

CONTACT

Manweb's monthly newspaper for staff and their families.

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

Vol. 41. No. 1

January 1989

Fund-raisers invited to "dig in"

CHARITY CHEST'S CASH CALL

by Jackie Unsworth



MANWEB has lifted the lid off a fund-raising initiative which will benefit charities throughout Merseyside and North Wales. A "Charity Chest" scheme has been launched to support our own staff in their efforts for local community projects.

Under the scheme, Manweb will match, £ for £ up to a maximum of £150, cash raised by employees for worthy causes. Full and part time staff with a minimum 12 months' service can take part.

Chairman Bryan Weston said: "We know our staff do a lot to help the local community, and through the Charity Chest we will be recognising their selfless efforts and thanking them."

"It is a very worthwhile scheme. We wish to help charities in our area, and we feel we should support those that our staff are involved with."

"Through the Charity Chest we will be able to recognise the selfless efforts of our employees to help the local community."

Each employee is eligible for consideration once every financial year, and a project will be supported once every three years at the most.

Schemes must fall into the categories of Manweb's Com-

munity Funding Policy.

Manweb will start the Charity Chest off with a fixed amount per year, and then when the cash is exhausted, the scheme will be put on ice until the next financial year.

In addition individuals and organisations who have raised or given money without a particular beneficiary in mind can make a donation to the Charity Chest, and the money will then be used to boost other fund-raising ventures.

The scheme has already been given a £142 boost from the sale of Christmas cards to staff, and in May Manweb and the Milk Marketing Board are joining forces to hold a fund-raising evening at Head Office, with all the proceeds to be donated to the Charity Chest.

Decisions on whether or not to support projects will be made on receipt of applications from members of staff rather than on the date of fund-raising events, otherwise well-planned schemes occurring late in the financial year may miss the boat.

Raising funds through contributions from wages or straight-forward cash collections are not eligible, as the scheme is designed to recognise projects which have involved considerable effort.

Application forms to take part in the Charity Chest scheme are available from Public Relations, Head Office, tel. ext. 2090.

BEM for Eric

MANWEB Engineering Foreman Eric Davies has been awarded a British Empire Medal in the New Year Honours List.

Eric, who is based at Llandudno Junction, has been a Councillor for 25 years and has twice been a Mayor—of the town of Rhyl in 1982 and the Borough of Rhuddlan in 1986/87.

He said: "I was really surprised to learn I was to receive this award, and am proud that my work with the community and in industry has been recognised. It is a great honour."

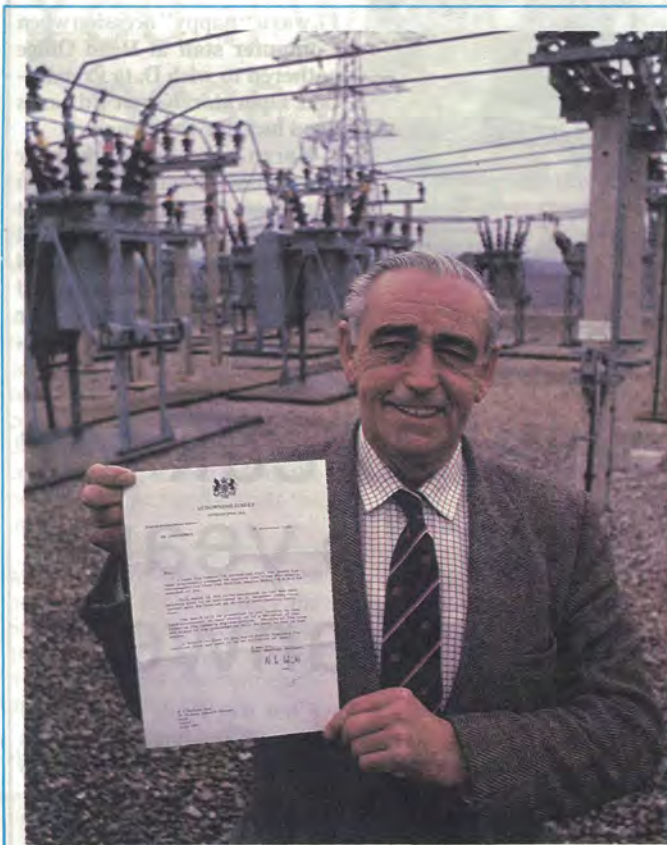
Eric, 60, who lives in Rhyl, joined Manweb as a Labourer 34 years ago and has been in his present post since 1983.

His involvement in local government began in 1963 when he stood as the Labour candidate in a Rhyl by-election and won. From 1970 to 1971 he was Chairman of Rhyl Urban District Council.

Appointed a Magistrate in 1971, Eric is also a former President of Rhyl British Legion and is Chairman of Rhyl Lifeboat Station and the town's amateur boxing club.

He is also involved in work for the mentally handicapped and is a Governor of Ysgol y Graig Special School, where one of his four sons was a pupil until his death at the age of 13.

Married to Ceinwen, a State Registered Nurse, Eric was involved in a fire drama in 1971 when he risked his life attempting to rescue residents from a burning building on West Parade, Rhyl. He is pictured with his letter of congratulations from Downing Street.



Cooking with Marj

PAGE 10



Tennis ace

PAGE 12



Review of the year

PAGES 6 & 7



Christmas cracker

PAGE 6

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.



A farewell handshake to New Crane Street Depot Storekeeper Gerald Davies from Dee Valley District Manager Bob Hodson, watched by colleagues. Gerald, who started off as an Assistant Storekeeper in 1959, was presented with a clock, toaster, kettle and other gifts.

Dee Valley retirements

STAFF at Dee Valley District have said goodbye to six colleagues who have recently retired. GERALD DAVIES, a storekeeper at New Crane Street Depot, took early retirement on December 31 after completing 29 years with the ESI, while SHEILA THELWELL, a Clerical Assistant in Consumer Accounts, also retired early, on November 30, after 19 years' service.

Due to ill health, GWYN EVANS, a Jointer at Legacy Depot, also retired on November 30, after 31 years' service. The District has also lost JOHN OWEN JONES, a General Duties Assistant in the Stores at Legacy Depot, through normal retirement on January 23. Known as "Jack the Moss" by his colleagues, he had clocked up 32 years' service.

Chargehand Cleaner MAUDE TREVOR retired on December 31 after completing 20 years' service. She was based at the District Office at Rhostyllen.

THOMAS PIERCE, a Labourer at Legacy Depot, took early retirement, due to ill health, on New Year's Eve. He had worked in the electricity supply industry for 13½ years.



● Leaving the District Reporting Centre on January 31 is FRED ROBERTS, who is pictured (third from the left) with his wife and colleagues. Fred, who is taking early retirement after 38 years' service, started work as a Jointer and after 18 years joined the DRC as a Sub-Station Attendant.

Changing faces

Ken's career ends on a happy note

1ST ENGINEER Ken Humphreys has obviously found the "key" to a happy retirement. Ken, pictured with his wife Pauline, retired from the Central Field Unit at Prenton at the end of November. And his colleagues saw him off in fine style, holding a celebration dinner at Chester Golf Club plus a reception at the Victoria Hotel, Heswall.

After serving his apprenticeship with Mersey Rail, Ken joined the CEGB at Bromborough Power Station 35 years ago. He was eventually promoted to engineering status and joined the CEGB Connahs Quay Transmission District. Further promotion took him to the Wirral Transmission District.

Ken transferred to Manweb in 1979 in charge of the Liverpool Group attached to the Central Field Unit. A popular member of staff, Ken was presented with a Fly-Mo electric grass cutter, and his wife received a bouquet.



Have you the gift of the gab?

THE search is on for young employees to represent Manweb in the electricity supply industry's Public Speaking Competition 1989. The Board hopes to find a worthy successor to Martin Stanley, who was the national male winner last year, and to Linda Hinton, who was Manweb's female finalist, but was pipped at the post.

Martin and Linda, who both work in the Tariffs and Economics Section at Head Office, won their places in last year's final by coming top in the Manweb heats.



The competition is aimed at encouraging younger members of staff to become proficient in the skill of speaking effectively, to develop their self confidence and enable them to express their thoughts clearly.

Prizes

This year's event will again be held in May and further information is available from Larry Pritchard in Management Services at Head Office, ext. 3217. Cash prizes at Board and national level are at stake.

● Manweb's Martin Stanley, the 1988 national male winner, is pictured receiving his trophy from Deputy Chairman Richard Gales, who recently hosted a celebration lunch for the competition finalists.



Nappy times ahead

IT was a "nappy" occasion when Computer staff at Head Office gathered to wish Data Preparation Operator Karen Edwards good luck for the future.

Karen, who has worked for Manweb since leaving school ten years ago, is expecting her first baby in March and left the Board on December 16. She is pictured (left) receiving a bouquet and other gifts from Supervisor Wendy Calcott on behalf of colleagues.

'Commercial' break for Barbara after 15 years' service with Manweb

MID-MERSEY Clerical Assistant Barbara Robinson has retired after clocking up 15 years' service with Manweb. Barbara, who works in the Commercial Contracting Section, joined the Board in April, 1973, after being made redundant from the Warrington firm, Radiation.

Having worked most of her life except for a

brief break to have her son Paul, who is now doing a Master's Degree in Building and Services Engineering at Edinburgh University, Barbara is planning a well-deserved rest.

Famous at the District Office for her superb home-baked cakes, she was presented with a Chef food mixer and a gold watch.

Quick on the draw!

MANWEB has moved into the export business, selling its artistic expertise to . . . the Isle of Man! Display Supervisor Bill Swann (pictured right) and his team at Head Office were happy to oblige after Advertising and Publicity Manager Bill Gaywood received an SOS from the Manx Electricity Authority.

The Isle of Man Board had hit a supply snag and was desperate for some Christmas point-of-sale material for its three shops.

Bill Gaywood said: "Bill Swann and his section produced all the artwork and printed the material, including showcards and window livery, in a matter of days after all the details were sorted out over the telephone. Then a courier was sent over from the Isle of Man to collect it.

"All the electricity boards have good working relationships with each other and

we quite often swap information. The Manx Authority came to us for help because they knew we could do a good job for them.

"This is something we'd like to do more of, and is an area we need to look at closely. It augurs well for our privatisation prospects."

And Bill Swann said: "I think we should be using our expertise in this way. With privatisation we will be able to bring in more work from outside."



Sample a taste of luxury

THE lucky winner of Contact's Hotel Competition last month is Reg Zimmerman, a retired 2nd Engineer in Distribution at Mid-Mersey District.

Mr Zimmerman and his wife Daphne will spend a weekend at Southport's super Prince of Wales Hotel, courtesy of Trusthouse Forte. They will stay for two nights in the luxurious Sandringham Suite, which has its own jacuzzi, and the prize also includes champagne and dinner the first night in the hotel's fantastic International Restaurant, and on the second night in the Chimes Restaurant.

If you would like to take a short break at the Prince of Wales, Trusthouse Forte is offering special rates to readers of *Contact* during February, and again in August.

During February, Manweb staff and retired employees will pay just £30 a head for dinner, bed and breakfast, and during the peak month of August the price is just £36 per person. The deal applies weekdays and weekends, and free accommodation is offered to children sharing a room with their parents.

Located on tree-lined Lord Street, the Prince of Wales Hotel offers every modern facility, yet retaining an air of elegance and character.

The hotel has more than 100 bedrooms with bathrooms en suite, and is renowned for the excellence of its cellar. Its two restaurants offer the best of international and British cuisine.

Anyone wishing to take advantage of the discount deal should contact the Prince of Wales Hotel on 0704 36688 and tell the receptionist it is a Manweb special offer booking.



You'll warm to these prices!

HERE'S a special offer to warm you up during the chilly winter months still to come. From now until the end of February, there's an extra £5 off the normal staff prices on all sizes of Dreamland Heated Duvets.

The Superduvet provides cosy and convenient comfort, and the warmth it provides is totally controllable. You set the level required on a simple but stylish console, and on double-sized duvets there are independent consoles so that each side of the bed can be warmed to suit the individual.

Machine washable and filled with a downy-soft lightweight non-allergic hollofil fibre, the Superduvet is also summer-light and comes in standard sizes so it will slip neatly into your existing duvet covers.

It is economical to use (less than 3p per person per night).

has a two-year guarantee, and is BEAB approved, meeting British Standards requirements for duvets.

The DSD1 single size normally sells at the staff price of £47.95 but is available to *Contact* readers at £42.95. The DSD3 (dual control) staff price is £63.95 but until the end of February will cost £58.95, and the DSD4 (dual control), which normally sells to staff at £71.95, is available at £66.95.

● **Barbara Ball, a saleswoman at Manweb's Shotton shop, is pictured above trying out a snugly Superduvet.**

Contact special offer

All change in the run-up to privatisation

Manweb re-shuffle

A MASSIVE reorganisation is being planned by Manweb as the Board prepares to become a private company. Management, staff and the unions have been involved in talks about the new structure so their comments can be considered in good time before implementation on April 1, 1989.

The proposals are that three separate businesses should be set up within Manweb, supported by in-house corporate services. The three businesses are:

POWER SALES, which will include power procurement; tariffs and contracts for the sale of electricity; energy cash flow, including meter reading, billing, customer records and debt control; negotiating supplies with contract customers; energy marketing, and trading with Gridco.

NETWORK SERVICES, which will include use of system tariff; managing the network from bulk supply points to customers' meters; controlling network losses, including activities to deter and detect theft of electricity; quoting supply terms for tariff customers; providing electricity supplies; engineering relationships with Gridco; operation of communication networks, and transport business.

TRADING, which will include appliance marketing; High Street services for main businesses; appliance servicing, and electrical contracting.

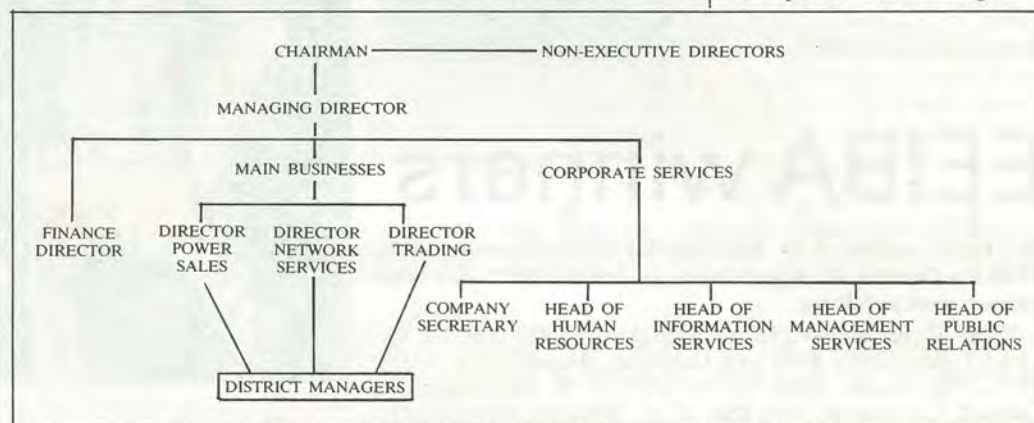
Each business will become a profit centre, with Power Sales generating and collecting the vast majority of Manweb plc income.

The following areas come under the banner of Corporate Services. The role of the Financial Director will include financial control, strategic planning and business development; Regulator relations; treasury and tax functions; audit; and creditors.

The Company Secretary will be responsible for legal services; insurance claims; plc functions (e.g. share registry and service to the Board); Head Office



Chairman Bryan Weston—named by the Secretary of State for Energy as the Chairman-designate of the proposed Manweb plc. Deputy Chairman Richard Gales is Managing Director-designate, and other appointments will follow.



THE shape of things to come? The proposed new structure for Manweb in preparation for privatisation.

administrative service; Management of Queensferry Central Services Depot, and property (estates and non-operational buildings).

Human resources will include personnel; welfare; education and training; payroll, and pensions, while Information Services will include data centre management and computer systems development. The remaining two corporate services are management Services and Public Relations.

The Secretary of State for Energy has appointed Chairman Bryan Weston as the Chairman-

designate of the proposed Manweb plc, and Deputy Chairman Richard Gales is the Managing Director-designate. The appointments of other Board members are now being considered.

Below Board level, the management structure is due for completion during February for operation from April 1, 1989.

Under the new structure, District Managers will be responsible to each of the three Divisional Directors. For example, they will report to the Director of Power Sales for energy marketing and customer

accounting; to the Director of Network Services for mains and supply activities, metering work (excluding meter reading) and anti-theft work; and to the Director of Trading for contracting, appliance servicing and shop activities.

Go-ahead for Manweb plc

THE Secretary for State for Energy has given the go-ahead for Manweb's successor company to be named MANWEB PLC, as proposed by the Board.

Make 1989 a safer year

by Colin Herbert, Safety Adviser

READERS of Contact will have read in last October's issue of the formation of the Committee for Safety Initiatives, chaired by Clwyd District Manager Doug Willacy. It is worth reviewing the activities of the Committee, which has now been in existence for just over six months.

At the outset the Committee was aware that accidents could not be reduced at a stroke and that it would take considerable time and effort to increase the safety awareness and thus reduce the accident rate to Manweb employees.

The Committee was given the following terms of reference:

1. Develop, promote and champion new initiatives for safe working and a reduction in accidents to Manweb staff. Examine safety practices and promote the best for implementation throughout the Board. Review accidents reported by the Safety Adviser and initiate action. Promote and pursue the extension of safety audits, and to monitor and take action on these audits.

2. Promote safety awareness and raise the safety communications profile.

3. Develop initiatives to protect the general public from Manweb's business operations and work activities, and in particular to safeguard children.

In considering their work programme, the Committee agreed to concentrate initially on the following areas.

- To provide managers with better and more meaningful accident statistical information.

- To advise on good safety practices.
- To initiate a system of staff safety briefing notes.
- To consider and develop better procedures for the issue and wearing of personal safety equipment.
- To raise the overall profile of safety by means of safety competitions, articles in Contact, and safety awards.
- To consider how effective the video "Powerful Stuff" has been on children in secondary schools in Manweb's area.

A considerable amount of effort has been spent on all these areas and although it may be too soon to observe any results, by this time next year the Committee is hoping, indeed expecting, the accident rate to be on the decrease.

Whatever their efforts, however, their success will depend on the staff in Manweb becoming more safety conscious. **IT DEPENDS ON YOU.** Remember, all accidents are avoidable. Have a happy and safe New Year.



Matthew's brush with success

CAERNARFON schoolboy artist Matthew Rutherford, 13, achieved double success in the Understanding Electricity national picture competition.

Manweb was so impressed with his winter scene of electricity at work in the town that the painting was chosen for the Board's official Christmas cards which were also sold to staff in aid of local charities.

Gwynedd District Manager Dick Owen is pictured presenting Matthew with a cassette recorder in recognition of the use of his design.

Customer gets a cash bonus

REGIONAL Shops Manager Andy Critchley (left) presents a £250 cheque to Chester customer Mr Alan Skelt, the winner of a recent Morphy Richards prize draw.

Mr Skelt, of Chester Road, Kelsall, was entered into the draw after buying goods from the Spring Collection. His prize money must be spent at a Manweb shop.

Also pictured (centre) is Ian Traynor, Manager of the Chester shop, where the cheque presentation was made.



Congratulations

EEIBA winners

RETIRED member J. D. Jones was the £300 prizewinner in the EEIBA's October draw with the lucky number 1827. The other winners were as follows:

£200—E. Richardson, Head Office (115); £150—T. B. Dunne, Head Office (267); £100—E. Gallagher, Head Office (2433); £75—J. M. Evans, retired (1671); £75—G. K. Ellis, Electricity Council, Capenhurst (749); £50—G. O. Williams, retired (2275); £50—G. J. Grady, retired (784); £50—E. H. Peters, retired (1685); £50—D. L. Parry, Head Office (1317); £25—J. Spencer, Clwyd (1074); £25—G. Harrison, Head Office (507); £25—A. J. Favager, retired (210); £25—M. J. Gregory, Head Office (631); £25—D. Brayshaw, Head Office (615); £25—J. R. Davies, retired (1908); £25—J. Potts, Dee Valley (1153); £25—E. P. Dutton, Head Office (358); £25—D. G. Owen, Head Office (318); £25—A. Logan, retired (2298).

In the November draw, W. Haskayne, of North Mersey, picked up the £300 prize with the number 966. The other winners were:

£200—C. Davies, retired (1548); £150—B. Griffiths, Dee Valley (296); £100—H. Darlington, retired (1475); £75—J. Jowett, retired (1728); £75—C. M. Williams, Head Office (401); £50—L. Parry, retired (1343); £50—E. A. Floyd, retired (2278); £50—K. R. Towers, retired (247); £50—J. P. Warburton, Head Office (925); £30—P. T. Williams, Oswestry (1037); £30—A. Rowland, retired (2191); £30—R. Hewitt, Head Office (553); £25—H. Sutton, Head Office (2484); £25—B. Robinson, Head Office (14); £25—J. McLaughlan, retired (1946); £25—A. Warrener, Liverpool (1204); £25—C. E. Ellershaw, retired (2211); £25—J. Chamberlain, Head Office (930); £25—C. E. Donovan, retired (71).



Long-serving employees

FIVE Oswestry employees who between them have clocked up 150 years in the electricity supply industry were presented with long service certificates. The five had each reached a 20, 30 or 40 year milestone in their careers during 1988, and to mark the occasion a special ceremony was held at the Sweeney Hall Hotel, Oswestry, and District Manager Lyn Price presented the awards.

The long serving staff were John Burton, 2nd Engineer, Supplies (20 years), Jean Evans, Clerical Supervisor (30 years), Geoff Purslow, 2nd Engineer, Mains (30 years), Jim Austin, Driver (30 years) and Morley Gittins, Engineering Foreman (40 years).

A sixth long-serving employee, Meter Operative Clwyd Parry, who completed 30 years' service during 1988, was unable to attend the award presentation.

Pictured above at the Sweeney Hall Hotel are, left to right, Patsy and Geoff Purslow, Margaret and John Burton, Morley and Glenys Gittins, Jim Austin, Jean Evans and her sister Margaret.

- Congratulations to the following Manweb employees who

have completed 20 or 30 years' service in the electricity supply industry during December.

30 YEARS: Mid-Mersey—Norma Iley (Clerical Assistant, Customer Accounting); Dee Valley—"Mike" Thompson (Tariff Surveyor) and Ron Tietzsch Tyler (2nd Engineer, Mains); Mid-Cheshire—Walter Walker (Admin Assistant, Commercial); Oswestry—Jim Austin (Driver); Aberystwyth—Owain Rowlands (Engineering Foreman).

20 YEARS: North Mersey—Eileen Tulloch (Part-time Salesperson, Waterloo shop); Liverpool—Thomas Rossiter (Courier/Driver) and Colin Bellingham (Shift Craftsman Electrician); Dee Valley—Christine Jones (Salesperson, Wrexham shop).



Top of the class!

THREE Manweb apprentices got their careers off to a promising start when they were awarded special prizes for their achievements during the first year of their training.

Education and Training Manager David Mellor presented the Apprentice Awards at a recent ceremony at Hoylake Training Centre. The prizewinners, picked from the 1987 intake of first year apprentices, and their trades were Electrician Gareth Jones (Oswestry), Overhead Linesman Aled Lewis (Aberystwyth), and Joiner John McWilliams (Mid-Mersey). They each received an electric drill worth more than £70.

Mr Mellor said: "These three young men were judged the best of the first year apprentices, based on their work at the Training Centre and the progress they have made. Their attitude, willingness and enthusiasm, plus the quality and quantity of their work was taken into account."

Hoylake Training Centre Manager Alex Smitton said: "After a break of several years, it was decided that the Apprentice Awards should be reinstated. The three recipients have done very well indeed."

● The prizewinning apprentices are pictured shaking hands with their respective District Managers. From left to right: Aled Lewis, Aberystwyth District Manager David Price, Training Centre Manager Alex Smitton, Education and Training Manager David Mellor, Mid-Mersey District Manager Glyn Norbury, John McWilliams, Oswestry District Manager Lyn Price and Gareth Jones.

Speedy staff to the rescue

STAFF at Dee Valley have been praised for their high-speed actions to help a Chester family. The District acted quickly after Ian and Wendy Moir visited Manweb's Chester shop to buy a storage heater system for their home in Sandringham Avenue, Vicars Cross.

The system was needed urgently because the couple's 13-year-old son Simon, who suffers from leukaemia, was due to return home after a spell in hospital and needed a high level of heating.

Keith Hibbert, Energy Sales Manager at Dee Valley, said: "This urgent request was received by District Manager Bob Hodson on a Monday afternoon. The following morning Energy Marketing Assistant Roland Strange called at the Moir's, where they signed an order for five Creda storage heaters and for an Economy 7 water heating programme and lagging jacket, costing £884 on the Buy Now Pay February scheme.

"The completed sales document was processed that afternoon and work started on site the following day, Wednesday, with the final connection of the Economy 7 meter on the Friday.

"We are not claiming any records, but to meet this customer's special needs necessitated speed of obtaining and completing the order."

The electrician whose efficient work prompted

Mr and Mrs Moir to write a letter of thanks to the District was David Thwaites, who is based in New Crane Street Depot.

The letter said: "We would like to send you our heartfelt thanks for being so prompt in installing our heating system at our lowest time in our married lives. You took a lot of pressure from our shoulders.

"We would like to thank the lady at the Manweb shop who was so understanding and helpful, and also Mr Strange. May we also say that the young electrician Dave is a credit to your company. He is efficient, has a great customer relationship and is so well mannered.

"Our son Simon has a long way to go but seems to be responding to the treatment. Thank you once again. You have got life-long customers."



'Singles' flats win award

THE Muir Housing Association has received a prestigious Civic Shield Award from Manweb for a new "all electric" flat development in Cheshire.

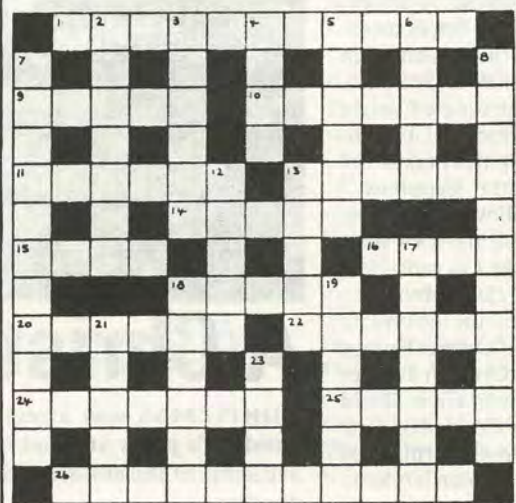
Monks Orchard, in Nantwich, was built with young single people in mind. In most areas there is a shortage of this type of accommodation, and at Monks Orchard a further three all electric blocks are now to go ahead.

Architects for the project, John Tweed Associates of Chester, worked closely with Manweb, whose Mid-Cheshire Energy Marketing Engineer Robin Sharvin advised on the design of the electric heating and water heating systems.

It is the third project that Manweb's Mid-Cheshire team have worked on with the Chester-based Muir Group and John Tweed Associates, involving more than 70 homes.

Manweb's Mid-Cheshire Energy Sales Manager Mike Potts is pictured (right) presenting the Civic Shield Award to Muir Group's Housing Director Mr Heber Fearnall.

Crossword No. 6



Across

1 Grace has been careless as to delivery (11), 9 It might be what makes Charlotte a tart (5), 10 Chase wildly round the Spanish footballers in London (7), 11 Depression after a blow-out (6), 13 Cheerful when the foolish ring off (6), 14 Fertiliser taken from the can it reposes in (5), 15 Take care of intelligence (4), 16 Man with nothing but a saintly look (4), 18 Send some of our soldiers with German (5), 20 Being sick in the back of the bunker could have a fatal effect (6), 22 Such a fool is often in the soup (6), 24 Tell of a near disaster when a deserter is captured (7), 25 Fear 'the old fellow is not entirely pleasant (5), 26 Payments on account (4, 7).

Down

2 Clarify what's no longer easy to see (7), 3 Time for refreshment on the side? (6), 4 Discomfort being the thing that gets a chap started (4), 5 More than one pools player's chance to give voice (6), 6 Attack in front of the film cameras (5), 7 Organising a union in light industry? (5-6), 8 Hate one to escape man's brutality (11), 12 Religious instruction given when the parson turns up in full flow (5), 13 Female support taking in intelligence (5), 17 Slow music before a man comes in (7), 18 Say something about taking money abroad (6), 19 Spinner taking up theatre—it can go to one's head! (6), 21 Some of the more popular varieties in immature form (5), 23 Get into gear for the network (4).

Solution on Page 11

Christmas cheer for the victim of cruel thieves

MANWEB played Santa to a wheelchair-bound Wrexham pensioner after her savings were stolen by callous thieves.

Two youths had forced their way into the Bryn Hafod home of Miss Doreen Evans and had taken the £65 she planned to spend on a small washing machine.

After learning of her plight, Manweb decided to brighten up her Christmas with a gift of a twin tub washing machine.

Miss Evans said: "It was a very nice gesture by Manweb and a lovely Christmas present for me."

● Dee Valley Installation Manager Arwel Lloyd is pictured presenting the washing machine and flowers to Miss Evans.



On the Wire



Bad timing

IT was Christmas Day, the turkey was in the oven and nearly ready. Then the lights went out. That was the nightmare that actually happened for 750 customers in the Stonecroft area of Liverpool, and they phoned in en masse to Liverpool District Reporting Centre.

Our man on Christmas duty, Gordon Platt, had already had the alarm and called in 1st Engineer Ron Burgess, who was just getting ready to tuck into his turkey, followed by plum duff.

There was a fault between Lister Drive and Stonecroft substations on the 33,000 volt cable and it looked as though several thousand customers could be off supply.

The cable fault could have happened anytime but it just had to be Christmas lunchtime!

Ron Burgess called in 2nd Engineer Steve Matson and Engineering Foreman Jack Higham, who isolated the fault, rushed around the sub-stations reclosing breakers and restored the supply by 12.55 p.m.

Although supply was off for an hour, probably only half an hour cooking time was lost by the 750 customers.

The man who came to their rescue got back for his at 3.15, to find his family had already eaten. Poor old Ron had to have his re-heated in the microwave!

Still on the subject of power cuts, Manweb Chairman Bryan Weston was one of 18,000 customers in the Chester area who lost their electricity supply on the Sunday after New Year.

A kamikaze crow spread its wings in the Wervin sub-station compound and came into contact with live equipment. A flash-over killed the crow and operated protection equipment on the 33,000 volt network.

Five other sub-stations lost supply, and Brian Doyle, Dee Valley Mains Manager, organised the restoration.

How's that for service?

CONGRATULATIONS to Sandbach shop's Janet Wilkinson for the sales coup of the year. Janet could hardly believe it when a saleswoman from the rival Rumbelows store marched into the Manweb shop in full uniform and ordered an LEC fridge freezer.

Regional Shops Manager Julian Jenkins said: "The woman could have had staff discount had she bought from her own shop, but came to us instead."

The reason? "Rumbelows couldn't deliver for six weeks, but we were able to do it in just one week!" said Julian.

Working to rules

MY thanks to the joker who supplied me with a spoof copy of the "Work Rules", reproduced below:

1. **SICKNESS.** This is not allowed under any circumstances. We will no longer accept your doctor's statement as proof of illness. If you can walk to your doctor you can certainly get to work.
2. **LEAVE OF ABSENCE FOR AN OPERATION.** This practice must stop from today. We wish to discourage any thoughts that you may not need all of whatever you have and you should not consider having anything removed. We hired you as you are and to have anything removed certainly makes you less than we bargained for.
3. **DEATH, OTHER THAN YOUR OWN.** You must arrange to attend all funerals very late in the day after your work is done. Providing this is adhered to we will consider letting you go one hour earlier. Please be sure to put this in writing.
4. **DEATH, YOUR OWN.** This is acceptable as an excuse, but we would like at least two

- week's notice as we feel it is your duty to teach someone else your job. Treat this point as important.
5. **PERSONAL HYGIENE.** Entirely too much time is being spent in the loo. In future you will follow the practice of going in alphabetical order. For instance, those with surnames beginning with "A" will be allowed to go from 9 a.m. to 9.05 a.m. and so on. If you are unable to go at your appointed time you must wait until the next day when your time comes around again.
6. **QUANTITY OF WORK.** No matter how much you do, you'll never do enough. If you disagree please see your shop steward/supervisor.
7. **QUALITY OF WORK.** The minimum acceptable level is perfection at all times.
8. **THE BOSS IS ALWAYS RIGHT.** Even in his absence.
9. **WHEN THE BOSS IS WRONG, REFER TO RULE 8.**

Jackie Unsworth rings in the New Year

Review o



Above: Flashback to May when graduate trainee Martin Stanley won the industry's Public Speaking Competition. He is pictured with Linda Hinton, the Manweb lady finalist.

Below: Ambassador Club Treasure Trail winners Alec Lloyd (left) and Leo Moylan are pictured with Energy Marketing Engineer Terry Dunne during a vintage car rally in Stafford in September.

1988—a year of challenge and change for Manweb and its employees and speculation as everyone looked ahead to the prospects and apprehension about how Manweb would emerge from the picture with the publication of the White Paper. It became clear that destiny was in the hands of its employees and management.

Other big stories to hit the headlines in *Contact* during the year included the reorganisation of the Districts with the appointment of new Section Managers, and the launch of the Customer Charter.

There was good news for Manweb when the Annual Report showed the Board had made a £13.6 million operating profit, and bad news when it was revealed that the number of accidents involving employees at work was continuing to spiral.

THE YEAR IN BRIEF

JANUARY: Manweb was among the sponsors of a new video to highlight the rise in crime against the elderly. "Knock Knock—Who's There?" has been widely acclaimed by the caring agencies as a useful weapon in

the fight against doorstep criminals.

Work began on Phase 2 of the new Mid-Mersey District Office. The building will replace the century-old office on an adjacent site in Warrington, housing 100 engineering, admin and clerical staff.

FEBRUARY: Clwyd District won a bumper £250,000 contract to build a sub-station and install low voltage network at the Glan Clwyd Hospital, and demand for electricity in Aberystwyth made it necessary to reinforce the distribution network south of the River Dyfi.

Storm-force winds battered the region, and every District reported damage. There were around 1,000 incidents of damage to lines or electrical equipment.

St Helens Saleswoman Lorraine Balmer had a taste of TV stardom when she modelled Manweb's new uniform on the BBC's *Top Clothes Show*, hosted by Selina Scott.

On a sad note, it was announced that Mr Massie Parker, Manweb Secretary and Solicitor from 1970 to his retirement in 1977, had died.

MARCH: The Secretary of State for Energy presented his plans for the privatisation of the electricity supply industry, in the form of a White Paper. The proposals were warmly welcomed by Manweb Chairman Bryan Weston.

Two Manweb engineers won awards when they presented shop papers to the Institution of Electrical Engineers. Peter Jones took the £100 first prize and Fre Wightman, in second place, won £50.



Civic Shield winner



ALYN and Deeside Council were presented with the prestigious Civic Shield Award for the standard of warmth, insulation and water heating in their retirement bungalow in Buckley.

The 26 single-bedroom dwellings, plus a three-bedroom warden bungalow in St John's Close, were built for the Council by Shones of Buckley. The all-electric development takes full advantage of the Economy 7 tariff, which allows the elderly residents to use most of their electricity on the low rate—less than half price electricity.

On behalf of the electricity industry, Clwyd District Energy Sales Manager Graham Houlkes (centre) presented Civic Shield Certificates to Councillor Eric Bagnall, Vice-Chairman of Housing, and builder Ian Sone (right).



A Christmas

CHRISTMAS was a real craic for children's party at Head Office. Here are some of the children who received goodies.

With a look back over the last 12 months

of the year

es. It was a year of innovation as new ideas began to bear fruit, privatisation. The year began on a note of uncertainty, with privatisation proposals. Then, in March, the picture began to take shape as exciting opportunities lay ahead for us all, and that Manweb's

North Mersey staff held a sponsored slim to help raise funds to send a local baby to America for an operation to remove a facial growth.

APRIL: Manweb and the Post Office joined forces to launch a new scheme. Meter cards went on sale in post offices in Liverpool and Mold, and the service has since been widely extended to benefit customers in other areas.

Llandudno Chef Stuart Langfield won the Manweb-sponsored Welsh Chef of the Year competition, and the Aberystwyth-based Group for Active Learning was presented with £671 after the Board sponsored a tutored wine-tasting and auction.

MAY: Manweb's Operating and Development Plan 1988/89—the Board's blueprint for the 12 months ahead—was launched with the basic message "The customer must come first".

Graduate trainee Martin Stanley was the national winner in the ESI Public Speaking Competition, and the topping out ceremony for the new Computer Centre at Head Office was held, giving Chairman Bryan Weston a chance to show off his skills by laying the last bricks.

JUNE: Manweb went into the export business, selling its expertise to India. The Engineering Department won a consultancy contract to plan the electricity network for the city of Bangalore.

JULY: A month of launches, with the introduction of the Customer Charter which set down seven key areas of service guaranteed by Manweb, and the start of a high interest savings scheme

designed to help employees buy shares on privatisation.

The Ambassador Club launched its Treasure Trail scheme, offering prizes galore to staff who produced confirmed leads in three key areas—storage heating, Economy 7 conversions and insulation. And there was a new look for *Contact*, with its relaunch in a colourful 12-page format.

A bright idea from retired Manweb electrician Vaughan Edwards resulted in a further 30,000 prospective kidney donors registering in Wales. Vaughan, a kidney sufferer, suggested that donor cards should be distributed with electricity bills.

AUGUST: The Annual Report was published, bringing good news. Despite a mild winter and a freeze on electricity prices, Manweb made an operating profit of £13.6 million.

There were exam successes for Accountancy Trainee Susan Glover, who passed the Association of Accounting Technicians exams with flying colours, and Alan Bower, Executive Officer in the Income Section at Head Office, who was awarded a Diploma in Management Studies.

SEPTEMBER: Electratch, a new concept to revolutionise home heating, was launched, and Dee Valley Linesman Alan Crump, a Special Constable, received the Chief Constable's Commendation for Good Duty after saving the life of a young boy who was choking after swallowing a lollipop at a fair.

There was also honour for Queenferry Storekeeper Cliff Shone and his wife Megan, who



Manweb Chairman Bryan Weston adds the final bricks to the new Computer Centre at Head Office during the topping out ceremony in May.

attended a Royal Garden Party at Buckingham Palace. Cliff is a member of Alyn and Deeside District Council and a former Mayor.

OCTOBER: A safety campaign was launched to counter the alarming increase in accidents at work. The campaign includes encouraging staff to wear the correct protective gear.

Dee Valley Meter Operative John Mason was praised by the police after he tried to save the life of a man who had accidentally set himself on fire, and a trio of sales staff—Doug Houlbrook and Len Dorr from Dee Valley, and Liverpool's Roger Critch—were the regional winners in the 1988 National Sales Awards.

NOVEMBER: A health campaign was launched by Manweb to encourage employees to take better care of themselves. Excessive alcohol, smoking, unhealthy diet and lack of exercise are the areas to be covered.

The Ambassador Club cele-

brated its first birthday in fine style, with the news that staff had brought in a fantastic £714,000 worth of extra business, and the new Computer Centre at Head Office was opened.

Staff throughout Manweb raised thousands of pounds when they organised a variety of events for the Children in Need Appeal.

DECEMBER: The Electricity Bill was published on December 1, paving the way for Manweb to become the largest company in the region serving the region.

Chairman Bryan Weston embarked on a mammoth roadshow tour to talk to employees about privatisation and how it was likely to affect them. It was also announced that Mr Weston had been appointed Chairman-Designate of the proposed Manweb plc.

Manweb learned it had won a "Fit for Work" award for its efforts to employ disabled people, and the staff restaurant at Head Office also won a prestigious award for its healthy standards.

Post Bag



Thanks for the visit

Dear Editor,

In response to the marathon whistle-stop tour undertaken by the Chairman, Mr Bryan Weston, recently, the Area 2 meter readers would like to thank him.

On the theme of privatisation and the sale and possible generation of electricity, would it not be a good idea for our monthly newspaper to run a competition for a gimmick or slogans? One sample is:

*Where houses and buildings exist
Then let the doors be opened.
Let Manweb wire and meter them.*

A. Whittingham,
Meter Reader,
Area 2.

● Have you a view you'd like to air, or an opinion you'd like to share? Have you a question about privatisation or any other issue affecting Manweb? If so, write to The Editor, Contact, Room 5E1, Manweb, Sealand Road, Chester CH1 4LR.



Slice of success

A WIDNES customer decided to show her appreciation for the recent service she received from Manweb... and her idea certainly wasn't half baked!

Miss Edna Sumner, who recently moved into an all-electric Civic Shield home in the Widnes area, was really pleased with her new house and with the Tricity Fanfare cooker she bought from her local Manweb shop... so she used it to bake a special Christmas cake (pictured above).

Then she took the cake, baked on Economy 7, along to the Widnes shop and presented it to the delighted team who

had given her so much help and advice — Mid-Mersey Energy Marketing's Alan Horrocks and Chris Corless, who helped with the installation of storage heaters and water heating, and Mark Sherrington, Senior Sales Assistant at the Widnes shop.

In return for her kind gesture, Miss Sumner was presented with a carriage clock... but was heard to comment: "Don't you have one that works on Economy 7?"

New appointments

MANWEB Deputy Chairman Richard Gales has been appointed Managing Director-designate of the proposed privatised Manweb plc. The appointment has been made by the Secretary of State for Energy, Cecil Parkinson, and is subject to the passage of the electricity privatisation legislation.

He said: "I am delighted to receive this appointment and look forward to helping steer Manweb into an exciting new era." Chairman Bryan Weston has already been appointed Chairman-designate of the proposed Manweb plc.

● Dr Robert Cummings OBE is to serve another term as a non-executive member of Manweb, the Secretary of State for Energy has announced.

Dr Cummings is a former Chairman, Director and Chief Scientist of Robertson Research plc and plays an active part in industrial and academic bodies in Wales.

Bishop's booster

THE Bishop of Chester's 1,000 × 1,000 Appeal was given a £670 boost when Manweb joined forces with Sainsbury's to sponsor a Christmas Food and Flowers demonstration.

The Appeal is for funds to repair and adapt church buildings suffering from rot and other defects in the Birkenhead area, and local people turned out in force for the evening event, which also included a raffle, at Birkenhead Town Hall.

Pictured at the Manweb display during the cooker demonstration are (left to right) flower arranger Mrs Margaret Fletcher, Marjorie Scregg, an Energy Marketing Representative from Manweb's North Wirral District, and Jill Joynson, Sainsbury's Area Home Economist.



s cracker

or youngsters who attended the event above during the festive fun. The picture shows Santa's sack of presents.

Lucky draw winners

THE Manweb/National Provincial savings scheme paid dividends to four lucky members when their numbers came up in a Christmas draw. Roger Leck the building society's District Sales Manager is pictured, right, operating a random selection programme drawn up by Computer Services to choose the four winners.

They are Arthur Goodier, Craft Attendant at Mid-Mersey District, who won a drinks hamper; Kathryn Tickle, Saleswoman at Old Swan shop—his and hers quartz watches; James Potter, Craftsman, Electrical Fitting, Mid-Mersey—digital clock/radio cassette player; and Arwyn Roberts, Overhead Lines Apprentice at Gwynedd, who won a telephone.

More than 600 employees have joined the

scheme since it was launched in August and are having savings deducted straight from pay.

Although designed to help buy shares when the Board is privatised, employees can use their savings for whatever they like and provided withdrawals are limited to one per calendar year a 40 per cent bonus of interest will be added to the account.

The current interest rate is 6.4 per cent (gross equivalent 8.67 per cent) and the 40 per cent bonus, paid when the share offer is announced, will be calculated on interest earned at whatever rates apply—so the increased rate means an increased bonus.

Anyone wanting to join the savings scheme can get a leaflet and application form from their District Office Manager or Public Relations, Head Office, Room 5E1, ext 2091.



Farrance named

ENERGY Secretary Cecil Parkinson has announced the appointment of Roger Farrance CBE as a Deputy Chairman of the Electricity Council.

Mr Farrance, 55, has been a full-time Member of the Electricity Council, with special responsibility for industrial relations, since 1979.

A former HM Inspector of Factories and a company industrial relations and personnel manager, he is also a part-time Member of the Council of the Advisory Conciliation and Arbitration Service.



Meeting is plain sailing

A MEETING organised by Manweb aboard the all-electric boat Golbourne proved to be plain sailing for a real group of "landlubbers" from the Northwich farming fraternity!

The unusual get-together was arranged by Mid-Cheshire District's Energy Marketing staff... and those who attended had a whale of a time.

Energy Sales Manager Mike Potts introduced the meeting, before Geoff Willcock, the District's Agricultural Adviser, launched into a presentation on the range of services available to farmers from Manweb.

This was followed by a talk by Ray Smith, of Strinex Industries, on the uses of Quartz Linear Lamps in farming, and a presentation by Energy Marketing Representative Phil Youell on how Manweb can help farmers' wives in the home with space and water heating.

A short canal trip to the famous Anderton Lift had originally been planned, but had to be cancelled when the water froze over. However, the farmers made the most of the situation and took the opportunity to talk with the Manweb staff present, while some splashed out on QLL demonstration units!

Questions and answers

AS promised, here's a further sample of the types of questions raised during the Chairman's recent Roadshow, writes Sam Doughty.

Q: How will Manweb's retailing activities be affected by privatisation?

A: Our retailing activities will not be subject to regulation as they operate in a competitive market. This will give us freedom to expand. We could operate out of town superstores, develop our contracting and appliance repair business, or enter new areas such as expanding our garage activities to service our own and other companies' vehicles.

Q: Will we use outside contractors?

A: Manweb is a contractor and this is an area we could expand. We only have six per cent of the electrical contracting business and there is plenty of room to develop. New areas of business such as heating and ventilation could be added to the service we offer. For peaks of work we will continue to use other contractors—and so will

our customers if we do not get the quality and price right. Our future success is in our own hands.

Q: How will electricity tariffs and prices be affected?

A: We hope to maintain the same domestic price for electricity across the region. The Economy 7 customer will be a crucial part of our operations. Large industrial and commercial users will have contracts.

In relation to the Retail Price Index, the real price of electricity has come down by ten per cent in the last five years. Competition in generation will be the way to keep prices down. It is generation that accounts for 80 per cent of any electricity bill, and the obvious area to cut costs.

There will be new sources from which we can buy our electricity. New generators are moving into the field, or we could build our own power stations. We were not interested in buying Connahs Quay Power Station, and the viability of Combined Heat and Power projects were unlikely for other

than industrial customers. We were keenly interested in the Mersey Barrage Scheme.

Q: Could other companies use the Manweb network to supply electricity?

A: Yes. Everyone including Manweb will be charged for the use of the National Grid, and we will have to produce a tariff for the use of the Manweb network. Anyone supplying our existing customers will use our network and will be charged for doing so. However the only people to find it economic to use another source of electricity are the large industrial customers, and as Manweb currently has the cheapest industrial electricity in the country it seems unlikely that anyone could undercut us, but we will have to see how the contracts work out.

More questions from the Roadshow next month. Don't forget, if you have a question on privatisation or any other subject write to Contact, Room 5E1, Manweb, Sealand Road, Chester CH1 4LR, and we will see it is answered.

Lifeline thrown to anglers

ANGLING, I am informed, is the most popular sport in the country. Even I have occasionally dipped my toe in the water, so to speak, and I can appreciate the fascination for those thousands of people who line our river banks and lakes each week in search of big fish.

by Derek Jackson, 1st Engineer,
Safety Section

The sport accommodates both men and women of all age groups, approximately 2½ million of them, and those of you who take part will be aware of the increasing use of carbon fibre fishing rods and poles.

While reflecting on whether these improve the quality of the fishing or the quantity of the catch—maybe even the size of the ones that get away—it is worth remembering that they also conduct electricity.

Danger

This, together with the proximity in certain areas of overhead lines, can mean danger, bearing in mind that power lines can be as low as 17 feet and some carbon fibre rods extend as far as 45 feet.

This danger is made worse by the increasing use of lead cored fishing lines, which may improve the fishing but only serves to make the electrical problems worse.

A campaign was launched throughout the industry to increase the awareness of the angling community to this danger. This followed a period of ten years when four people died and four others were seriously injured in various parts of the country.

Only recently a young person was seriously hurt when his carbon fibre rod made contact with an overhead line, and you may well have seen the reports which appeared on national television.

It would seem timely, there-

fore, in the middle of the angling season to remind those of you who are involved in the sport of the facilities available to the angling fraternity. These include a video, poster, leaflets and stickers, spelling out dangers.

A video entitled "Rods and Lines", featuring champion angler Hugh Falkus and produced by the North of Scotland Hydro Electric Board, helps to explain the problem.

There are distinctive yellow warning labels for attachment to carbon fibre rods, although many new rods may already have these fitted, and other labels are available for use on tackle boxes, vehicle windcreens and marker posts in the vicinity of overhead lines.

Posters and leaflets are avail-



able for use at fishing club meeting places or in fishing tackle shops.

Message

All of these are available from the Safety Section at Head Office and are designed to make anglers aware of the danger that exists from using carbon fibre rods near overhead lines. After all, for most people fishing is a means of getting away from it all, total relaxation and pleasure. With just a little care there is no reason why this shouldn't always be the case.

You can help by being aware of the dangers yourself and passing on the message to others when the opportunity arises. I wish you all a Happy New Year, make it a safe year for angling, and may the fish arrive in shoals!

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

Jackie Unsworth completes her monthly series focusing on the Districts

District No. 9

OSWESTRY is Manweb's biggest District geographically, covering 1,100 square miles and stretching across three counties—a slice of Clwyd, a large portion of Shropshire and a big chunk of Powys—and the vast overhead network is currently undergoing a massive refurbishment and reconductoring programme.

Bordered by the Midlands and South Wales Electricity Boards, the District, which has 55,000 customers, is the home of the Laura Ashley fashion and home furnishing empire, which has grown from a tiny cottage industry at Carno into a massive world-wide organisation.

The District also boasts recent PEP Award winners Express Foods, who have recently moved into new premises at Oswestry, and Wem-based Forestart.

District Manager Lyn Price said: "We had a devastating time around 12 years ago when a number of collieries and companies, including the British Rail works, closed down. It took many years for the District to recover but business is really booming now."

Other high-flying customers include Colt Balloons, who made, tested and co-piloted the balloon Richard Branson crossed the Atlantic in.

The industrial resurgence has also led to a high demand for housing. Mr Price said: "Last year there was a 60 per cent increase in the proposed County Structure Plan for housing, and it's likely to be the same again this year."

Commuting

"Oswestry is becoming a dormitory town. People who work in places like Wrexham, Chester, and even Birmingham and Wolverhampton, are choosing to live in our District because the improved road links have made commuting so much

easier.

"And there's no sign of the housing boom easing off—which is good news for Manweb. We've got a major share of the heating market!"

Oswestry District has the third highest contracting turnover in Manweb, said Mr Price. "We're really going some and this year we'll be knocking on £1m."

The District, which has 248 staff, has three depots, in Whitchurch, Newtown and Welshpool.

There are also three shops, in Whitchurch, Oswestry and Newtown, where trade is steady. Mr Price said: "The local people are country folk. They know what they want and don't rush into things. So while other Districts experience peaks and

Oswestry

troughs in sales, our business stays pretty much the same all year round."

Oswestry was among the first Districts to introduce card meters, and the scheme has been a great success, dramatically reducing the number of disconnections and enabling many people who were off supply to be reconnected.

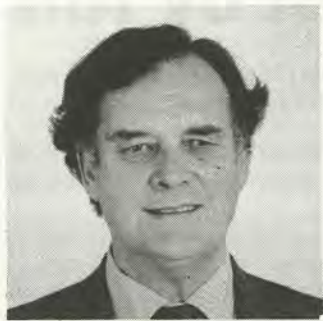
Helpful

Mr Price said: "This is very much a family District. Most people tend to live locally, and they are very helpful. We support the community as much as possible, and allow organisations to hold their meetings in the District office. We've a very good name."

"After a devastating time . . . business is really booming"



District Manager Lyn Price.



Office Manager Sid Warburton.



Installation Manager Philip Jones.



Customer Accounts Manager Mike Beard.



Energy Sales Manager Don Wade.



Supplies Manager John Williams.



Mains Manager Ian Basford.

District No. 10

ABERYSTWYTH is Manweb's most sparsely populated District. Covering almost 650 square miles, it has a population of 46,000, and just 24,000 are electricity customers. The District stretches from just south of Llanbedr in Gwynedd to Llanrhystyd in Ceredigion—the South Wales border. To the north east the District joins with Dee Valley between Dolgellau and Bala, and to the east is Oswestry.

The main centres for the population are the university town of Aberystwyth, where the District Office is based, and the small market towns of Machynlleth, Tywyn, Dolgellau and Barmouth. Manweb has shops in each of these towns.

Mammoth

The District has two depots, at Aberystwyth and Machynlleth, and there is also a reporting base at Dollgellau.

Maintaining the electricity supply in this rural and quite mountainous District is a mammoth task.

The total network is 1,940 km in length, with more than 3,000 transforming points.

Recently, a restaurant in the

Plynlimon mountain range was connected to the 11 kv system after two miles of overhead line was erected, and a round trip of approximately 100 miles was made by one of the District's 33 kv jointers in order to attend to a fault at Maentwrog, which, although in Gwynedd, is maintained by Aberystwyth.

Heavy snowfall and strong westerly gales off the Irish Sea can cause problems from an operational point of view during the winter months, and there are also two large estuaries—Mawddach and Dyfi—to contend with.

Much use is made of contract plant hire, including a helicopter, when the weather is at its worst.

Of Aberystwyth's 24,000 customers, 79 per cent are domestic, 11.9 per cent are commercial, 8.1 per cent are farms, and the remaining one per cent are industrial.

The biggest customers are the University of Wales and the highly successful Welsh Plant Breeding Station, both in the town of Aberystwyth.

Successful

Around 75 per cent of all new homes are electric, and a real feather in the District's cap recently was the installation of Electratech in a housing development right in the centre of a gas estate!

The District also has a highly successful contracting and appli-

ance repair business and is currently carrying out major contracts for the University of Wales and Dyfed County Council.

Aberystwyth has a small theft of electricity problem, but the programme to instal polycarbonate covers over the metering equipment is paying off.

The District has also held a number of seminars for local magistrates to make them more aware of the increasing problems — and the dangers — of illegal abstraction.

Known as the friendly District, Aberystwyth has around 150 staff, with 99 per cent of them signed up for the Ambassador Club.

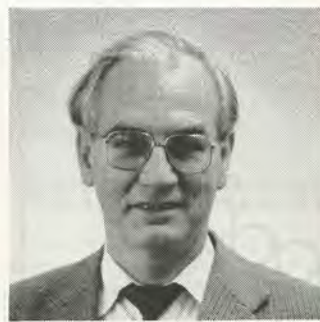
In this financial year, the leads per member are above the Board average and the percentage of successful leads has earned Aberystwyth the joint top place with Oswestry.



District Manager David Price.



Office Manager Keith Jones.



Installation Manager David Bennion.



Mains Manager Tom Jones.



Supplies Manager Emrys Hughes.



Energy Sales Manager Allen Carr.



Customer Accounts Manager Alan Galbraith.

Aberystwyth



Regional Shops Manager (Oswestry and Aberystwyth) Raymond Hughes.

Due to reorganisation, Head Office will now come under the spotlight in April



INTRODUCING Marj Scregg, an Energy Marketing Representative from North Wirral District, who has cooked up a new regular feature for Contact. Marj, a qualified Home Economist, will be passing on handy hints for use in the kitchen, looking at such topics as microwave cooking, economy meals, wines, cooking appliances and food freezing. Every month Marj will be providing recipes for you to try. If you've any questions about cookery and related subjects, write to: Cooking with Marj, Contact, Room 5E1, Manweb, Sealand Road, Chester CH1 4LR.

Chop and change

AFTER the Christmas binge it's time to get back to basics. If you are weight-watching, make sure that you always grill rather than fry chops, and trim away most of the fat. Chops are ideal for tasty and nourishing yet quick to cook meals, and they can be cheap too. For a shiny glaze, spread chops with redcurrant or mint jelly, or a little French mustard and honey, then grill. The sweet baste will also caramelize the fat to a crisp golden brown.

APRICOT AND APPLE GLAZED PORK CHOPS

(Serves four. Total calories—1,290)

4 tbsp apricot jam, ¼ pint (150 ml) apple juice, salt and freshly ground black pepper, 4 pork chops, boned and trimmed, 4 canned apricot halves, drained and sliced, 1 small Cox's apple, cored and sliced, 2 tsp lemon juice.

Put two tablespoons of jam, three tablespoons of the apple juice and the seasoning into a pan and heat gently until melted. Brush both sides of each pork chop with the mixture and grill for seven minutes on each side, basting frequently. Meanwhile, place the apricot and apple slices in the pan with the remaining apples and lemon juice. Simmer for about two minutes then remove with a draining spoon and reserve. Add the remaining jam to the apple juice, season and boil for three minutes until reduced.

When the chops are cooked, make a horizontal slice through the meat to form a pocket. Fill each pocket with alternate apple and apricot slices. Serve hot with the sauce spooned over. Serve with baked potato, broccoli and carrots, or fresh green and tomato salad.

You can still enjoy the good things in life with calorie-counted recipes. Use low fat and low sugar products. Cream is naughty when you are dieting, so try some of the delicious low fat products like fromage frais or Quark instead. Use them in place of cream in sauces and as a topping.

VANILLA MERINGUES WITH FROZEN RASPBERRY YOGHURT

(Serves four. Total calories—335)

The filling:

2 oz (50 g) raspberries
1-2 tsp low calorie sweetener
5 tbsp natural yoghurt
½ an egg white, size 3

The meringues:

1 egg white, size 3
2 oz (50 g) caster sugar
a few drops of vanilla essence
a few drops of pink food colouring

To make the filling, press the raspberries through a sieve and sweeten to taste. Stir in the yoghurt. Put the egg white in a clean, dry bowl and whisk until it holds soft peaks, then fold into the yoghurt mixture. Pour into a shallow plastic tub and freeze until mushy. Remove from the freezer and beat. Freeze again until firm.

To make the meringues, preheat the oven to 130C/250F. Line a baking sheet with non-stick baking parchment. Whisk the egg white until it holds stiff peaks. Add one tablespoon of the caster sugar and the vanilla essence and whisk for 30 seconds. With a metal tablespoon, lightly fold in the remaining sugar.

Spoon half the meringue into a piping bag fitted with a large nozzle and pipe eight small whirls on to the prepared baking sheet. Colour the rest pale pink and pipe eight more whirls. Bake for 1½ to two hours until crisp and dry. Leave to cool, then sandwich together with the frozen mixture. Serve immediately.



Competition prize dished out by Ian

IAN Traynor (above right), Manager of Manweb's Chester shop, "dishes" out the first prize to the winner of the Board's recent kitchen centre competition.

The Electra "Super Five" microfilter dishwasher was won by Mrs Ann Hartley, of Hope Street, Saltney, Chester, who is pictured receiving her super prize.

The picture puzzle competition was run to mark the opening of 'A' Design Kitchens' new kitchen centre at the Manweb shop in Northgate Street, where there is now a range of attractive units on display. Also pictured is Mr Chris Carroll, of 'A' Design Kitchens.

New contribution rates introduced

ALTERNATIVE contribution rates have been introduced for male members of the pension scheme who would like to purchase added years of pensionable service.

These new contributions are available to those aged between 50 and 60 (inclusive) who will not complete 40 years' contributing service by the normal retiring age of 63, and are payable up to age 63 instead of 60, resulting in a lower monthly payment.

Anyone who would like information about the alternative rates should contact the Head Office Pension Section or their District General Services Section.



FRED'S
PUZZLE
CORNER

Catchphrase

HERE'S a teaser to test your knowledge of well-known sayings. Simply translate the clues in the boxes below into familiar phrases.

1. BENAPAUTY	4. WHERE WHERE
2. BOCATOTS	WHERE
3. WOKIDSOD	RAINBOW

Going round in circles

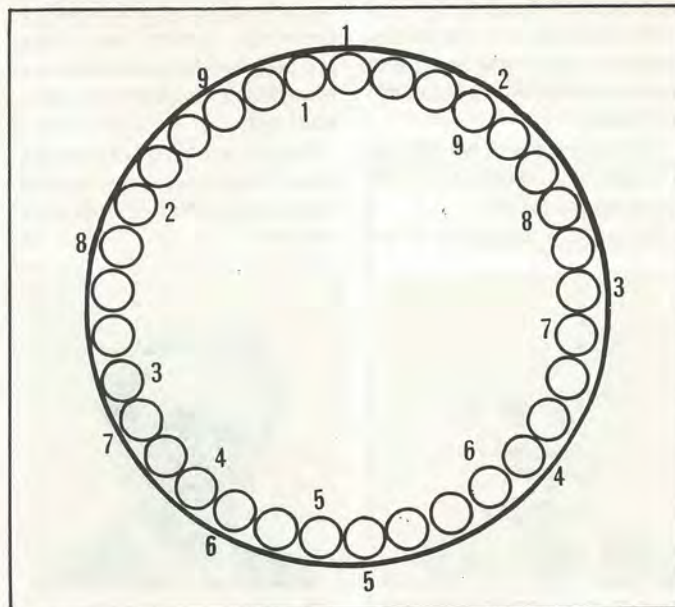
BELOW are two sets of clues. The clockwise clues relate to the numbers outside the ring and the anti-clockwise clues to the inside ones. The answers will leave you with the same ring of letters but different words in each direction.

CLOCKWISE (outside)

- Brief slumber
- Stock
- Cut edge off
- Animal
- Do wrong
- Unit of electric current
- Wight or Man?
- Sword
- Tame domestic animal

ANTI-CLOCKWISE (inside)

- Red Indian tent
- Take rind off
- Very small drink
- Spoil
- Stagger
- Finished
- Copy
- Nonsense
- Stretch of arch



Send your answers on a postcard to: Fred's Puzzle Corner, Contact, Room 5E1, Manweb, Sealand Road, Chester CH1 4LR.

The senders of the first two correct entries for BOTH the Catchphrase and Going Round in Circles puzzles will each receive a £5 prize.

Pipped at the post

MANWEB'S super-salesmen were pipped at the post in the Electricity Council-sponsored 1988 National Sales Awards.

Three energy salesmen from South Eastern, Midlands and North Western Boards scooped the top prizes of a £500 cheque, certificate and trophy, plus a three-day study tour to an electricity utility in Sweden, Germany or France.

Dee Valley's Doug Houlbrook and Len Dorr, and Roger Critch from Liverpool District represented Manweb in the contest. In the regional heats, Commercial Development Engineer Doug had won the Commercial Section, Industrial Development Engineer Len was the Industrial Section winner, and Roger, a Domestic and Commercial Development Engineer, won the Domestic Section.



Farming official calls it a day

MANWEB'S Commercial Director Peter Hopkins (left) makes a presentation to Mr Gwynfor Pritchard to mark his retirement from the National Farmers' Union. Mr Pritchard, Chairman of the NFU's Wales and Borders Electricity Committee, has had a long-standing working relationship with Manweb.

Agriculture and horticulture are important industries within the Board's area, and the Manweb/NFU Joint Study Group, which is chaired by Mr Hopkins, meets every six months to discuss matters of mutual benefit.

The presentation of a quartz linear lamp heater and cordless electric jug kettle was made during a meeting of the Study Group at Manweb's Gwynedd District Office in Caernarfon.

Mr Pritchard is also a member of the NFU

Council for Wales and, at national level, Vice Chairman of the NFU Marginal Lands Committee.

Also pictured (l to r) is Manweb Board Member Mr John Hooson, who is also a member of the NFU; Manweb Energy Marketing Manager Bryan Ogden; Ian Sharples, Vice Chairman of the NFU Wales and Borders Electricity Committee; Gerwyn Lewis, NFU Director (Wales); and Manweb Industrial Energy Marketing Engineer Roger Glover.

Obituary

IT is with sadness that Contact reports the deaths of four retired Manweb employees.

Former Head Office Sales Controller Mr Les Smith died on October 3 aged 77, leaving a widow Margaret. Mr Smith retired in 1975, at the age of 64, and was living in Derby.

He began his career with Derby Corporation in 1931 and joined the electricity supply industry with East Midlands Board on Vesting Day. In 1949 he moved to Manweb, and eight years later transferred to Norweb. He returned to Manweb in 1960.

Mr Charles Thompson, a former Assistant Installation Inspector at Liverpool District, died on November 11 aged 87. He retired from Manweb in 1966 after 49 years' service with the electricity supply industry.

Career

Former Oswestry Commercial Supplies Engineer Mr Glyn Edwards died on December 4 at the age of 72. Mr Edwards started his career with the old Oswestry Corporation Electricity Department in 1931, and upon nationalisation became the Consumer Engineer.

Mr Norman Sothern, a former Energy Marketing representative at Liverpool District, died on December 10 aged 65. Mr Sothern, who leaves a widow Marion, retired through ill health in September 1986 after 49 years' service in the industry.

Staff at Oswestry were also shocked and saddened to learn of the death of 11-year-old Gavin Davies, son of Draughtsman Gareth Davies, on December 6, following a tragic accident.



Warrington Shop Manager David Wilcox presents saleswoman Lesley Peet with the Goblin Rio XPC vacuum cleaner she recently won in a Contact word puzzle competition.

Crossword No. 7

ACROSS: 1 Benediction, 9 Apple, 10 Chelsea, 11 Crater, 13 Blithe, 14 Nitre, 15 Mind, 16 Halo, 18 Remit, 20 Killer, 22 Noodle, 24 Narrate, 25 Panic, 26 Bank charges.

DOWN: 2 Explain, 3 Eleven, 4 Itch, 5 Treble, 6 Onset, 7 Match-making, 8 Malevolence, 12 River, 13 Brain, 17 Andante, 18 Remark, 19 Topper, 21 Larva, 23 Mesh.

Xmas crossword solution

ACROSS: 1 Comfort and Joy, 8 Benison, 12 Workhouse, 13 Compliments, 14 Oxygen, 17 Bean, 18 Ransom, 19 Import, 21 Star, 22 Open Sesame, 24 Postman, 25 Raisin, 26 Evergreen, 28 Decamps, 30 Lagers, 32 Euchre, 35 Heathen, 36 Temperate, 38 Dearer, 39 Dressed, 40 Visitation, 42 Glow, 44 Haunts, 45 Cleric, 46 Clan, 47 Escape, 52 Extravagant, 53 Limelight, 54 Peelers, 55 King Wenceslas.

DOWN: 1 Cowboys, 2 Merrymaking, 3 Ochre, 4 Tour, 5 Noel, 6 Jacket, 7 Yemen, 8 Bellringer, 9 Nominee, 10 Syncopate, 11 Nose, 15 Ninon, 16 Spotted, 17 Breakage, 20 Reindeer, 23 Pies, 24 Pierce, 25 Relative, 27 Gauged, 29 Peter Pan, 31 Peasant, 33 Herald Angel, 34 Santa Claus, 35 Hero, 37 Mistletoe, 38 Dense, 41 Terrace, 43 Wreaths, 44 Hasten, 46 Crack, 48 Solve, 49 Deep, 50 Flow, 51 Omen.

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 bedrms, shower, fridge, fully fitted. From £75 per week. Tel: 0978-362615/352653 (Mrs Jones).

Cardigan — 12 miles. Lux. six-berth static caravan, near beaches. Families only. Tel: 0492 68253 (evenings).

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.

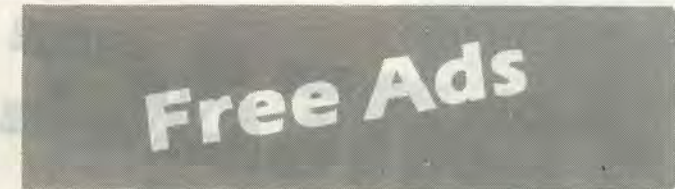
Criccieth — North Wales. House overlooking village green. Sleeps six. CTV. Beach and shops two mins. Tel: 076671 2614 (Ann Tudor).

France — B & B, H/B, caravans and camping. Tarn et Garrone Region. Close to Junctions 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).

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

Llandudno — April Court. Small family-run private hotel (Welsh Tourist Board—two crown). Close to local amenities, beaches, 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. Tea-making facilities. Car park. Bed and breakfast, with or without evening meal. 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).



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. Discount for ESI staff. Tel: 063787 4291 (Mr Pleasants).

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, full 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.

Tenerife — Get away to the sun. From £30 per week. Aptmtns. in Los Christianos. Access to two large pools, tennis crts., two restaurants, maid service. Only 50 yards from a golden beach. Flights arranged. Tel: 061-483 8314.

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 (Mrs Huett).

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 empl. Apply Avondale, 28 Georges Road, Newquay, Cornwall. Tel: 0637 872234.

FOR SALE

Sharp — Car stereo radio-cassette player. Long, med. and vhf waveband. Cassette features ANSS. £30. Contact Gill on HO int. ext. 2978.

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

Paintings — Commission your own. Portraits, pets, boats, landscapes, etc. Painted in oils from a photograph. Professional artist. Reasonable rates. Tel: Rhyl (0492) 517972.

Food Mixer — Kenwood Chef, with cake and cream whisk, dough hook. Excellent condn. £30. Contact Ronnie on int. ext. 720 2222 or 051-525 3889.

CARS FOR SALE

Renault 14 GTL — 1981 'X' reg. Dark red with brown trim. £900 o.n.o. Contact H. D. Mortlock, Rhyl Depot.

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

(BLOCK CAPS PLEASE)

Name:

Work place (or retired)

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

CONTACT Sport



A stroke of success for swimmer Mark

DISABLED swimmer Mark Williams has set his sights on the 1992 Barcelona Paralympics following his recent success at Seoul. Mark, brother of Clwyd Energy Sales Representative Kevin Williams, won a silver medal in the medley relay and bronze in the freestyle relay at the games in Korea—an amazing achievement considering the talented teenager couldn't swim a stroke before losing part of his left leg in a road accident when he was ten years old.

Now 17, Mark has had a string of successes at swimming competitions, and is now one of Britain's best. Mark took to the water as a way of exercise and therapy after the accident in 1982. He joined the disabled swim club in his home town of Rhyl, and his progress astounded everyone.



Setting his sights on Barcelona—super swimmer Mark Williams.

by Jackie Unsworth

In January 1984 he was asked to compete against other disabled children in a Junior Gala in Cardiff and won a gold medal, setting a British record. From that moment he has never looked back, and has collected countless trophies, shields and medals.

His first big championship was in September 1986 when he competed in the first World Games for Disabled Youth, held in Nottingham, and took two golds, three silver and one bronze medal.

Hard work

Three months later he learned he had been selected for the British squad, from which the team to go to Seoul would be chosen.

Mark's brother Kevin said: "He then boosted his training to five mornings a week, and was in the pool for 6 am. When he received notification that he had been shortlisted for the Olympic team he again increased his training!

"But the hard work paid off when, in June 1988, he received a letter telling him he was in the team to go to Seoul."

Mark flew out to Korea on October 9 from Gatwick and the reception for the disabled athletes was every bit as spectacular as the one for the able-bodied.

Water skiing

Kevin said: "Competition started the next day and Mark hoped he would manage to reach the final in one of his races at least. He did, and came sixth in the breaststroke.

"The relays were at the end of the competitions and Mark was in the team for the 4 x 50m medley relay, taking the silver medal, and the 4 x 50m freestyle relay, winning the bronze medal."

He added: "Mark is now aiming for Barcelona in 1992, but next time he hopes to try water skiing."



Eleven-year-old Aaron Jones, Captain of the Rhos Aelwyd School Under 12s football team, and fellow-members of the squad proudly show off their new Manweb strip. Dee Valley District donated £500 to the Rhostyllen-based school to give the team a smart new look. Legacy Jointer John Grassby helps coach the youngsters.

Tennis ace

PLAYER of the Year Howard Winzar (left), a member of the Head Office Sports and Social Club Tennis Section, receives the 1988 Gren Roberts Trophy from Gren Roberts himself.

Gren, a former county player and ex-Secretary of the Manweb Sports and Social Club, donated the trophy when he retired last year, and was among the guests at a special Tennis Section Lunch and Awards Ceremony.



Staff team up for a battle of the brains

STAFF at Head Office had the chance to show off their talents when they took part in a Brain, Skill and Chance Evening. They gathered in 27 teams of six to battle their way through an assortment of games and quizzes to compile the highest scores.

The winning team was the PD's Select—staff from the Pensions and Computer Sections, who amassed 41 points, and who each won a trophy. They narrowly beat by just one point Jill's Jokers, also from computers.

Pictured below (left to right) is the winning team—Brian Jones, Jeanette Whyborn, Dave Donaldson, Paul Dolan (Captain), Nigel Crossley and Lynne Rosser.



HAMBONE by Mike Flanagan

