdy transport in decay (6), 15. Very cold up there in the circle! (6), 17. Said to be quite noticeable (10), 20. Vineyard unknown, that's the decisive point (4), 21. Something to be gained by climbing (8), 22. Craft making a comeback in the plant (4), 23. Scare one side into a swamp (8).

### DOWN

1. Whisky companion (4), 2. Frolicsome chief (4), 3. Charity circuit one gets on (10), 4. One might be put out when impudence is shown (6), 6. Pledge to be careful about violent talk (8), 7. Impressive bearing in company (8), 10. Grants evil is a



possibility when one's undernourished (10), 12. Hot current engulfing a river (8), 13. Not qualified to be despotic (8), 16. Someone who drops in for a bite (6), 18. Leave completely unfinished (4), 19. Fresh news given after needling (4).

## Solution on page 12

# A message from the C

“ AT a time when the Executive and senior management have been and preparing for privatisation, it is to everyone's credit that they have co day business with vigour. The year's results are excellent. Despite t marketing has contributed to unit electricity sales increasing by 2.5 continuing the trend of the last five years in which total sales have increase

This growth in our main business of electricity distribution and supply, supported by a sales over the same period, provides us with a solid foundation on which to build a su turnover increased by nine per cent in the year to £808 million, which was an increase o 1988/89 and was 30 per cent higher than the turnover achieved in 1983/84.

In recent years we have consistently achieved the financial targets set by the Government and this year was no exception. Our operating profit was £26.6 million on a current cost accounting basis (£48.9 million on an historical cost accounting basis).

The attainment of the financial target was aided by a number of positive management actions which effected reduction in distribution losses, containment of costs and increased unit sales.

### Patterns

There are a number of new areas that need addressing prior to privatisation and our preparations are well advanced. We are developing our strategies for power procurement, which includes consideration of own generation and joint ventures with other generators.

Effective purchasing of electricity will be one of the keys

of our future profitability as generation charges account for 80 per cent of our costs.

We have also begun work on extending our computer systems to provide the detailed knowledge on electricity flow, patterns of usage and customer information necessary for future effective management of our businesses.

We have initiated a marketing programme with our major customers to explore the opportunities of privatisation, and consider the options and benefits available. Looking to the future we intend to build on the strength of existing relationships with customers to expand our business activities.

We have also begun work on the development of the Use of System tariff which will apply to all users of our distribution system. We are looking to our trading activities, which are outside the regulated part of the business, to provide profitable

growth through new operations and expansions.

Considerable resources have been directed towards development and installing improved computerised accounting and management information systems to enable us to operate effectively as a privatised company.

External expertise has been used as appropriate to provide advice on best company practice in fields such as finance and accounting, to ensure we have most suitable systems in place and tested prior to flotation. Similarly we set up our own treasury function which began operating in April 1989.

### Benefit

New appointments have been made in these and other areas such as legal, contracts and public relations, to bring into the organisation the specialist skills needed by what will be one of the largest companies in the region. Our staff are our main

## Area Boards announce

THE 12 electricity businesses of England and Wales have each announced increased profits and returns on capital, allied to continuing progress in improving the standards of service to customers.

Aggregate turnover for 1988/89 was up by £1 billion to £12.2 billion, and aggregate operating profit was up to £424.2 million from £290.3 million in 1987/88 (current cost accounting) and up to £803.2 million from £658.9 million (historic cost accounting).

### Progress

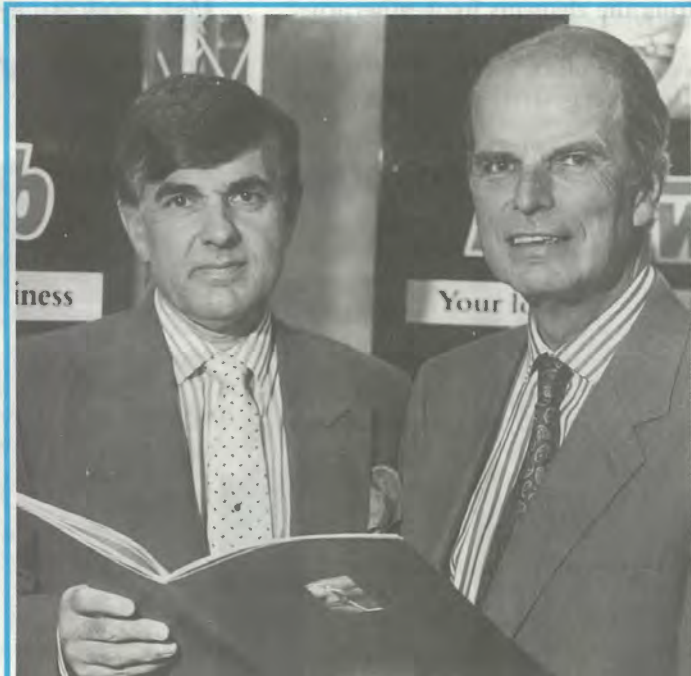
Commenting on the aggregate results of the Boards, Manweb Chairman Bryan Weston said the year had been marked by increased levels of profit and returns

## higher

on capital and continuing standards of service.

He pointed out that the results were broadly similar in many respects and therefore comparable. They were similar in many respects and therefore comparable. They were similar in many respects and therefore comparable.

“The smallest had an average of 15 per cent for the Rugby Group; the largest had 25 per cent for the Granada Group,” he said.



Reporting a successful year - Director Power Marketing Colin Leonard (left) and Deputy Chairman Richard Gales at the Chester press conference. Picture courtesy of the Liverpool Daily Post and Echo.

## Giant in 'g

MANWEB is to undergo a major restructuring. The Corporation plans to build a new power station underground, agreeing to

The news was announced by Richard Gales as he presented a report to local press conferences in Liverpool.

He said: “Undergrounding the electricity network more environmentally and is just part of our on-going programme. Over the past year we have invested £100 million on extending the network, and an extra £14 million on transformers and doubling the capacity of the network will ensure a reliable supply of electricity, well into the next century. We expect to exceed £1 million.

“To meet similar growth

# Chairman

ply involved in planning  
ued to direct the day-to-  
mild weather, effective  
er cent to 16,944 GWh,  
y 16.5 per cent.  
ubling of appliance marketing  
ful Manweb plc. Our overall  
6.9 million on the turnover in

important asset and their  
commitment and support is  
essential to the implementation  
and attainment of our plans and  
strategies. I am looking forward  
to the day when they will have  
the opportunity of becoming  
shareholders in Manweb and will  
be able to benefit further from  
their own endeavours.

They have responded  
magnificently to the major  
structural changes we have  
already implemented and I have  
no doubt their knowledge,  
technical and managerial skills  
will enable us to meet the  
demands of operation in the  
private sector.



Preparing for privatisation - Manweb's top team, from left to right, Peter Hopkins, Director Trading; Denis Farquhar, Director Network Services; Richard Gales, Deputy Chairman and Managing Director-designate; Colin Leonard, Director Power Marketing; Bryan Weston, Chairman, and John Roberts, Financial Director.

## London conference breaks with tradition

ON August 3, just eight days after the Electricity Bill received Royal Assent and passed into law, the 12 Chairmen of the area electricity boards, including Manweb Chairman Bryan Weston, gathered in London to present their annual results to the financial and business community.

That same day, Deputy Chairman and Managing Director-designate of the privatised Manweb, Richard Gales, together with Director, Power Marketing, Colin Leonard, were making similar announcements to the local and regional media at press conferences in Liverpool and Chester.

The London event was a unique occasion in the electricity industry's history and marked a very real transition from four decades of state ownership.

Traditionally, there has always been an August presentation of the performance of the entire electricity industry, involving the CEGB, the area boards and the Electricity Council.

But this time neither the CEGB nor the Electricity Council were involved. This conference was about the 12 businesses which serve the nation's 22 million electricity customers.

The conference attracted an international audience and drew largely positive responses from the City observers and analysts. The national media, while naturally focusing some attention on what they see as the controversy of privatisation, generally accepted the success of the business.

The venue was the Park Lane Hotel in Piccadilly and is typical of the London Hotels chosen for such events - a faded opulence that

needs to be dressed to suit the modern world. As ever, the staging necessary to give 12 chairman an opportunity to talk to analysts and media drew comparison with Blankety Blank in some uncharitable media quarters.

Two events were held - a breakfast time presentation to the City analysts, whose reports will be important to investment managers and individuals over the coming months, and a similar pre-lunch presentation to the financial, city and energy journalists from national television, radio and news media.

The message was very clear, and accepted by key observers: the 12 electricity businesses are profitable, efficient and caring.

The Chairmen had chosen four of their number to present the aggregate results of the Boards, but all took part in the open forum.

Questions covered almost every aspect of the businesses but inevitably concentrated on prices, power contracts and nuclear issues, and, of course, privatisation.

After a question session the Chairmen were besieged by journalists for interviews and several went in front of the cameras to talk to ITN, BBC, Channel 4 and Thames TV.

# profits

progress and improvement in

able

Boards were separate busi-  
not be expected to perform  
ible businesses in their own

annual turnover as big as that  
largest a turnover as big as  
1.

# gantries to go green' scheme

the 132,000 volt power supply which is carried by a series of  
Liverpool to Leeds Canal at Bootle. Merseyside Development  
park along the canal, and asked Manweb to place the cable  
tribute to the £7.1 million cost.

Deputy Chairman  
eb's annual results  
l and Chester.

ply will make the  
ntially acceptable,  
g refurbishment  
ve spent over £28  
o new homes and  
o improvements.

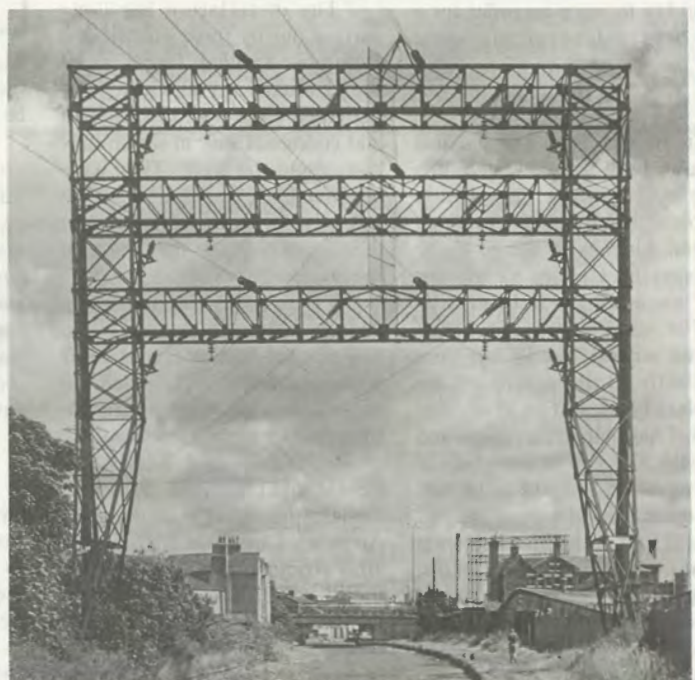
replacing existing  
ork capacity. This  
new homes and  
The total cost will

Wrexham, a new

substation and reinforcement of the network will cost  
over £2 million. Elsewhere in North and Mid Wales we  
are spend over £2 million improving reliability for  
customers in areas such as Anglesey, Caernarfon, the  
Lleyn Peninsular and around Aberystwyth.

"On Merseyside, administration of appliance  
servicing and repair, and electrical contracting work has  
been centralised in two new units, the former at Prenton  
and the latter, Bootle, which will give the 600,000  
customers a more efficient and flexible service."

Announcing Manweb's operating profit of £26.6  
million, which, after tax, interest and other charges was a  
net profit of £1.2 million, Mr. Gales said: "These results  
are very pleasing at a time when we are gearing up for  
privatisation."



Right: One of the giant gantries spanning the Leeds-Liverpool Canal at Bootle.

# Special offer for Contact readers

PLANNING a weekend break during the next few months? If so, hotel group Trusthouse Forte has come up with two more super discount deals for Contact readers.

Special rates are being offered to Manweb employees, retired staff and their families at the Stradey Park Hotel in lovely Llanelli during September, and at the Ivy Bush Royal Hotel in Carmarthen during October.

Built around an old manor house, the Stradey Park offers the double attractions of old world charm and elegance combined with modern comforts. Situated on a hill overlooking Llanelli, it has fine views over the town and beyond to Carmarthen Bay and the Gower Peninsula.

### Private

Spacious and comfortably furnished, the Hotel offers excellent facilities. You can relax in the cocktail bar before dinner in the Baron's Table Restaurant, and throughout the summer season a Welsh Evening of entertainment is held every Thursday plus a dinner dance most Saturday evenings.

Each bedroom has a private bathroom, colour television, radio, alarm facility, telephone, and tea and coffee-making trays. There is also a baby listening service and a lift to all floors.

The special offer is £28 per person per night, including dinner, bed and breakfast, for a minimum two nights which must include Saturday. There is an £8 supplement for a single room.

The Stradey Park normally charges £56 per person per night

for a twin room, without meals, although a Trusthouse Forte Leisurebreak rate of £30 is also available during September.

The Ivy Bush Royal Hotel is steeped in history and character. Once the favourite retreat of Lord Nelson and Lady Hamilton, the hotel has been lovingly modernised.

The 80 bedrooms all have private bathrooms, colour television, telephone, radio and tea and coffee-making facilities.

The extensive a la carte and fully inclusive menus, served in the distinctive Elizabethan restaurant, make use of fresh produce grown in the hotel's own garden. Children's menus and cots and highchairs are also available on request.

### Minimum

The special offer is £28 per person per night, including dinner, bed and breakfast, for a minimum two nights any time in October. There is no single room supplement.

The Ivy Bush Royal normally charges £56 per person per night (twin room) without meals, but a Trusthouse Forte Leisurebreak rate of £34 per person per night (weekends only) is available during October.

Telephone 0267 235111 if you are interested in staying at the Ivy Bush Royal, or 0554 758171 for the Stradey Park offer. In each case, tell the receptionist it is a Manweb special booking.



## Jean meets her soccer heroes

SALES Assistant Jean Peel is pictured with her soccer heroes, Liverpool goalkeeper Bruce Grobbelaar and defender Gary Gillespie, who proudly show off the League Cup and Barclay Trophy. Jean and the rest of the staff from St. Helens Shop visited Anfield after winning Mid Mersey District's Candy/Electra staff incentive.

The prize for making the most sales included a champagne reception in the Executive Suite, dinner, a tour of the Liverpool ground before watching the mid week match, in which the home team beat Charlton 2-0, half-time refreshments and cocktails with the players after the game.

# message from the Chairman

AT a time when the Executive and senior management have been deeply involved in planning preparing for privatisation, it is to everyone's credit that they have continued to direct the day-to-day business with vigour. The year's results are excellent. Despite the mild weather, effective marketing has contributed to unit electricity sales increasing by 2.5 per cent to 16,944 GWh, reversing the trend of the last five years in which total sales have increased by 16.5 per cent.

Our growth in our main business of electricity distribution and supply, supported by a doubling of appliance marketing over the same period, provides us with a solid foundation on which to build a successful Manweb plc. Our overall turnover increased by nine per cent in the year to £808 million, which was an increase of £66.9 million on the turnover in 1988/89 and was 30 per cent higher than the turnover achieved in 1983/84.

In recent years we have consistently achieved the financial targets set by the management and this year was no exception. Our operating profit of £6.6 million on a current cost accounting basis (£48.9 million on an historical cost accounting basis).

The attainment of the financial target was aided by a number of positive management actions which effected reduction in distribution losses, management of costs and reduction in unit sales.

**Patterns**  
There are a number of new areas that need addressing prior to privatisation and our initiatives are well advanced. We are developing our strategies for power procurement, which includes consideration of own generation and joint ventures with other generators.

Effective purchasing of electricity will be one of the keys

of our future profitability as generation charges account for 80 per cent of our costs.

We have also begun work on extending our computer systems to provide the detailed knowledge on electricity flow, patterns of usage and customer information necessary for future effective management of our businesses.

We have initiated a marketing programme with our major customers to explore the opportunities of privatisation, and consider the options and benefits available. Looking to the future we intend to build on the strength of existing relationships with customers to expand our business activities.

We have also begun work on the development of the Use of System tariff which will apply to all users of our distribution system. We are looking to our trading activities, which are outside the regulated part of the business, to provide profitable

growth through new operations and expansions.

Considerable resources have been directed towards developing and installing improved computerised accounting and management information systems to enable us to operate effectively as a privatised company.

External expertise has been used as appropriate to provide advice on best company practice, in fields such as finance and accounting, to ensure we have the most suitable systems in place, tried and tested prior to flotation. Similarly we set up our own treasury function which began operating in April 1989.

#### Benefit

New appointments have been made in these and other areas, such as legal, contracts and public relations, to bring into the organisation the specialist skills needed by what will be one of the largest companies in the region.

Our staff are our most

important asset and their commitment and support is essential to the implementation and attainment of our plans and strategies. I am looking forward to the day when they will have the opportunity of becoming shareholders in Manweb and will be able to benefit further from their own endeavours.

They have responded magnificently to the major structural changes we have already implemented and I have no doubt their knowledge, technical and managerial skills will enable us to meet the demands of operation in the private sector.

*B. H. Weston*

B. H. Weston, Chairman

Reports compiled by Jackie Unsworth

## Area Boards announce

The 12 electricity businesses of England and Wales have each announced increased profits and returns on capital, allied to continuing progress in improving the standards of service to customers.

Aggregate turnover for 1988/89 was up by £1 billion to £12.2 billion, and aggregate operating profit up to £424.2 million from £290.3 million in 1987/88 (current cost accounting) and up to £803.2 million from £658.9 million (historic cost accounting).

#### Progress

Commenting on the aggregate results of the Boards, Manweb Chairman Bryan Weston said the year had been marked by increased levels of profit and returns

## higher profits

on capital and continuing progress and improvement in standards of service.

#### Sizeable

He pointed out that the 12 Boards were separate businesses and therefore could not be expected to perform identically. They were sizeable businesses in their own right.

"The smallest had an annual turnover as big as that for the Rugby Group; the largest a turnover as big as the Granada Group," he said.



Preparing for privatisation - Manweb's top team, from left to right, Director Trading; Denis Farquhar, Director Network Services; Richard Gales, Chairman and Managing Director-designate; Colin Leonard, Director Power Marketing; Bryan Weston, Chairman, and John Roberts, Financial Director.

## London conference breaks with tradition

ON August 3, just eight days after the Electricity Bill received Royal Assent into law, the 12 Chairmen of the area electricity boards, including Manweb Chairman Bryan Weston, gathered in London to present their annual results to the financial community.

That same day, Deputy Chairman and Managing Director-designate of the privatised Manweb, Richard Gales, together with Director, Power Marketing, Colin Leonard, were making similar announcements to the local and regional media at press conferences in Liverpool and Chester.

The London event was a unique occasion in the electricity industry's history and marked a very real transition from four decades of state ownership.

Traditionally, there has always been an August presentation of the performance of the entire electricity industry, involving the CEGB, the area boards and the Electricity Council.

But this time neither the CEGB nor the Electricity Council were involved. This conference was about the 12 businesses which serve the nation's 22 million electricity customers.

The conference attracted an international audience and drew largely positive responses from the City observers and analysts. The national media, while naturally focusing some attention on what they see as the controversy of privatisation, generally accepted the success of the business.

The venue was the Park Lane Hotel in Piccadilly and is typical of the London Hotels chosen for such events - a faded opulence that

needs to be dressed to suit the occasion. However, the staging necessary to give the opportunity to talk to analysts and the comparison with Blankety's uncharitable media quarters.

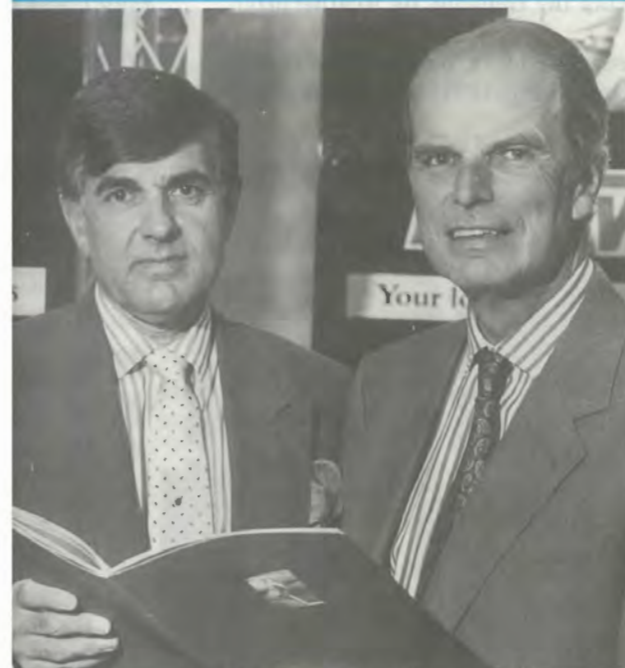
Two events were held - a breakfast presentation to the City analysts, who are important to investment management over the coming months, and a presentation to the financial, city and television media.

The message was very clear to the key observers: the 12 electricity businesses are profitable, efficient and caring.

The Chairmen had chosen to present the aggregate results to all took part in the open forum.

Questions covered almost every aspect of the businesses but inevitably concerned power contracts and nuclear issues in privatisation.

After a question session the besieged by journalists for interview went in front of the cameras to Channel 4 and Thames TV.



Reporting a successful year - Director Power Marketing Colin Leonard (left) and Deputy Chairman Richard Gales at the press conference. Picture courtesy of the Liverpool Post and Echo.

## Giant gantries to go in 'green' scheme

MANWEB is to underground the 132,000 volt power supply which is carried by a series of giant gantries straddling the Liverpool to Leeds Canal at Bootle. Merseyside Development Corporation plans to build a park along the canal, and asked Manweb to place the cable underground, agreeing to contribute to the £7.1 million cost.

The news was announced by Deputy Chairman Richard Gales as he presented Manweb's annual results at local press conferences in Liverpool and Chester.

He said: "Undergrounding the supply will make the electricity network more environmentally acceptable, and is just part of our on-going refurbishment programme. Over the past year we have spent over £28 million on extending the network to new homes and businesses, and an extra £14 million on improvements.

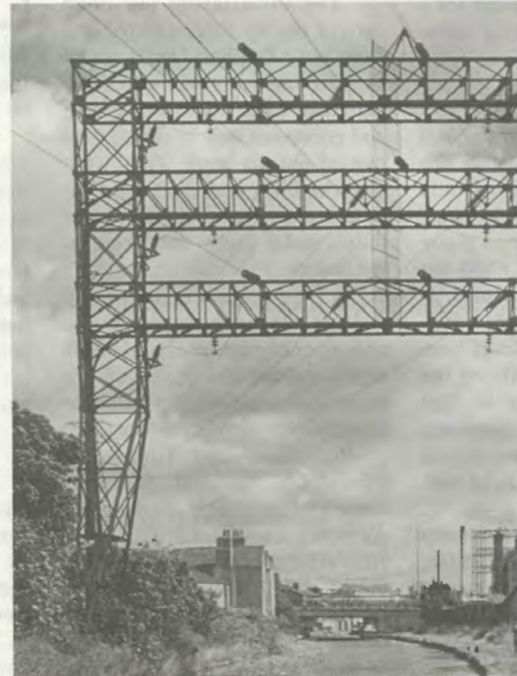
"In Chester, for example, we are replacing existing transformers and doubling the network capacity. This will ensure a reliable supply to new homes and businesses, well into the next century. The total cost will exceed £1 million.

"To meet similar growth in Wrexham, a new

substation and reinforcement of the network will cost over £2 million. Elsewhere in North and Mid Wales we are spending over £2 million improving reliability for customers in areas such as Anglesey, Caernarfon, the Llyn Peninsula and around Aberystwyth.

"On Merseyside, administration of appliance servicing and repair, and electrical contracting work has been centralised in two new units, the former at Prenton and the latter, Bootle, which will give the 600,000 customers a more efficient and flexible service."

Announcing Manweb's operating profit of £26.6 million, which, after tax, interest and other charges was a net profit of £1.2 million, Mr. Gales said: "These results are very pleasing at a time when we are gearing up for privatisation."



Right: One of the giant gantries spanning the Liverpool Canal at Bootle.





## IEE barbie is sizzling success

MIKE Jones, 1st Engineer, Dee Valley (left), serves up a sizzling steak to Chairman Bryan Weston at the annual IEE Benevolent Fund barbecue, hosted by Director, Network Services, Denis Farquhar and his wife Anne (also pictured).

The barbecue and disco, at Mr. and Mrs. Farquhar's Frodsham home, raised £1,000, which will be donated to the IEE Entertainment Fund Account.

One of the organisers, MSD Project Manager Geoff Ravenscroft, said: "It's the third year running that Mr. Farquhar has hosted this event and it was a bigger success than ever before. It was a beautiful summer evening and 170 people turned up.

"I'd like to thank everyone

who helped make it such a success, including Mike Jones, Head of Customer Marketing, Bob Hodson, North Wirral District Manager Geoff Abel and his wife Sandy, System Manager Peter Hartley, Clwyd 2nd Engineer Fred Wightman and his wife, Mr. and Mrs. Farquhar and their family, and many others."

A second barbecue was held at Mr. Farquhar's home the following weekend, raising almost £1,700 for St. John's Hospice, Wirral. More than 200 people attended the event.

# Staff get a vote of thanks

MORE letters glowing with praise for Manweb and its staff have been piling up on the Contact newsdesk. Customers have been writing in asking us to pass on their thanks for the first class service they have received.

Mrs. Rosemary Parker has given a pat-on-the-back to the Dee Valley team who answered her emergency call during a power failure at her home in Boughton, Chester.

Those involved were Foreman Jack Whittaker, Engineers Ivor Jones and Ken Edwards and the following staff - Andy Howe, Alvin Korchell, Pat Mercer, George Edge and Clive Griffiths.

In her letter Mrs. Parker writes: "I can't tell you how caring, polite and hard-working they were. I felt I had to put pen to paper to tell their bosses how really great these workers were. I expect they often get complaints, but my experience was that they lessened what was a very frightening one-off occurrence with sympathetic handling and caring."

Regional Shops Manager Alan Beanland received a letter from an Aigburth customer asking him to thank Electrolux Demonstrator Anita Kenny, who works at St. John's Shop, for her help.

The customer wrote: "I have recently tried to purchase a fridge freezer and have visited most of the main department stores in the city and been met with little or no assistance from sales staff with attitudes which range from total apathy to rudeness."

"It was therefore a pleasure to encounter your sales lady. She was only too willing to assist and was ready to answer any questions on the full Electrolux range. She obviously has a good technical knowledge of the product and enjoys her work - an attitude which left me with no hesitation but to place an order for a new fridge freezer the same day."

### Willing

St. Helens Shop and its staff has also been congratulated, this time by customer Mrs. Linda Peebles, of Lowton, near Warington. She has written to praise Salesperson Carmel Knight for her "exceedingly helpful attitude".

She writes: "I will not bore you with all the details of the problem I had, suffice to say that Carmel has helped sort them, and I would like you to pass on my appreciation for her help and assistance."

And staff at the Manweb shop in the Strand Shopping Centre, Bootle, have been given a vote of thanks from customer Corinne Tyro, who moved to Merseyside from New Zealand last year.

In her letter she says: "My praise goes out to your staff, who are always willing to help and spend time, even over the small

est of things. I'm now the proud owner of a washing machine, larder fridge and chest freezer, with a cooker and microwave still to come.

"Even the men who delivered my goods were also very nice and so careful with everything. I will not hesitate in the future when it comes to Manweb."

"Congratulations on your choice of staff and training. In this day and age it restores my confidence that there is a company still around which aims to please the customer."

### Efficient

Blenau Ffestiniog Shop Manageress Laurwena (Lol) Lloyd Williams has been congratulated by one of her customers, who writes: "She is most efficient and polite when you go there to buy or look around. I am not the only person to say this. My sister in law went only to look around and was so pleased with Mrs. Williams that she paid cash for a washing machine there and then."

Criccieth customer R. H. Haigh has written to Gwynedd District to sing the praises of a trio of staff - William Jones, Dafyd Williams and Idris Roberts.

He writes: "My property has now been converted from solid fuel central heating to storage heaters, wall mounted fan heater and Economy 7 water heating package."

"The installation has been carried out by three electricians from your Pwllheli Depot, and I feel I must let you know how delighted I am with the efficient and courteous way in which they carried out the work. They were clean and tidy and apart from the occasional hammering, one didn't really know they were in the house."

"It is so refreshing in this day and age to experience such polite and friendly people, and their whole attitude has prompted me to write to you. What a pleasure to encounter such efficiency."

And Gwynedd Linesmen Percy Morris and Meirion Roberts have been thanked by Anglesey Customer P. Rudd for "the efficient manner in which they repaired the mains supply cables" when a fault developed recently.

Staff at Clwyd District have received a letter of praise from Colwyn Bay customer Christine Davies following a dispute which went all the way to the

## Praise for their prompt service

TOM Jones, Mains Manager at Aberystwyth District, has passed on the following letter of congratulations to staff who dealt with an emergency at a customer's home in Llanafan.

The staff involved were part-time Shop Sales Assistant Linda Ingram, who initially dealt with the emergency, Linesman Elfed Pugh and Linesman's Mate Mark Richards, who responded promptly to a dangerous situation, and Linesman 'Spike' Hartnell who, together with Mark Richards, renewed the overhead service.

Tom Jones said: "Manweb is very often unfairly criticised and it was a great pleasure to receive this letter from a customer who was delighted with the service given."

"This letter needs to be published in its entirety, since not only does it reflect very favourably on the Board, it also reflects the calibre and attitude of the staff involved, and in particular their pride in doing a job to the best of their ability and to the customer's satisfaction."

\* \* \*

Dear Sir,

I feel compelled to let you know of the excellent service experienced from Manweb.

During the recent painting of our house the painter informed me that he had received a shock from the feed-in wires coming to the house from the pole at the roadside, where they are clipped to a fascia board.

This was reported to a young lady in your shop at Pier Street, Aberystwyth at about 11.30 a.m. and she immediately contacted your maintenance department and informed me that within about an hour of returning home the Manweb men would be out to make sure the wiring was safe.

I was impressed with the pleasant, courteous and efficient way this young lady dealt with my problem.

Within about an hour of returning home, two service engineers arrived to make sure the wiring was safe. They were most efficient and pleasant, and carefully executed their duties. They informed me on completion that all was now well, and also that new wiring would be installed early the following week.

Later the same day, at about 6 p.m., two Manweb employees arrived to say they were installing new wiring to the house immediately. The reason was there was so much work awaiting attention early next week. Within about an hour and a half they had completed the job.

I had visions of having to recall the painter to repaint the walls, but these young men from Manweb were quick, efficient and most pleasant. There was barely a mark on the house walls, the fascia boards, in the porch or in the hall. They were also most careful with the flowers and vegetables in the garden.

I was most pleased to note their attitude of wanting to give satisfaction and taking pride in their job.

Yours faithfully and gratefully,  
Idwal Davies

Meter Examiner. The meter in question subsequently proved to be correct.

Mrs. Davies writes: "Thank you very much for all the efforts that the Board has made on my behalf to ensure that the meter was correct. Everybody that I have contacted has been helpful and efficient, and everyone who has come here has been pleasant, courteous and thorough. I cannot speak too highly of your helpful attitude towards my problem."

### Pleasant

Mrs. B. Blundell, of Fazakeley, has written to thank staff at North Mersey District for being so "helpful and pleasant" when she had problems with a faulty meter.

She writes: "I wish to thank your staff for the help and advice they gave me over the electric, and for putting things right for me - the man who put a new meter in, who was pleasant and

helpful, and the rest of the staff who did jobs on the electric and put my mind at rest."

Jim Parry, of the Debt Control team, Dee Valley, has been praised by a customer for his "attitude and approach" when he turned up to disconnect the supply. The customer, who had overlooked paying his bill, described Jim as "a credit to your Board."

A Manweb mystery man gets the final bouquet - this time from delivery firm TNT Express, who lost two cartons from one of their vans. Security Manager W. Guffogg writes: "Fortunately an employee of your company, who remains un-named, found the items on your car park."

"He was good enough to deliver them, but did not leave his name. Please convey to him our sincere thanks for his honesty and integrity and for restoring the goods to the rightful owner."

Motor Insurance  
for Manweb employees

## 20% Staff Discount

Leadenhall Motor Policies at Lloyd's  
arranged by  
Leadenhall (1969) Services Ltd.

HILTON HOUSE  
LORD STREET  
STOCKPORT  
CHESHIRE SK1 3NA  
Tel: 061-429 0922

195-203 NEW ROAD  
CHATHAM  
KENT ME4 4QB  
Tel: 0634 47858

Please write or phone and we shall be pleased  
to give you a quotation

# Cooking with MARY



## The new wave in micros...

TO date, 11 manufacturers produce combination model microwave cookers, and as demand increases, more are being introduced onto the market. Ten per cent of microwaves purchased are now of the dual energy type and many are sold to second-time buyers.

The combination models offer several benefits. They can be used for at least three functions - as a microwave, as a conventional cooker, or as a dual energy cooker which combines the speed of a microwave with a fan oven to cook food at a fraction of the time, while retaining the flavour and texture of the food, as if it has been cooked in an ordinary fan oven.

Some combination cookers have other facilities, in addition to the three operational options, such as a grill element situated in the top of the cooking cavity. This can be used as a conventional grill.

A turntable is fitted to most combination cookers. Included is a facility for turning it off, enabling extra cooking space for large containers.

Some models include an automatic sensing device which eliminates the need for the user to calculate thawing and cooking times. The infra-red sensor works out the initial surface temperature of the food and is programmed to give the appropriate time required for the food.

The humidity sensor reacts to the steam emitted from the food and is programmed to give the appropriate cooking time, while the weight sensor under the turntable or floor of the microwave is programmed to allow for a specific cooking time according to the weight and type of food.

Some models incorporate a pre-set feature on the oven for up to 24 hours. Always follow the manufacturer's instructions regarding the types of containers that can be used in the oven.

### MARINATED BEEF FILLET (serves four)

1Kg (2lb) fillet of beef; salt and freshly ground black pepper; 1 clove garlic, sliced; 1 red onion, sliced; 45ml (3tbsp) olive oil; 30ml (2tbsp) red wine vinegar; 150ml (1/4 pint) red wine; 60ml (4tbsp) freshly chopped parsley; 60ml (4tbsp) freshly chopped chives; 2 fresh bay leaves.

**For the sauce:** 50gm (2oz) butter; 1 small red onion, chopped; 100gm (4oz) button mushroom, sliced; 75ml (5tbsp) red wine; 15gm (1/2oz) plain flour.

Trim the beef fillet of any excess fat, tie into a neat shape (you can ask the butcher to do this for you), and place in a sealable container. Generously season with salt and freshly ground pepper. Make several incisions in the meat and push in sliced garlic, and scatter the onions over the meat.

Pour oil and vinegar into a screw jar, shake vigorously to mix and pour over beef fillet with the red wine. Add 15ml (1tbsp) of

parsley, chives and bay leaves. Cover and leave in fridge overnight to marinate. Place beef in a roasting dish with 60ml (4tbsp) marinade, and cook on combination 200C medium for approximately 18 minutes until meat is just cooked (still looking pink). Turn the meat over half-way through cooking, and if you prefer your meat well-done, increase cooking time by four minutes. Leave to stand for five minutes.

To make the sauce, melt 25gm (1oz) butter on high for 30 seconds. Add chopped red onion and cook for two minutes until softened. Add mushrooms and cook for two minutes. Pour over marinade and add remaining wine. Cook on high for three minutes to bring to the boil.

Mix together flour and remaining butter in a bowl, and gradually add small knobs of the mixture to the sauce, whisking continuously. Cook on high for two minutes, stirring occasionally, until thickened and clear. Remove string from meat and roll in remaining herbs. Slice and serve with sauce.

### CARROT AND WALNUT GATEAU (serves four)

200gm (8oz) butter; 200gm (8oz) soft light brown sugar; 1.25ml (1/4 tsp) ground cinnamon; 1.25ml (1/4 tsp) nutmeg; 4 eggs, separated; juice of half an orange; 150gm (6oz) self raising flour; 5ml (1tsp) baking powder; 50gm (2oz) ground almonds; 175gm (7oz) walnuts, chopped; 300gm (12oz) carrots, grated; 200gm (8oz) full fat cheese; rind of one orange; 5ml (1tsp) clear honey; 2 oranges, segmented to decorate; 25gm (1oz) walnut halves.

Grease and line a 20cm (8in) round cake dish. Place butter, sugar, cinnamon and nutmeg together in a bowl. Cream together until mixture is light and fluffy. Gradually beat in egg yolks, fold in orange juice along with flour, baking powder, ground almonds and 100gm (4oz) walnuts.

Whisk egg whites and fold into mixture with grated carrots. Cook on combination 250C medium for 20 to 25 minutes, cool then slice into three pieces.

Beat together soft cheese, orange rind and honey with juice from segmented oranges. Sandwich gateau together with half the cream cheese and orange segments. Spread another third of the mixture around the edges.

Place the remaining chopped walnuts on greaseproof paper and roll the sides of the cake in the nuts to completely cover. Spread the remaining mixture over the top of the cake, decorate with walnut halves and orange rind. The unfilled cake can be frozen for up to one month.



## Cash booster for budding businesses

**BUDDING** businesses in Runcorn and Widnes are being given the chance to get off the ground thanks to a major cash boost from Manweb.

For the third year running Manweb is sponsoring local enterprise agency Business Link Limited to the tune of £1,000, to help existing small companies and new firms starting up in the area.

Business Link, which is based in Church Street, Runcorn, and Moor Lane, Widnes, was set up to encourage employment in the

area and offers a free information and advice service. Almost 6,000 clients have been helped in the 10 years since the agency was launched.

Manweb's Mid Mersey District Manager Des Lock is pictured (left) presenting the £1,000 cheque to Business Link's General Manager Bernard Burton.

## CEGB's wind farm scheme

**THE CEGB** has applied to the Energy Secretary for consent to build Britain's first wind farm. A site at Capel Cynon, West Wales, has been earmarked for the plan to build 25 wind turbines with a combined output of around eight megawatts - enough electricity to supply the needs of 5,000 people.

Consultation is also taking place with Ceredigion District Council and Dyfed County Council, and if the scheme gets the go-ahead, construction work could start early next year, with the wind farm producing its first electricity the following autumn.



## Council's Civic honour

**NORTH Wirral Energy Marketing Engineer Ian Birch presents a prestigious Civic Shield Award to Mrs. Phyllis Roberts, Chairman of the Venture Housing Association, at the opening of a new all-electric, energy-efficient flats development at Venture Court, Birkenhead.**

The buildings were designed in co-operation between Manweb and architect Sidney Bolland, and the objective was to provide flats with energy requirements that low

income tenants could afford, combined with the highest standards of warmth and fresh air comfort.

Ian said: "In the past public sector housing has suffered severe problems as a result of condensation and mould growth. The heating and ventilation systems installed at Venture Court attack condensation on two fronts.

"We believe electricity can provide the solution for public sector homes for the 21st Century."

The low cost Economy 7 heating system, which the tenants can

afford to run, will benefit the building fabric by helping prevent condensation, and the flats also have a heat recovery ventilation system, which extracts warm, moist, stale air from bathrooms and kitchens, and then re-uses the heat to warm up fresh air, which is directed to living rooms.

The ventilation system has a further advantage in that as the windows do not need to be opened, security is greatly improved.

Also pictured at the presentation is the Mayor and Mayoress of Wirral, Reg and June Cumpsteys, who officially opened the flats.

## Free Ads

## HOLIDAYS

**Brittany/SW France** - Caravans and mobile homes. Self-drive pack. Tel: Crewe Internal 178 or 0270 766675 (Ian Linford).

**Caravan** - Towyn, Near Rhyl, Six-berth, two bedrooms, shower, fridge, fully fitted. From £75 per week. Tel: 0978 362615/ 352653

**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 880 749. Alwyn Pritchard, 16 Maes Hyfryd, Carmel, Caernarfon, Gwynedd.

**Criccieth** - North Wales House overlooking village green, Sleeps six. CTV. Beach and shops two mins. Tel: 076671 2614 (Ann Tudor).

**France** - B&B, H/B, Caravans and camping. Tarn et Garrone Region. Close to junction 8 and 9 on Autoroute between Bordeaux and Toulouse. Excellent catering, including French, Indian, and vegetarian cooking. Much to see and do, or just relax in sunshine. Ex-SEB employee. Tel: David Boniface, 010-33 (63-95-95-20).

**Pony Trekking** - And farm holidays. Accompanied one-hour to full-day treks for novices or experienced riders. Holiday cottages available. Self-ctng. or bed and breakfast or half-board. Lic. restaurant open to non-residents. Lunch, afternoon tea, dinner. Private parties catered for. Further details: Hwylfa Ddafydd Country

Farm Holidays. Tel: Colwyn Bay 516965

**Port Grimaud** - Six miles St Tropez. Four /six-bth. caravans, with electricity, h. and c. water, shower. on three star hotel site. Luxury coach travel from most areas. Tel: 0670 712399

**Porthmadog** - Holiday bungalow, sleeps six. Black Rock Sands five minutes' drive. Convenient Ffestiniog Railway, Snowdonia National Park. For infmtn.: C.Jones, 2 Meadow Drive, Porthmadog. Tel: 0766 2519

**Newquay** - Cornwall, family-run guest house with good home cooking. Family rooms. Friendly atmosphere, Sea views. 200 yards from town centre. Dinner, bed and breakfast from £70 per week. Former Merseyside family will make you welcome. Disc. for Manweb empls. Apply Avondale, 28 George Road, Newquay, Cornwall. Tel: 0637 872234.

**Llandudno** - April Court. Small family-run private hotel (Welsh Tourist Board - two crown). Close to local amenities, beach, town centre, theatres, golf courses, etc. New Alpine Ski complex in beautiful natural setting. Ideal base for exploring beauty-spots of Snowdonia. Good home cooking and comfortable, friendly atmosphere. Children welc. Enquiries to April Court, St David's Place, Llandudno, Gwynedd LL30 2UG. Tel 0492 77898.. Disc. for Elec. Board employees and families (both past and present).

**Algarve** - Privately-owned villa set in large gardens in the Monchique Hills. Spilt level/dining room, good kitchen facilities, utility room,

two-good sized bedrooms, terraces with garden furniture. Panoramic views of the West Coast, 24 kms away, Swimming pool. Maid service. Food hamper provided. Flights arranged. Tel: 0352 50159 or 0244 316682.

**Anglesey** - Self catering and coarse fishing holidays. Two lakes on 15-acre site overlooking Snowdonia. Touring caravans and tents welcome. Brochure available. Tel: 0248 713410

**Weston-sup'r-Mare** - Static caravan on farm. Six berth, sep. dbl. bedroom, shower, toilet, TV, etc. All season price £70 per week. Tel: 093472 292

**Newquay** - Cornwall. Luxury caravans with shower, and economy vans. Colour TV, flush toilet, etc. Pleasant site near town and beaches. Cleaned and maintained by owners. From £50 per week. Tel: 0637 876589 (Gill).

**Spain** - Luxury villa, three dbl bedrooms and two two bathrooms. Private swimming pool. Quiet area "Calpe" Costa Blanca. Walled gdns, terraces ect. Five minutes from uncrowded beaches. Available from £150 per week. Telephone 0736 664177.

**Dolgellau** - Traditional farmhouse cottage set in a seven-acre smallholding in Snowdonia National Park. Sleeps seven plus cot. Tastefully modernised. Fully-fitted kitchen, inc dishwasher and microwave. Storage heaters and large inglenook fireplace. Ample parking and grounds. Kennel for pet by arrangmt. Easy access to mountains and sea Beautiful scenery and lovely walks. Prices from £100 to £220 per week. Tel: 0341 423912.

**Cardigan** - 12 miles. Lux. berth static caravan, near beaches. Families only. Tel: 0492 580 253 (evenings).

**French Riviera** - Six-berth caravan, all amenities on site, within easy reach of Monaco, St Tropez, etc. Golf, riding close by. SAE to M.Williams, The Lodge, Lingen, Bucknell, Shropshire, or tel: 0544 267579.

**Newquay** - Cornwall. Guest house, sea views, two minutes from beaches. Quiet area close to town, good food, comfort, prkng. BB/EM £65 - £80 per week. ESI staff. Tel: 063787 4291 (Mr Pleasants).

## DRIVING TUITION

## Robin Jones School of Motoring

Department of Transport approved driving instructor. Member of the Institute of Advanced Motorists. ROSPA Advanced Driving Certificate. Member of the Motor Schools of Great Britain

## SPECIAL DISCOUNT FOR MANWEB STAFF

- \* Beginners to Advanced
- \* Motorway Courses
- \* Dual Controlled Metro
- \* Free Pick Up Service

For details telephone 0836 259896 (daytime) or 051 339 8135 (evenings).

**Costa Del Sol** - La Cala De Mijas Costa. Luxury villa, sleeps six. Month of September in group share for sale. Phone: 051-427 6247.

**Abersoch** - Luxury eight-berth caravan situated on pleasant farm site, close to beach and shops. Shower, TV, flush toilet, 240 V, H & C, cooker, fridge, sink, gas fire etc. Vacancies March to November. Families only. £100 per week. Tel: Buckley 549248

**Anglesey** - Tal-y-Bont Cottages, Dwyran. Luxury cottages set in a 17-acre smallholding, 1 1/2 miles from shingle beach of Menai Straits and four miles from sandy beaches of Llanddwyn. Nature reserve, bird sanctuary, sea zoo, shops and restaurant nearby. Weekly prices - July/August £220, September 1 to 15 £180, September 16 to 30 £160, October £130. Telephone Deeside 819768.

**Llandudno** - Rosaire Private Hotel. Family run and situated in lovely garden area of town, yet close to all entertainment and shops with no hills to climb. Free car park. Tea/coffee facilities. Some en suite rooms available. Excellent home cooking, served at separate tables. Telephone 0492 77677 or write for brochure to Mr and Mrs W.G.Evans, 2 St Seiriols Road, Llandudno, Gwynedd LL30 2YY.

**Anglesey** - Bed and Breakfast/self catering summer let. Secluded farmhouse with panoramic views of the Snowdonia range. Within 10 minutes of the main town Llangefni and sandy beaches. Idyllic for bird watchers, Tel: Bodorgan (0407) 840038.

**Presthaven Sands** - North Wales. Caravan to let. Colour TV. Shower. Fully fitted. Good site facilities. Tel: 061 366 8789.

**City of Chester** - Self catering flat. Centrally heated. TV, fridge, linen provided. Parking, all inclusive. Tel: 0244 42538.

## FOR SALE

**Sailboard** - Sea panther with full sail, mast, boom. £150 o.n.o. Contact Kenneth Davies, Meter Test, Liverpool District, ext. 2359.

**Amplifier** - Sugden A21 III Class 'A', £80. Armstrong 521 Amp, 25 wpc, £65. Aris 60 wpc speakers, £65. Tel: 051 653 3416.

**Electric Organ** - Philcorda. GM 176. Two keyboards, bass pedals. £150 o.n.o. Tel: 0565 872548 after 7pm.

## WANTED

**Tow Bar** - For new shape Vauxhall Astra. Contact B.H. Kaye, Kirkby Shop, ext. 2334 or 2335.

**Piano/Organ Sheet Music** - Any age, but easy for a beginner. Contact Norman Carew, North Wirral ext 2340.

## PERSONAL

**Computer Buffs** - Amiga 500 contact wanted. Write to Alan Gartrell, Meter Reading Department, Dee Valley District, Rhostyllen, or tel: Wrexham 290208.

## CARS FOR SALE

**Nissan Sunny** - 1.5 SGL. Low mileage. Excellent condition. Road tax, MOT March 1990. £2,995. Tel: Nantwich 625126.

**Mini Mayfair** - Black. 'F' reg, 11 months old. 8,500 miles. Panasonic radio/cassette. Super cover/AA membership until October 1990. £4,500. Contact F.T. Edwards. Dee Valley Ext. 2255 or Wrexham 753560.

## A first class service

The Post Office has sold over £5 million worth of Manweb electricity metre cards since the system was launched in March 1988, which is good for Manweb and valuable business for the Post Office.

But like many initiatives, the scheme has not been without problems. To see how things could be improved, Manweb's Cash Income section organised two seminars for the Post Office staff, who update the account records at Head Office.

"The message we were getting from our people was that the vouchers weren't being completed properly," said Executive Officer, Cash Income, Martyn Jones.

The vouchers, filled in by Post Office counter staff, provide the 'vital account link' between the customer, buying a payment card, and Manweb's Cash Income staff, who update the account records at Head Office.

When buying cards, customers should present a Payment Card, carrying their account details. But customers sometimes lose or forget cards, so it's vital counter staff obtain the right information and set it down correctly.

There are five main problem areas: missing lead-in zeros in number boxes, datestamp (which also identify the Post Office) incomplete account details and addresses, legibility, and failure to despatch vouchers daily.

Most of the two million card transactions handled by the Post Office to March 1989 were trouble free, but like Manweb, the Post Office were keen to improve the service.

"We had Post Office staff from across the area, and received some useful feedback from them," said Martyn. "It's really a two-way exchange of information."

Further seminars are planned, and with a projected 100,000 customers by March 1990 the meter card business looks set to boom.



## SHIELD INSURANCE

For a free quotation on any of the following:

PRIVATE CAR, HOUSE AND CONTENTS INSURANCE, HOLIDAY INSURANCE. ALL CLASSES OF PERSONAL INSURANCE

Call or phone GARETH WILLIAMS ON (0244) 671711

Discount available for all Manweb employees. 38 CHESTER STREET SALTNEY, CHESTER CH4 8BJ

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

(BLOCK CAPS PLEASE)

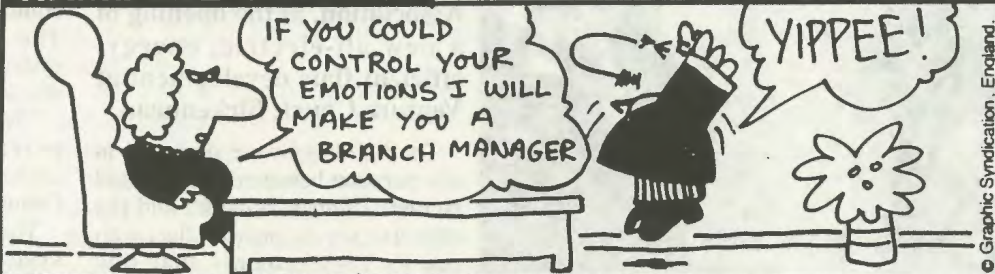
Name: .....

Work place (or retired) .....

Tel: .....

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

## HAMBONE by Mike Flanagan



## Junior league champs



NORTH Mersey District's Total Heating Indoor Five-a-Side Junior Soccer League winners were presented with awards for the 88-89 season at Croxteth Sports Centre, Liverpool. The winning teams were:

**UNDER 10s:** Division 1 - Marybone, Division 2 - Winster. **UNDER 11s:** Division 1 - Crosby Stuart, Division 2 - Winster. **UNDER 12s:** Division 1 - Crosby Stuart, Division 2 - Young Lions. **UNDER 13s:** Division 1 - Diamond Tigers, Division 2 - Melwood.

Ex-Newcastle player Ted Sutton is pictured third from the left, presenting the trophies, watched by Manweb Energy Sales Manager Cliff Robinson (right) and Sports Centre Manager John Moore.

## Tee time for Dee Valley golfers...

TWENTY-eight members and guests of Dee Valley Sports and Social Club journeyed to Llanymynech Golf Club in Shropshire to contest the ever-popular Pro Am and Dee Valley Trophy golf competitions.

### A date for your diary

THE NALGO Golf Tournament (John Greenhalgh Memorial Trophy) will be held on Thursday, September 28, 1989, at Hawarden Golf Club, tee off from 1 pm.

The competition is open to current and retired members of NALGO and there will be men's and women's prizes.

Entry forms and details are available from H. Watson, Computers, Room 4S1, Head Office, ext. 3022.

The morning Pro Am competition was held over 12 holes and took the form of a better ball Stableford. Steve Evans (Legacy) and Terry Gopsill (New Crane Street) secured 1st prize with 29 points after a card play-off with Bob Morris (guest) and Reg Bramhall (ex Mid Mersey).

Third place with 28 points was taken by Harry Parsons (Head Office) and Huw Williams (New Crane Street).

With the new handicapping system in operation for the afternoon Dee Valley Trophy competition and the daunting prospects of 18 holes over this hilly but excellently kept course, the

first pairing of Ieuan Evans (1988 winner) and Trevor Edwards set off.

Three and a half hours later Trevor (Energy Marketing) came in with 36 points, a score which was to hold all afternoon.

Second place was taken by Phil Jones (Legacy) with 31 points from Bob Norfolk (Legacy), with, once again, a card play-off required.

After an enjoyable meal the prizes were presented to the day's successful golfers by Keith Griffiths, Chairman of Dee Valley Sports and Social Club. All arrangements were made by Dennis Jones, Material Controller, Dee Valley District.

# CONTACT Sport



## Six-a-side cup clash

Report by Roy Roughley  
Hon. Chairman North Mersey  
Sports and Social Club

THE second annual inter-district six-a-side soccer competition took place at the Sports Barn, Woodchurch Estate Recreation Centre, Birkenhead, on Saturday, July 8. The trophy was vigorously contested with the teams battling to wrest the trophy from the holders, North Mersey District.

Whilst lots of skill was displayed by the players taking part, once again it would appear that the pride of Bootle had been fed a copious supply of raw meat, resulting, yet again, in a player being sent off. The referee is now considering taking up lion taming as a quieter pastime.

The main cause of the sending off was due to a freak and somewhat bizarre own goal caused by the Bootle goalkeeper throwing the ball out of his area. The ball then caught the heel of a defender and rebounded over the goalkeeper's head.

Eight teams, split into two divisions of four, took part in the competition, with the top teams of each division playing the semi finals against the runners-up of the other divisions.

Chester 1 and North Mersey 2 teams both

topped their separate divisions with maximum points, but in the semi-finals both sides were knocked out!

Chester 2 defeated Chester 1 with the single goal of the game, and Prenton 1 convincingly defeated Bootle 2 by three goals to nil.

In the exciting final, Prenton 1 defeated Chester 2 by three goals to one.

The trophies and medals were presented by Roy Roughley (North Mersey) after the players had re-assembled at a local watering hole, namely the Arrowe Park Hotel, to either celebrate or commiserate their fates with liquid refreshments. A big thank you to Ted Walters (North Wirral) who arranged the venue and referee.

## Table tennis challenge

MANWEB (Mold) swept to victory in the Chester and District Table Tennis League, winning the Division One Championship and the Bradley Cup, plus the men's singles and doubles titles.

The team comprises Clwyd 2nd Engineer, Mains, John Bowen and associate members of the Manweb Clwyd Sports and Social Club, Clive Parry, Ronald Parry and David Morris.

John Bowen has issued a challenge to Head Office table tennis players to join the League. He said: "There used to be quite a few Manweb teams, but not any longer."

Anyone interested in forming

a team to compete in the 1989/90 season, which starts at the end of September, should contact Barbara Parker, Secretary, Chester and District Table Tennis League, 22 Blackfriars, Chester, telephone 320908.

## Manweb managers meet their match as contest ends in a tie

### Mark Dale reports

THE annual cricketing clash between the All Stars XI and Managers XI yet again provided an intriguing item in this year's sporting agenda. The Managers XI, strengthened by the recent recruitment drive, were out to prove that they were boss!

Mike Metcalfe, captaining the Managers, drew first blood by winning the toss and electing to field, on what was to prove a good wicket at the Chester Boughton Hall ground.

The All Stars made a steady start to their innings with the highlight a partnership of 70 for the third wicket between John Townend (40) and Pat Byrne, who was to carry his bat to the end, making 39.

An explosive 30 runs came off the last four overs with All Stars captain Damian Hyland finishing with 22. The final team score was an impressive 125-4 from the allotted 20 overs.

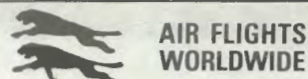
The Managers' reply started shakily, but again a third wicket partnership, this time 85 runs between Mike Boxall (40) and Dave Lin-

ton (44), transformed the innings.

The match ended with a thrilling final over with batsmen Mike Metcalfe and Bob McMahon chasing nine runs to win. The Managers were to fail by one run with the result a tie. Pete Baron had produced the best bowling figures of the night with three for 28.

A controversial umpiring decision by Ian "One Short" Moulton during the Managers' innings was later the subject of much informed discussion as the teams enjoyed a post-match tea.

The two captains wish to convey their thanks to the young ladies who prepared the excellent food, and all look forward to next year's contest with great interest.



**AIR FLIGHTS  
WORLDWIDE**

**SPECIAL PRICES FOR  
EMPLOYEES AND FAMILIES**

A selection of our cheap return fares; other low-cost one way and European prices on request.

Athens	£110	Miami	£185
Istanbul	£125	Boston	£185
Madrid	£95	Los Angeles	£280
Nice	£85	Dallas	£255
Paris	£52	Jo'burg	£506
Toulouse	£89	Sydney	£775
Milan	£78	Melbourne	£775
Rome	£118	Perth	£700
New York	£185	Toronto	£199

**Cheap Air Travel Services Ltd**  
0638 661219  
ATOL 822

Manweb (Chester) Sports and Social Club

### AN EVENING OF ENTERTAINMENT

WEDNESDAY, 4TH OCTOBER, 1989

7.30 till Midnight

Cabaret will start at 8.30 p.m. which includes:-

**Billy Butler** ..... from Radio Merseyside's "Hold Your Plums"

**Wally Scott** ..... with special guest

**Jackie Hamilton** .. Liverpool's funniest comedian

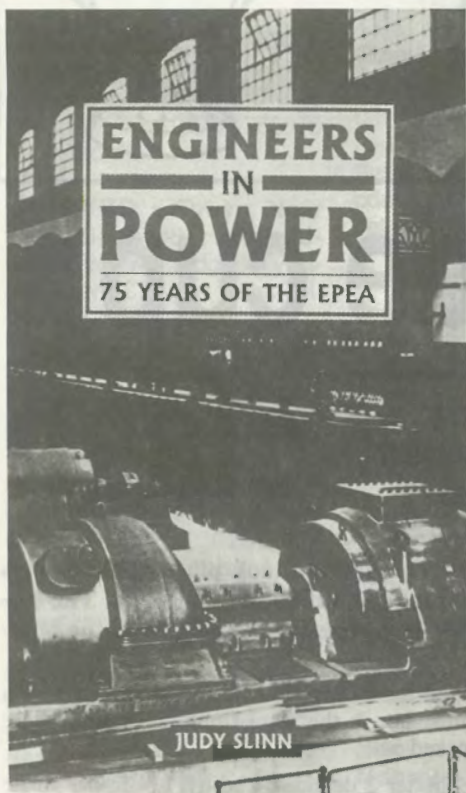
**The Sensations** .... A great rock & roll group

Why not make it a great night out and hire a coach?  
Interested?

Contact Wilf Jones, Head Office, 2702 for more information

Tickets available from Welfare, Head Office, 2031  
Members £2.00 Non-members £3.00

# Bookshelf



## 75 years of the EPEA

**ENGINEERS IN POWER** by Judy Slinn (Lawrence and Wishart) £9.95:

Judy Slinn's book is an illuminating historical account of the evolution of trade unionism in the Electricity Supply Industry. The author carried out extensive research into the records of the Electrical Power Engineers Association and utilised many sources of written and verbal information.

The result is a fascinating story of the development of electricity supply in parallel with the growth of an association of professional engineers and managers and the contribution all have made to the national economy, particularly in the difficult years of World War II.

### Non-technical

The book is written from a non-technical viewpoint in an easily readable style, which links together the events of history in an interesting and informative way.

The early struggles of employees to be allowed to join an organisation of their choice to represent them makes memorable reading, and the rivalry that existed with the Electrical Trades Union is well documented.

### Inconsistencies

Subjects covered include the inconsistencies arising during the 1926 General Strike, the impact of the War on trade unions, reports and investigations into the organisation of the Electricity Supply Industry, and the changes brought about by

# BRITAIN'S MOST ADVANCED ECONOMY 7 WATER HEATING CONTROLLER

## THAT'S ABOUT THE SIZE OF IT.

The new Sangamo E7 controller packs up to 5 water heating programmes and the latest electronic technology into the smallest size available. Our controller simply replaces a standard 20 Amp DP switch, reducing installation time and cost. Now's the time to enquire.

Schlumberger Industries Electricity Management,  
Industrial Estate, Port Glasgow, Renfrewshire PA14 5XG,  
Scotland. Tel: (0475) 45131



**Schlumberger Industries Electricity Management**

the Nationalisation Act of 1947.

Engineers in Power is available on loan from the Manweb Library, or if you would like to buy a copy, write to the EPEA, Station House, Fox Lane North, Chertsey, Surrey, KT16 9HW.

**Jack Acklam,**  
Senior Engineer, Network Services,  
(EPEA President 1975/76)

## Crossword no. 13 solution

### ACROSS:

1 Staccato, 5 Swap, 8 Document, 9 Erse,  
11 Balustrade, 14 Robust, 15 Arctic,  
17 Pronounced, 20 Crux, 21 Altitude,  
22 Leek, 23 Frighten.

### DOWN:

1 Soda, 2 Arch, 3 Compassion, 4 Tongue,  
6 Warranty, 7 Presence, 10 Starveling,  
12 Tropical, 13 Absolute, 16 Angler, 18  
Quit, 19 Sewn.