

Merseyside and North Wales
Electricity Board

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ENERGY FOR WILD-LIFE

Chester Zoo and a Military Museum win MANWEB Beta Awards

THE Elephant House at Chester Zoo and the Regimental Museum of the Royal Welch Fusiliers at Caernarfon Castle were the principal winners of MANWEB's 1987 'BETA' Awards, organised as part of a nationwide competition by the electricity industry. Each won a trophy and a cheque for £1,000.

The word 'BETA' is coined from a combination of the letter B for "Buildings" and the Greek letter Eta, which is used as a symbol for efficiency. Entrants to the competition must demonstrate that the adoption of an electrical system has led either to a saving in energy costs or to an improvement in the environment of a building under their control.

The Zoo's Elephant House was judged the winner in the category for larger buildings with a floor area of more than 1,000 square metres, and the RWF Museum in the category for buildings smaller than that.



Left to right, above: Beta Award winner Fred Carson of Chester Zoo; Dr. Anthony Portno, a director of Bass plc, who made the presentations; Bryan Weston, MANWEB Chairman; and Beta winner Captain Bryan Finchett Maddock, curator of the Royal Welch Fusiliers Museum at Caernarfon

DEATH OF THE FORMER MANWEB SECRETARY AND SOLICITOR

We regret to record the death of Mr. Massie M. Parker, MANWEB's Secretary and Solicitor from 1953 until his retirement in 1977. For the last seven years of his service he was a Member of the MANWEB Board.

Mr. Parker came to MANWEB in 1948 as Deputy Secretary and Solicitor and, prior to that, had followed a career in local government at Shrewsbury, Wolverhampton and Preston. During the Second World War, he rose from the ranks to achieve the rank of Major, serving in France and Africa.

He was highly respected by management and his staff—all of whom he knew personally. Always immaculately dressed, he was a frequent visitor to each of the sections under his control, and was genuinely interested in the welfare of each of their members.

Married, with three sons, he lived at Christleton with his wife Joyce, to whom all Massie's old colleagues extend their sincere sympathy.



Lorraine Balmer shows off the MANWEB uniform outside the MANWEB shop in St. Helens, where she is a saleswoman

On BBC TV's 'Clothes Show'

THE BBC television programme *The Clothes Show*, hosted by Selina Scott, will be showing the MANWEB uniform as part of a group when having a look at corporate outfits.

Modelling the MANWEB outfit is St. Helens saleswoman Lorraine Balmer, aged 25. It was one of a number of uniforms designed by Hornes Corporate Clothing, and about 15 or so are featured in the show, including airlines and building societies.

The MANWEB ladies and gents' outfits are based on the same design themes, with charcoal grey jackets for each; and light grey skirts for the ladies and grey slacks for the men. The men wear a white shirt and the ladies a white blouse, with corporate colour pin-stripes of red, yellow, orange and grey. The men have a tie and the ladies a cravat in clerical grey with red, yellow and orange stripes. There is also a slipover in grey for the cooler weather, and both have black belts with a MANWEB logo buckle.

What did Lorraine think of her TV experience?

She said, "Don't blink, or you'll miss me! I just walk in front of the camera and do a

twirl. But I enjoyed seeing the fashion side of the show, and the presenter was a designer—Bruce Oldfield."

The Clothes Show is broadcast on Tuesday afternoons and at 7.35 on Wednesdays. Lorraine is on the show which goes out on 9th and 10th February.

NUCLEAR LECTURE

CEGB Chairman Lord Marshall is to deliver a lecture entitled *Electricity, Nuclear Power and Nuclear Waste*, in Bangor, on 9th March.

The event has been organised jointly by the IEE and the University College of North Wales, and is to be staged in the Prichard-Jones Hall, College Road, starting at 5 p.m.

Tickets are available from the UCNW, College Road, Bangor, and further information can be obtained from John Bindon on 0248 713330.

Electricity Council Chairman re-appointed

THE Secretary of State for Energy, Cecil Parkinson, has re-appointed Sir Philip Jones as Chairman of the Electricity Council for a further three years from 1st April, 1988. He has held the position since 1983.

In addition to the statutory obligations of the electricity supply industry, Mr. Parkinson had some specific requirements for Sir Philip in his letter of appointment.

The Chairman of the Electricity Council should assist the Government in its privatisation proposals. He should promote and encourage maximum efficiency throughout the industry, by advising the setting of targets, encouraging cost control, efficiency and standards of service, and publishing information about performance against targets.

He must also encourage the Area Boards to co-operate with private generators of electricity and adopt support schemes for combined production of heat and power.

Board investment proposals, business plans and achievements should be submitted to the Minister. It should be the objective of Sir Philip and the Boards to promote the production and distribution of electricity "at the lowest cost consistent with maintaining adequate standards, e.g., security of supply".

"You should seek to ensure that contracting sales of appliance and appliance repair activities of Area Boards are carried out effectively and economically, so as to yield a proper return on assets employed," stated Mr. Parkinson.

He continued: "You should ensure that the industry remains sensitive to the impact of its prices on consumers, and that these are properly presented to industry consumer representative bodies and to the public at large."



Floodlights and infra-red heaters combine to light and heat the lively 19th Century church of St. Cynbryd's, in Llandulas

Let there be light—and heat!

CHURCHES may be the place to lighten your heart and warm your soul but, in winter, they do little for the comfort of the body, and visibility by ancient lighting makes it difficult for worshippers to read the hymns.

MANWEB is helping to change all that. Electricity is attending to the creature comforts of the congregation, making them more receptive to the message from the pulpit.

Nestling below the crumbling Gwrych Castle, in the North Wales village of Llandulas, is the attractive Church of St. Cynbryd's. It was given to the village in 1869 by the Hesketh family, who owned the castle and land around it. The lighting was fairly poor and, although it did not date back to the last century, it was pretty ancient, and it needed replacing.

The enquiry came to Clwyd Installation Engineer Dave Miller. He saw the church and found that the heating system—run by bottled gas—was expensive and inefficient. He sold the idea of a lighting and heating package which was accepted.

To light the body of the church, 13 halogen floodlights were installed, with two Par 38 spots to highlight the altar area. To warm the bodies in the pews, eight Quartzray heaters were installed overhead—five of three kilowatts and three of 3.5

kilowatts. They are controlled by a timer, with a half-load facility. This allows the control over time and duration of the lighting and heating automatically, so that, if anyone forgets to switch off, it does not matter. There is a manual override, to give complete control of the system.

The Rev. Vyrnach Morgan Griffiths was pleased with the installation, and was looking to expand his congregation in his nice warm church.

Our photographer arrived to

too warm, and off came his imitation Barber. He can certainly vouch for the speed and warmth of the heating system.

Another incentive to encourage churches to use electric heating is a brand-new tariff—M3—with cheaper electricity, and this was the first such installation in Clwyd.

Pictured outside the St. Cynbryd's Church are, left to right: Dave Miller, the craftsman who did the installation, Ray Heywood and Arthur Salisbury, with the Reverend Griffiths



Long Service

OUR congratulations to the following colleagues who have completed 20, 30 or 40 years' service with the electricity supply industry during the month of January.

40 YEARS — Dee Valley District: **Dennis Owens** (switchboard attendant). Mid-Cheshire District: **Eric Benyon** (craftsman electrician). Clwyd District: **Alan Spargo** (administrative assistant—Commercial work control). Oswestry District: **Morley Gittens** (Mains foreman). Head Office: **Bob Hewitt** (principal assistant—Queensferry).

30 YEARS — Liverpool District: **Terry Simpson** (craft attendant—Meter Test). North Wirral: **Kenneth Winter** (meter operative). Clwyd District: **Betty Williams** (cleaning supervisor).

20 YEARS — Liverpool District: **Stewart Ashcroft** (administrative assistant—Engineering Clerical), **William Greenhalgh** (craftsman jointing). Dee Valley District: **Adrian Coll** (craftsman electrician).

Refund of Pension Scheme Contributions

AT present, employees leaving service who have less than five years of contributing service in the Pension Scheme can have a refund of their contributions as an alternative to frozen benefits, or a transfer value to another scheme.

However, on 6th April, 1988, the provisions of the Social Security Act 1986 will take effect, and only those employees with less than two years' contributing service in the Pension Scheme will be able to have a refund of their contributions upon leaving service.

As at present, employees will be able to have a refund of contributions in respect of service before 6th April, 1975.

MANWEB AND NFU AT TRAWSFYNYDD

A JOINT MANWEB and NFU study group meet regularly to ensure co-operation and promote understanding between the electricity industry and the farming community.

The most recent meeting was at Trawsfynydd Power Station, and was chaired by MANWEB Commercial Director Peter Hopkins. He outlined the past MANWEB year, and looked ahead to the current one and beyond.

Mr. Hopkins explained that MANWEB had been keeping electricity prices well below the level of inflation, which was running at 25 per cent over the last five years, with the MANWEB customer paying only 8.5 per cent more in the same period.

New financial targets set by

per cent nationally, although actual figures were not yet finalised, and would vary from Board to Board.

The NFU representatives expressed concern over any increase in costs, to which it was pointed out by Mr. Hopkins that over 80 per cent of costs were for fuel generation.

New developments, publications and MANWEB support for the colleges of horticulture were discussed, as was assistance given by MANWEB in training and in aiding the farming community.

A CEBG guide, in the centre of the picture, takes MANWEB and NFU members around Trawsfynydd Nuclear Power Station. Pictured in the station's control room are, left to right: John Sigsworth, NFU Secretary for Flint, Peter Hopkins, MANWEB Commercial Director, John Hooson—a part-time Board Member of MANWEB, farmer and NFU member, and Roger Glover, MANWEB Industrial and Agricultural Engineer from Head Office



The MANWEB Beta Award Presentations

The winners and the commended contestants in the MANWEB Beta Awards. The winners were Chester Zoo and the Royal Welch Fusiliers Museum



Pictured above are, left to right: Steve Parsons, Supply Controller, Severn Water Authority (Commended), Kenneth Bailey, Merseyside Police (Commended), Dr. Anthony Portno, Director of Bass plc—who made the presentations in his capacity as an energy efficiency expert, Fred Carson, Estate Manager of Chester Zoo (winners of the class for large buildings), Bryan Weston, MANWEB Chairman, Captain Bryan Finchett Maddock, Curator of the Royal Welch Fusiliers Museum at Caernarfon (winners of the class for smaller buildings), Max Aitken, Castle Hotel, Bangor (Commended) and Peter Hopkins, MANWEB Commercial Director

The Elephant House

This large building is occupied by hippos and tapirs as well as the elephants, and it is necessary to maintain conditions which provide a comfortable environment for the animals.

The original oil-fired heating system was expensive to run and maintain, and the switch to electricity has involved the installation of overhead quartz lamps, sited high enough to be beyond reach of inquisitive trunks. To combat the risk of elephant arthritis from cold, damp floors, an under-floor network of hot-water pipes, fuelled by an electric boiler, has been installed.

These changes have resulted in greater comfort for the animals and an estimated saving in fuel and maintenance costs of at least £5,000 a year.

The Zoo's estate engineer, Mr. Fred Carson, is working on other ideas which will enable electricity to improve the quality of life for other creatures also.

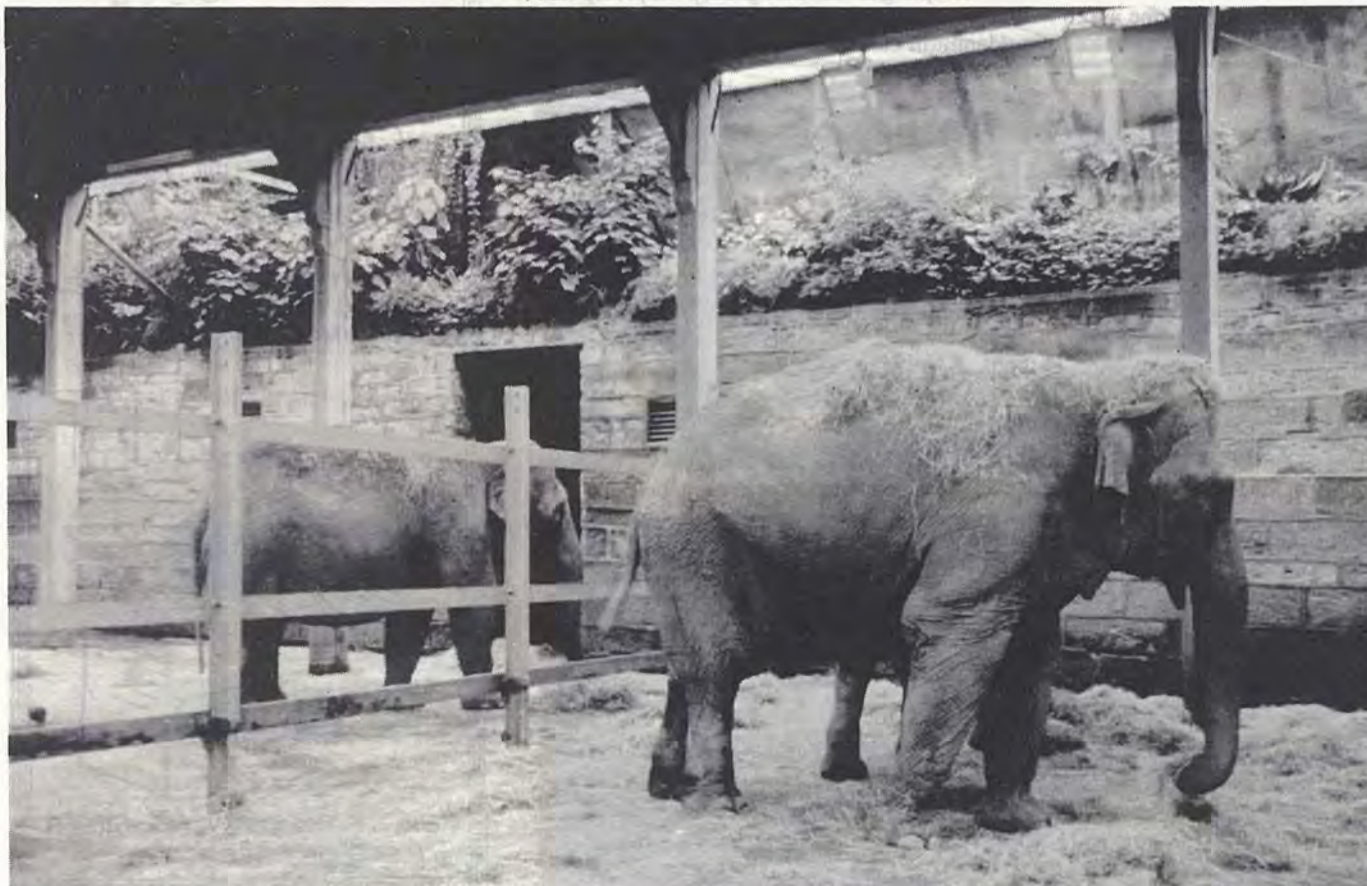
The Museum

The Royal Welch Fusiliers' Museum, in the Queen's Tower, Caernarfon Castle, attracts an average of 900 visitors a day throughout the year.

The installation of an electrical heating system based on thermostatically-controlled storage heaters, together with tubular heaters in display cabinets, has greatly improved comfort conditions for visitors and staff, and has also created a stable environment which helps to preserve ancient and delicate artifacts. A new lighting system, with ultra-violet filters will also help to preserve the exhibits.

To save energy, the lighting on the first and second floors is activated by movement detectors.

The elephants at Chester Zoo, basking in the artificial sun-rays from the Quartzray lamps in their house at the Zoo



Commendations

Special Commendations go to three other entries—the Peckforton Gap Pumping Station of the Severn-Trent Water Authority; the Castle Hotel, Bangor, Gwynedd; and the Headquarters of the Merseyside Police Authority in Canning Place, Liverpool.

The Pumping Station

The Peckforton Gap station pumps water from boreholes in Cheshire's Peckforton Hills to the Potteries. When diesel generating engines were replaced by mains electricity in 1983, the heat from the engines was lost, and it became necessary to install a heating system to keep the engines in good condition for stand-by use, and also to maintain the fabric of the building.

Oil and electric heating systems were considered, and MANWEB proposed a system involving the use of de-humidifiers. This was adopted at an annual saving of £3,500 over the alternative oil-fired system.

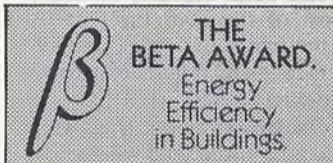
The Castle Hotel

At the Castle Hotel, Bangor, the opening of a new Buttery Bar in the basement included the installation of a new all-electric kitchen. Taking into account the fact that this new compact installation requires fewer staff and takes up less space than a gas alternative, the hotel estimates savings of around £12,000 a year.

Merseyside Police Headquarters

At the Merseyside Police Headquarters in Liverpool, an electrically-powered back-up cooling system has been installed to keep the computer room at a constant temperature throughout its 24-hours-a-day, 365-days-a-year operation. The heat extracted from the computer is used to provide hot water for the building, and total savings of around £6,000 a year are expected.

The interior of the Royal Welch Fusiliers Museum, with the storage heater situated against the wall, behind the muzzle of the field-gun



Mesmerise your audience



DO you know what it is like to hold an audience spellbound, hanging on to your every word; to make them laugh, or to bring a tear to their eye; to make them tense or to make them relax?

Why not find out if you have the "gift of the gab", and put it to the test? You will have a ready-made, sympathetic audience, you will have help in preparing for your talk—and you could win cash prizes.

If you are employed by MANWEB and are under the age of 35 years, have a go and enter the **1988 PUBLIC SPEAKING COMPETITION**
Details from your District or on your notice-board. Closing date for entries: 29th February, 1988.

Senior Secretarial Staff Conference

TAKING A SELF-CRITICAL LOOK

THE first conference for Senior Secretarial staff was held at Head Office recently. The object was to examine the services given by the Department and to explore where they could be improved.

Speakers from other Departments were invited to outline the direction in which their work was going, to enable the Secretarial staff to understand their problems.

Board Secretary, Departmental head and chairman of the conference Colin Leonard emphasised the need for change, and to move with the times, especially bearing in mind the prospect of privatisation of the industry.



Colin Leonard

Financial Manager Alan Wadcock explained the problems of the Financial Department. Theft of electricity was the highest of any Area Board, and MANWEB were 11th in the debt league, with our neighbours, Norweb, first.

"MANWEB operate a caring debt-collection policy, and we have considerably reduced the number of customers disconnected. It is difficult to do this and to reduce the debt," he explained.

MANWEB had the highest proportion of prepayment meters of any Board, and had the most generous Code of Practice terms. Card-operated meters, when they were installed, should help to reduce the debt. Protection by the polycarbonate cover over the meters would help to reduce the theft.

The great challenge facing the Engineering Department was explained by Engineering Manager John Powell. In the 1960s, there had been an enormous growth in the consumption of electricity, and a corresponding increase in the size of the network and the number of sub-stations: it had meant a sevenfold increase in sub-stations. Today, and over the next few years, much of that '60s development would need replacing. This had been started with the refurbishment programme currently under way.

The 2025 plan was to have the network in good shape for the next century. There would be a stepped increase in the refurbishment programme until the year 1996 and, by then, there should be a plateau of replacement and renewal expenditure.

... pioneered by MANWEB ...

New and more efficient methods of operation were being introduced, such as the new digital network protection equipment and other new developments, some of which had been pioneered by MANWEB. The most valuable resource was the staff, and they had to be managed efficiently, with jobs properly planned, and the right equipment at the right place and at the right time.

Concluding, Mr. Powell said: "We have a job to do, and it cannot be left to our successors."

The Commercial Department's Electricity Sales Manager, David Tinsley, traced the sales of electricity over the last three decades. In 1961, with the changeover from coal gas to North Sea gas, it looked as though the gas industry was dead. In the '60s, there was a steady ten per cent growth in electricity consumption—then came the oil crisis and the

miners' strike. Electricity bore the brunt of the increase in costs: gas had a reliable fixed price, and electricity sales took a dive.

A great effort had to be made to recoup the lost ground, with schemes like Medallion and Civic Shield Homes. They had proved that electricity can be cheaper than other fuels. There was a need to increase the share of the national energy market—electricity's share was only about 20 per cent.

Improvement was needed in all sectors of the market—domestic, commercial and industrial. One of the aims to increase interest in the industrial sector was by the 'PEP' Awards—Power for Efficiency and Productivity. Mr. Tinsley concluded by showing a video of the 'PEP' Award entrants.

The conference chairman, Colin Leonard, invited a District Manager and the Financial Director to lay before the senior members of the Secretarial staff their criticism of the Secretarial service.

... who was responsible ...

The North Wirral District Manager was not sure what services were available and who was responsible for those which he and his staff did know about. How many of the Secretarial staff had visited the District and had met his staff in various functions, and knew their needs? His staff were the customers of the Secretarial Department, and they should be known.

He concluded by saying that he did have some good comments to make—but he would not bother with those!

Financial Director John Roberts naturally looked at the cost of the Secretarial staff, pointing out that they were an overhead which the Board had to meet—and a fairly expensive one. The Department existed to serve the other Departments. Do the Secretarial staff ask what standard of service is required, and was there a published standard of those services?

Mr. Roberts complained that no one asked the requirements of other departments before

budgets were made up. Other staff did not know what services were available from Welfare, Legal, Insurance and Administrative sections.

If things go wrong in the Financial, Commercial or Engineering Departments, there was an avenue for complaints. This was not so with the Secretarial Department, and it led to frustration on the part of other staff. Were Management Services optional, and what do they offer? The service from computer staff was good, but they should make the users more aware of what they had to offer.

... valid criticism ...

After the departure of Mr. Roberts, the meeting discussed the points made by both speakers. In the main, many of the comments were accepted as valid criticism. It seemed obvious that one area must be to improve communications with other Departments.

The afternoon session was opened with a talk by Bill Bartlett, from Management Services, who reviewed aspects of MANWEB service inside and outside the Board. Projects under way were telephone exchange modernisation, the development of computer services and the availability of teleprinter messages in service vehicles.

The response to calls for service and appliance delivery on the day stated were standards which had to be maintained. There had to be a customers' charter. In the East Midlands Board, they gave a guarantee of service, with a voucher to be spent at the Board's shops if they failed to keep an appointment. MANWEB had to offer such a service for appliance deliveries, repairs, changing meters, etc.

... computer traffic growth ...

Computer Services Manager John Peaker spoke about the new computer building, and said that this would alleviate the cramped conditions and allow computer traffic growth. He hoped that it would give a good service and meet user requirements. The section had to produce an easy-to-use facility and deliver systems on time, and keep within the budget. There was a need to set targets for service and to see that they were maintained.

Accepting the need for good, prompt response service, Administrative Services Manager Tom Hamilton said that administration was about

support to the main activities of the organisation. It had to meet the reasonable needs of the user. These needs, as far as administration was concerned, were for transport, catering, mailing, registry, accommodation, telephones, telex, word-processing, printing, stationery, security, janitorial and reception, plus general maintenance.

He promised to try to provide an excellent service in all these areas.

... more work ...

The Board Solicitor and Estates and Wayleaves Manager, Nick Williams, said that his staff had to be conscious of change, and the added work it would bring. Refurbishment meant more work for Estates and Wayleaves staff, acquiring new sites for sub-stations and the re-siting of lines.

The legal work would continue to grow, and more assistance would be needed by shops in the wake of consumer legislation.

... a new broadcast ...

Management Services Manager Arthur Ellison asked what service the managers wanted, and gave a brief description of managers past and present. He then explained that his staff were undertaking some 50 projects over the period of 12 months.

He expounded the need for a more efficient and effective financial management in MANWEB of organisation, management planning, budgeting and management of information systems.

As if he had anticipated the major criticism to come out of the conference—the lack of communication from the Secretarial Department of the services it offered—he produced a new broadsheet outlining the range of work carried out by the Management Services section.

The conference concluded with an Open Forum.



Senior members of the Head Office Secretarial staff at their conference, above and below



Mitch's Office

"YOU DON'T THINK YOU'RE GETTING A LITTLE PARANOID ABOUT SAFETY IN THE OFFICE, DEIDRE...?"

"ER... HANG ON WHILE I FIND A PIECE OF PAPER..."

Manweb AMBASSADOR CLUB

NEWS

AMBASSADORS FOR MANWEB KEEP AWARD POINTS ROLLING IN!

It's much easier than you think to capture valuable awards in Manweb's Ambassador Club incentive scheme, as some of the club's 4,600 members are already finding out!

When craftsman electrician Harry Wilson of Mid Cheshire District makes a call, he's never satisfied with simply doing the job in hand.

Being a good ambassador for Manweb, he can't resist putting in an appropriate good word for our off-peak heating systems, perhaps; our expert contracting services or, of course, the superb range of electrical appliances in our Manweb shops.

Why can't he resist doing it? Simple. He's not only a good ambassador, he's actually a member of the Manweb Ambassador club - and a highly successful member at that. As this edition of *Contact* goes to press, he has already come up with well over a hundred sales leads, so earning enough Award points to see himself well on the way to winning that tool kit, microwave or, perhaps, keep-fit equipment that's taken his eye in the sumptuous Ambassador Club awards brochure.

Perhaps, as a club member yourself, you too have had a good browse through the catalogue. Full of exciting prospects, isn't it? But maybe you've looked at the points required for each item, and told yourself it just couldn't be done. How wrong can you be! Ambassador Club awards are there for the taking, as people are already starting to prove.

What does make Harry special - along with people like meter reader A. Lloyd of North Mersey District and craftsman electrician D. Taylor of Liverpool is that he's discovered how his Ambassador Club membership can work for him practically every day he's on duty.

AMBASSADOR'S ARE WINNERS

What these high-flying club members have discovered is just how little it takes to succeed!

It takes so little effort to put in a quiet word during conversation with friends and neighbours as well as customers who enjoy a cup of tea and a chat while the work is going ahead. People see Manweb staff as experts. They're glad to listen to what you have to say. All of which means that you're a winner right from the start.

You certainly don't have to be a trained sales person. And when you find a friend or customer who is genuinely interested in home heating, a new cooker, or switching to Economy 7 for water heating, it takes hardly any time at all to fill in one of the sales lead forms that come with your Ambassador Club member's pack. (Just ask Harry Wilson: he's already filled in over a hundred!)

So little time, so little effort, that you just can't lose - especially when you consider that every validated lead is worth an immediate 300 Award points, and that for every lead which turns into an actual sale, you collect 7 points for every £1 on the value of the goods.

HOW THOSE POINTS BUILD UP

On a £450 cooker, for example, you would collect 3,150 points on the sale, plus the 300 for the original sales lead - a grand total of 3,450 points. And with a little bit of luck, there could be a lot more to follow.

Suddenly that golf set or crystal ware doesn't seem such a dream any more.

And these are only the points that you get from a com-

pleted sale as a matter of routine. There are still more to be won.

In a monthly Board-wide draw, there are 50,000 points on offer - and entries in the draw are "per sales lead" rather than "per person". So the more sales leads you file, the greater your chances.

And, on top of that, each location has 10,000 points to distribute purely on merit.

Whether you meet a lot of people in your travels as an electrician or meter reader, or whether you are more dependent on putting in a word over a cuppa or a pint with a friend, the secret is to make a habit of being a good Ambassador for Manweb.

Just think. When you make the collection of sales leads an everyday part of your work, you can start accumulating Award points in the same ongoing way that someone like Paul McCartney accumulates music royalties. The Ambassador Club sees to that - you don't have to follow up the leads yourself, it's done for you.

So remember, when you acquire even one single sales lead - worth an initial 300 - that can be just the beginning of your success trail.

When the lead becomes an actual sale, there are more points by the bag-full. And as each lead goes automatically into the Boardwide grand draw, there are thousands more points to be won and added to your Award bank. Plus, of course, those special merit points allocated to your District and Head Office.

It's an ongoing process - and if you keep those leads rolling in, you'll find yourself accumulating Award points faster than you would ever have thought possible.

Take another look now at all those glamorous awards in your Ambassador Club brochure - and remind yourself how little it takes to "buy" them. Not money, they don't cost you a penny. Not HP or credit. Not even extra work. You buy them with enthusiasm, a bright smile, a helpful word - and the Ambassador Club does all the rest.

YOU WIN ON POINTS!

LEAD	SALES VALUE £	POINTS VALUE	PRIZE	POINTS VALUE	MONEY VALUE OF PRIZE £
2 x Insulation leads	520	4,240	Spear & Jackson Lawn Shears	4,840	13.50
2 x Valid leads	-	600			
		4,840			
5 x Appl. Sales	1,890	14,730	Flymo Lawn mower	21,030	58.50
1 x Rewire	1,000	7,300			
		22,030			
Total Heating package	569	4,283	Living Flame barbeque	6,180	17.00
10 Budget Account leads	-	3,000			
		7,283			
2 x Storage heater sales	2,000	14,600	Peugeot Sports Bicycle	52,280	145.00
3 x Contracting Packages	2,000	14,900			
6 x Major Appliances	3,000	22,800			
		52,300			

SUCCESSFUL TONY



Technical Engineer at Sealand Road, Tony Hassall would be the first to admit that Head Office types don't have quite so many opportunities to get the message across to the public - but when the chances do arise, they tend to be good ones!

For Tony, opportunity knocked in the shape of a householder who needed the electricity supply connecting at her new home. Tony gave her the good news about electric home heating and, before he knew what had happened, she'd signed up for a Total Heating package.

This alone was worth 29,000 Awardpoints. But what even Tony hadn't realised was that there was a special award of 100,000 points ready and waiting for the first club member to be responsible for bringing in a Total Heating package.

For Tony - now in his 25th year with Manweb - it's going to mean a new colour TV.

CONTENTED HARRY

Meter fitter Harry Wilson aged 61, reckons he's had long enough to accumulate most of the home comforts and luxuries that appeal to him. So he doesn't have his eye on any particular item in the Ambassador Club awards brochure - unless it's a new nest of tables, perhaps, to replace a broken set.

But being so contented hasn't stopped him collecting more leads than anyone else so far. His attitude is quite straightforward. He thinks it's a good idea, so he does it!

How does he get his results? In his own words, by "telling the truth and telling it well".

Many of his leads, he explains, have been for "Economy 7 conversions". If a home is equipped with an immersion heater and tumble dryer or automatic washer, he knows they're almost certain to benefit from the change of tariff.

"Let me ask you a silly question," he asks the customer "If I told you that you could pay less for your electricity, you'd do it, wouldn't you?"

The answer is naturally a foregone conclusion - and Harry notches up another handful of points to add to his tally. A former Hoover fitter, Harry has been 23 years with the Board and is based at Crewe.

LUCKY CRAIG



Just turned 20 and not so very long out of his apprenticeship, Craig Bailey knows just how lucky he's been.

He's now won 100,000 Awardpoints in the Fast Start Jackpot and needless to say, he's feeling very enthusiastic about being a member of the Ambassador Club.

As a craftsman electrician, based at Crewe, he meets a lot of people in their homes. People are pleased to listen to an electrician's advice, he believes, and it's not at all difficult to get them interested - especially if there's the prospect of saving some money.

He's already sold a few Economy 7 programmers in this simple way.

And now what's he planning to do with the big tally of Awardpoints?

Unlike Harry Wilson, he hasn't had a lifetime to gather life's luxuries around him. Still a single man, living at home, he reckons he'll probably cash in the points for a colour television for his bedroom.

Manweb
AMBASSADOR
CLUB

NEWS

MANWEB REDROW CRICKET MATCH

LIAISON with builders and developers is a very important role for Energy Marketing and Supplies (writes John Ellis).

It provides the opportunity to promote a caring image and to encourage participation in building energy efficient Medallion Award winning homes. It also provides a source of advice for the builder on the design of electric systems, and a contact to help to ensure the provision of new house services as efficiently as possible.

Mid-Mersey District hit upon a new idea to further improve communications with one of the country's largest home builders, Redrow. They challenged Redrow to an indoor cricket match, to be played at the new Warrington "Cricket Wicket", on Friday, 22nd January, 1988.

Redrow freely accepted the challenge and in their "all-Star" team were included Mr. Barry Harvey, the Managing Director, and Mr. David Skenfield, the Technical Manager. The MANWEB team included John Ellis (Energy Sales Manager, Mid-Mersey), David Tinsley (Electricity Sales Manager), Malcolm Cooper (Promotions Manager), Terry Dunn and Chris Corless (Energy Marketing) and Tony Swift (Supplies).

The result was a win for MANWEB, who scored 78 runs to Redrow's 28. I have heard that a little help was received from Messrs. Ellis and Tinsley's sons—one of whom has played for North Wales and the other for Wigan Schoolboys.

Despite many an aching limb, an extremely enjoyable social evening followed, not without a few tall stories—"Did Malcolm Cooper really hit a six?!"



New equipment arrives at Bow Street sub-station



Preparing for the crossing of the River Dyfi

Refurbishment goes ahead in Aberystwyth

—River crossing and new transformer installed

EVER-INCREASING demand for electricity—especially on the Economy 7 tariff—in our Aberystwyth District has made it necessary to reinforce the distribution network south of the River Dyfi, and two interesting engineering operations have recently been carried out.

The first involved replacing the existing transformer at our 33/11-kV sub-station at Bow Street, just outside Aberystwyth, with a new 7.5-MVA unit, doubling the transforming capacity. In addition, new 11-kV switchgear has been installed at Bow Street, and also at Aberdyfi sub-stations, and the old oil circuit-breakers replaced with new vacuum units.

The second big job involved the laying of an 11-kV cable under the waters of the Dyfi,

near the mouth of the estuary from Aberdyfi to Ynyslas. This new cable links our primary sub-stations at Aberdyfi and Bow Street, reinforcing the general network throughout the District.

These improvements were among the last work instigated by System Engineer Maldwyn Evans before his retirement. (Our thanks to Maldwyn for all the help he has given to 'CONTACT' over the years).

**RETURN
VISIT TO
ARNHEM
PLAN**

A PARTY of World War II veterans are planning to visit the battlefields at Arnhem, Nijmegen and Eindhoven. The trip is planned for 15th September, 1988, and will be for six nights at a three-star hotel in Eindhoven.

The British ex-servicemen always receive a warm welcome from the Dutch people, many of whom still remember those war-torn days, or have heard of them from their parents.

The visit to Holland has been arranged by the Normandy Veterans Association, Wirral and Chester Branch, and it is planned to coincide with celebrations and parades in Arnhem and other areas.

They will travel by luxury coach to Eindhoven, using the Hull to Rotterdam ferry across the North Sea, on which cabins, dinner, bed and breakfast will be provided. Then there will be the six nights in the hotel, also with dinner, bed and breakfast.

Organising the trip is retired engineering draughtsman Frank Astbury, who used to be at Head Office. Frank tells us that there are still one or two vacancies for any old soldiers who fancy seeing the site of the battles again, and he invites anyone interested to contact him at his home address of 87 Rosslyn Road, Chester CH3 5HS, telephone (0244) 45109.



Stores supervisors' seminar

Our pictures show the Stores staff who attended a seminar at Burton Manor recently, to discover the latest developments in stores equipment and technology, and the part that computers play—and will play in future operations. The course was organised by Financial Manager Peter Falcon and his Materials and Services Manager, Paul Rosenberg. They are pictured (above, on the extreme left and right respectively) with delegates from Liverpool, Mid-Mersey and North Mersey. Pictured immediately below are Head Office speakers and representatives from Gwynedd, Oswestry, Clwyd and Aberystwyth. At the bottom of the page are more speakers, with North Wirral, Mid-Cheshire and Dee Valley District colleagues



MID-CHESHIRE DISTRICT RETIRED EMPLOYEES ASSOCIATION

THE above Association will hold its 14th Annual General Meeting at Macon Way, Crewe, at 2.30 p.m., on Wednesday, 13th April, 1988. The Committee would appreciate a good attendance of members and we would also welcome potential members who would like to know more about the Association.

Visits during the current year have included the National Exhibition Centre at Birmingham; Ellesmere Port Boat Museum and Daresbury Church; Bass Museum, Burton; Royal Worcester Porcelain; and a weekend in Cornwall (a new venture for us, but fully-booked and thoroughly enjoyed). The winter period began with an Olde Time Music Hall at Winsford (excellent value for money), followed by *Charlie Girl*, at the Opera House, Manchester, and then our Annual Social, again held at the Rolls Royce Social Club, Crewe. The year finished with a pantomime at the Palace Theatre, Manchester, in late January, and there is to be our Annual Lunch at the Fourways Inn, Delamere, in March.

We have more good ideas for 1988/89, and we would appreciate a good attendance at the A.G.M. in April, when these can be discussed.

George Currie, Chairman



Above, left to right: Allen Carr, Aberystwyth Energy Sales Manager, TV personality Glan Davies and the Aberystwyth Ladies Rugby Club captain Eirian Phillips

ABERYSTWYTH HELP 'CHILDREN IN NEED'

MANWEB's corporate trailer was this year the centrepiece for the Aberystwyth Children in Need Appeal. Flanked by the BBC's Outside Broadcast Unit and the Simon Snorkel from Aberystwyth Fire Brigade, it helped to improve the £12,000 raised in 1986 to a staggering £42,500.

The appeal kicked off at the Aberystwyth Rugby Club on the

Thursday night, when a team of Aberystwyth ladies played a team of ladies from the BBC in Cardiff. Aberystwyth Ladies won 28 points to nil, and a challenge shield was presented by Energy Sales Manager Allen Carr on behalf of MANWEB.

The corporate trailer was set up at 8.00 a.m. on the Friday, with *Radio Bronglais* broadcasting from the front throughout

the day, in near-freezing temperatures. The trailer was visited by a number of local dignitaries, including the Mayor of Aberystwyth and the Chairman of Ceredigion District Council. Two live broadcasts on *BBC Radio Cymru* were made by Aberystwyth Commercial assistant Tomos Davies, and an interview on *BBC Radio Wales*, with Allen Carr, went out during the morning.

As in previous years, some keen volunteers from MANWEB manned the telephones in the BBC studios from 6.00 a.m. to 8.00 a.m., to accept pledges from the public.

Tomos Davies, Aberystwyth Commercial assistant in the centre of the media people, left to right: John Meredith (*BBC Radio*), Gaynor Howells (*Radio Cymru*), Mia Wyn (*Radio Wales*) and Lyn Ebenezer (*BBC TV presenter*)



SIXTY YEARS WED

OUR hearty congratulations go to retired painting foreman Sid Whiley and his wife Maud, on their diamond wedding anniversary.

To mark the occasion, an arrangement of flowers was sent

from the North Wirral District office. Both Sid and Maud were delighted with the thought.

He said, "It gave us great pleasure to know that after 21 years of retirement we were still remembered by 'my friends'. Will you please publish this in 'CONTACT', and then all will know how we appreciate the gift and the best wishes."

Our pleasure, Sid—and we hope that you and Maud have many more anniversaries to come.

Maud and Sid Whiley



Active Mid-Mersey Pensioners

THE Mid-Mersey Pensioners Association is a very active one, with two mini-holidays and day trips throughout the summer months.

They went to Dunoon in Scotland for a few days in April last year, and finished off the year in October with another mini-holiday to Weston-super-Mare.

There were day trips to the Bass Museum—including the brewery, of course; Nostell Priory, Yorkshire; Portmeirion, North Wales; Blenheim Palace; and a trip to Southport to see Ken Dodd. There was also a trip to Windermere, with lunch at the Norweb Offices in Kendal.

These trips are very popular, and some were over-booked, so the answer is—book early for a good time with Mid-Mersey.



Glan Clwyd hospital engineer Frank Chesworth, centre, opens up the new sub-station, watched by Roy Haley, left, and Jim Brierly

SUCCESSFUL CONTRACT

TENDERS were invited for the building of a sub-station and the installation of a transformer, switchgear, stand-by generator and a low-voltage network at the Glan Clwyd Hospital, by the Welsh Health Authority.

The contract, worth £250,000, was won by the MANWEB Clwyd District Installation section for the hospital, which is at Bodelwyddan, near the MANWEB-floodlit "marble church".

District Installation Manager Roy Haley commented: "I believe that this is one of the few occasions that MANWEB have been the main contractors for the whole of a building contract of this size. The Installation section have done a tremendous job. They have carried out the bulk of the installation work and co-ordinated all other work on the site."

The MANWEB resident engineer who was on site for the nine months or so of the contract was 3rd engineer Jim Brierly. It was his job to liaise

with sub-contractors and other departments and the hospital authorities.

The building work was subcontracted to Anwells of Rhyl, the H.V. jointing was carried out by the Clwyd District Engineering Department, and the expertise for the technical work on the H.V. network was imported from Head Office in the form of Colin Arnold, of the Installation and Service section, at Chester.

The completed sub-station contains three separate rooms—housing the stand-by generator

in one, the transformers in a second and the low-voltage switchgear in the third. The work had to be carried out without interrupting the electricity supply to the hospital, which was operating for 24 hours a day.

In accepting the completed contract, the Hospital Engineer Frank Chesworth told 'CONTACT': "Everything has gone extremely smoothly, and we are delighted with the result."

Echoing his sentiments, the Health Authority expressed their satisfaction in writing, calling this one of the best projects they had dealt with.

Roy Haley added: "I think that all those who have been involved with the project can be justly proud of a job well done—and one which was financially profitable."

Inspecting the stand-by generator in the new sub-station



Mrs. J. M. DITTRICH

IT was a fond farewell to one of the most likeable members of the Head Office staff, Joan Dittrich, the MANWEB Catering Development Engineer from the Energy Marketing section. She has retired after 37 years with MANWEB.

She trained and became a MANWEB demonstrator at Llandudno in 1950, with the former Conway Valley District. At the time of the massive rural electrification programme she was responsible for ensuring that the new customers knew how to make use of electricity and the new labour-saving devices.

She then took on the responsibility of developing the use of electric catering equipment on the North Wales coast, selling to the many hotels and guest houses.

In 1970, she joined the Head Office staff as Catering Development Engineer—then the only lady engineer in MANWEB. She is well-known in the catering fraternity, and is held in high esteem. Joan is a vice-president of the Cookery and Food Association's North Wales Branch; she is on the governing body of two catering colleges, and is an adviser to several more. She is

involved with various catering committees, and even has time for a regular cookery spot on *Radio Clwyd*.

For her services to catering and the electricity industry, she was awarded the M.B.E. in the 1987 Queen's Birthday Honours List.

Whilst having a busy career, Joan is nevertheless a married lady, with a grown-up son, Mark. Husband Walter is a former German prisoner-of-war, who settled in Wales after the war. We believe that Joan intends to make the writing of a book about Walter a project in retirement—if she finds time, as she also enjoys skiing and photography. We join with her many friends throughout MANWEB and the catering industry in wishing this rather special lady a very long and happy retirement.



Energy Marketing Manager Bryan Ogden shakes hands with Joan Dittrich, in the centre of our picture. Joan's husband, Walter, is to the right of her, and she is surrounded by colleagues from Head Office and Districts

Mr. R. CARTER

THE Energy Marketing Engineer from Clwyd, Ron Carter, has taken early retirement, after 37 years' service in the electricity supply industry.

He became an apprentice electrician with the Yorkshire Electricity Board in his home town of Doncaster in 1950. After climbing the promotion tree, he left Yorkshire and became a consumers' engineer in Rhyl in 1973.



Ron Carter

Following reorganisation of the Board in 1970, he was made assistant Energy Sales engineer a year later and, six years on, was made Energy Sales engineer.

In retirement, he hopes to devote his time to script-writing and—to aid the thinking process—his colleagues bought him a whisky decanter and glasses, which he will be able to use while waiting for inspiration to strike.

Mr. L. A. BARON

THE New Year saw the start of a new life for Les Baron—a principal assistant in the Management Services—one of retirement after 48 years in the electricity supply industry.

He joined Liverpool Corporation Electric Supply Department in 1939 as an office boy. He then became an apprentice electrician two years later and, when he was old enough, he joined up as an electrician in the Royal Navy until after the end of the war.

He returned to the electricity supply industry in 1946, as an

electrician, changing to installation inspector at Lister Drive shortly after nationalisation and, in 1969, became a work study assistant until 1978, when he became an administrative assistant until 1985.

Les and his wife Mary have four sons and a daughter, and three grandchildren. Two of his sons are also employed by MANWEB—Peter, a wayleave officer at Head Office and Paul, who is a meter fixer at North Wirral. Away from the office, Les likes a game of golf, tinkering with cars and is a bit of a d-i-y man.



Les Baron, right of centre, receives his farewell card from Methods and Productivity Manager Roger Hemington, from Management Services. They are surrounded by friends and colleagues, and one of Les's sons—Peter—is pictured on his right

Mr. H. A. BEECH

THE man responsible for organising new supplies of electricity for customers in Dee Valley District, 1st engineer in the Commercial Department Bert Beech, has retired after 37 years in the electricity supply industry.

He joined MANWEB from Norweb 25 years ago, and has worked in the Chester District and Dee Valley for all that time. He had grown so attached to the District that he took a bit of it into retirement with him—his desk. He bought it!

At his farewell gathering, District Manager Bob Hodson paid tribute to the loyal and conscientious service given by Bert, and made the presentation. Part way through his response to the massed gathering of colleagues, his telephone

rang. He broke off from his speech and told the caller that he was busy and that he would ring him back. He then resumed his talk. There was only about a half-hour before he left for good—surely that is what you call "conscientious".

Bert and his wife, Margaret, have a large family, of which they are justly proud. They have six children—all of whom have gained excellent academic qualifications—and they also have 14 grandchildren.

In addition to keeping a check on the Beech clan, Bert finds time for learning piano, a little do-it-yourself, walking, gardening and caravanning. It sounds as if he has a full—and we hope a long and happy—retirement planned.



Dee Valley District Manager Bob Hooson, right, bids farewell to Bert Beech, watched by Bert's wife Margaret (with the bouquet) and MANWEB friends and colleagues

We join with his colleagues in sending every good wish for a long, happy and active retirement.

Mr. R. S. BUCKLEY

AFTER a career in electrical engineering spanning 48 years, Reg Buckley, 1st engineer Industrial Sales in Dee Valley, has retired.

He moved around from one organisation to another before settling in MANWEB, where he has been for the last 19 years—the longest period with any employer.

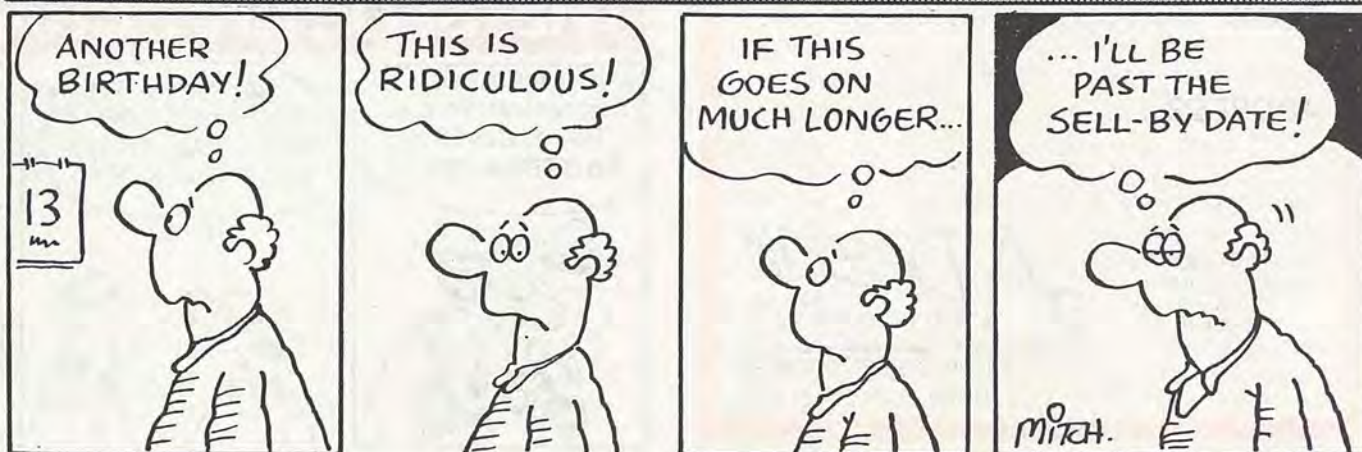
Reg and his wife Chris have

three children—two girls and a boy. Two of them are moving into new homes which need refurbishing, which is a sign for Reg to start a new career in d-i-y.

He also enjoys photography and travelling, and is currently learning to play the organ. His colleagues presented him with an oil painting as a retirement gift.

Life begins at . . .

by MITCH



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CATERERS VISIT HOTEL OLYMPIA

Our picture above shows a party of 30 catering customers, accompanied by MANWEB staff, who travelled by coach to London to visit the Hotel Olympia Exhibition. There was a whole range of the catering fraternity represented, with hoteliers, restaurateurs, publicans, school meals organisers, social service caterers and industrial caterers. At the exhibition, which was extremely busy, the main interest shown by the MANWEB contingent in the Electricity Council stand was in a commercial halogen hob by Stott Benham. The highly successful trip was organised by Catering Development Engineer John Shead, pictured fourth from left

CONTACT FREE ADS

FOR SALE

CITROEN—Visa, 'W' reg. £625 o.n.o. Tel: H.O. internal 2632 (Malcolm Cooper).

VOLKSWAGEN — Scirocco, 1600 GL, late 1982, 'Y' reg. Beautifully finished in champagne mtlc., with burgundy interior. Tints, sun-rr., alloys, radio/cassette, 46,000 miles. £2,950. Tel: 074578 239 (after 6.30 p.m.)

GARDEN DWARFS — Hand-painted concrete, with water and frost-proof paint. £5 each. Tel: Liverpool internal 2124/5 (John Howson).

KEYBOARD — Yamaha PSR 50. Full-size keys, auto bass and rhythm, 16 rhythms, 16 voices, etc., plus brand-new stool. As new. Cost £500, sell £325 o.n.o. Tel: Wrexham 353752.

GOLF CLUBS—Full set Dunlop men's, with bag. Left-hd., v.g.c., £125 o.n.o., two and three wood Ryder heel and toe. Nearly new. £20 each. Also three right-hand gloves and sets of good quality golf balls. Tel: Clwyd internal 2192 (Tracy).

TERRIER—Staffordshire Bull Terrier, eight months old, champion sired, vaccinated and K.C. registered. £100. Tel: Queensferry internal 38 or Chester 381669 (after 6 p.m.) (Mandy).

HOUSE—Liverpool 21, quiet cul-de-sac, terraced, well maintained and modernised, including new windows and plumbing. £11,000 o.n.o. Tel: 051-920 8426.

CANAL CRUISES

On *Golborne*—the electric boat. Available for charter by MANWEB employees at a discount of 7½ per cent of hire charges and food prices. Folk music and barbecue trips a speciality. Discount on scheduled public trips. For full details, telephone Northwich 48354 or 44672.

HOLIDAYS

ABERYSTWYTH — Six-berth caravans to let from £35 a week (less 10 per cent discount for electricity supply staff and their families). Mains electricity, cooker, 'fridge and private toilet. Site facilities include a clubhouse, swimming pool, sauna, shop/restaurant and children's play area. Within easy walking distance from beach and town centre. Tel 0970 3596 after 5.00 p.m. (Tomos Davies).

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

BRITANNY/S.W. FRANCE — Caravans and mobile homes. Self-drive pack. Tel: Crewe internal 178 or 0270 766675 (Ian Linford).

LLANDUDNO — April Court Private Hotel. Small, friendly, good food and your every comfort catered for. Quiet position, yet close to town centre and all resorts and amenities, golf courses, ski-run and Alpine Centre, thtres., etc. Special rates now available to MANWEB employees, past and present, for Easter and the coming season. For enquiries ring 0492 77898.

NEWQUAY—Cornwall. Fmly-run licensed guest house with good home cooking. Family rooms. Friendly atmosphere. Sea views. 200 yds. from town centre. Dinner, bed and breakfast from £70 per wk. Former Merseyside family will make you welcome. Discount for MANWEB employees. Apply Avondale, 28 Georges Road, Newquay, Crnwll. Tel: 0637-872234.

NEWQUAY—Cornwall. Luxy. caravans with shower, and economy vans. Colour T.V., flush toilet, etc. Plsnt. site, nr. town and beaches. Cleaned and maintained by owner. From £50 per week. Tel: 0637 876589 (Gill).

NEWQUAY — Crnwll. Guest house, sea views, two mins. from beaches, quiet area close to town, good food, comfort, parking, B.B./E.M. £65-£80 per week. Discount for E.S.I. staff. Tel: 063787 4291 (Mr. Pleasants).

PORT GRIMAUD—Six miles St. Tropez, four/six-brth. 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 Rly, Snowdonia National Pk. For information: C. Jones, 2 Meadow Drive, Porthmadog. Tel: 0766 2519.

TREKKING AND FARM HOLIDAYS — Accompanied one-hour to full-day treks. For novices or experienced riders. Holiday cottages available, self-catering, bed and breakfast, full or half board. Further details from Hwylfa Ddafydd Trekking and Farm Holidays. Tel Colwyn Bay 516965.

WESTON-SUPER-MARE — Static caravan on farm. Six-berth, sep. double bedroom, shower, toilet, T.V., etc. All-season price £70 per week. Tel: 093472 292 (Mrs. Huett).

THE SPORTING CHANCES

by Mitch

