

Manweb's new standards of service go 'on trial'

# THE PRICE OF FAILURE

NEW standards of service are to be introduced within Manweb at the beginning of April. Fixed payments, ranging from £10 to £50, will be made to customers when we fail to meet any of the nine guaranteed standards.

Most of the penalties will be paid without the customer having to make a claim. They relate to:

- \* Visits in connection with failed service fuses.
- \* Restoring supply following failure of the distribution system.
- \* Making a supply available by fitting a meter to an existing service.
- \* Providing an estimate of costs for providing a new or altered supply.
- \* Giving notice of planned supply interruption.
- \* Voltage complaints.
- \* Meter accuracy.
- \* Account accuracy, changed payment arrangements and queries about Guaranteed Standard payments.
- \* Appointments relating to the regulated business.

Although the standards of service only come into effect on April 1, they are already being operated throughout the company - without payments being made - on a trial basis.

## Targets

In addition, eight Overall Standards are being introduced.

Although no payments will be made under these standards, Manweb has set itself performance targets which have yet to be confirmed by the Director General of Electricity Supply.

The Overall Standards, which will provide performance and efficiency indicators for customers, shareholders and the financial institutions, have been established by the DGES under Section 40 of the Electricity Act. They also meet the requirements of Condition 21 of the Public Electricity Supply Licence.

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## Interim results are on target

MANWEB plc has announced interim results for the six months to 30 September 1990 in line with expectations.

In the period under review, Manweb made a profit before tax of £18.7 million (Historical Cost Accounting) (£5.1 million Current Cost Accounting). Due to the seasonal variations on sales, the figures for the first six months are not representative of the full year, and the Company expects to earn the majority of its profit in the second half of the year.

Figures are not presented for the same period last year because they are no longer comparable due to the structural changes to the Industry brought about by privatisation.

The Board is confident that Manweb is on track to achieve its forecast profit before tax for the full year, as set out in the Prospectus, of not less than £52.5 million (HCA) (£25.8 million CCA). There will be no interim dividend. However, it is expected that a final dividend will be paid in line with that set out in the Prospectus.

Commenting on the results, Manweb Chairman Bryan Weston said: "The Board and senior management of Manweb are committed to adding value for shareholders, customers and employees, and the company is continuing to pursue its strategy of improving the financial performance of its businesses through firm control of costs and greater efficiency. We look forward to the future with confidence."



Junior Sales Trainee Miles Phillips, who devised the teddy bear window display, is pictured escorting three of the bears to freedom.

## Bare faced cheek

by Graeme Cooper

IT was no picnic for the teddies held in 'unbearable' conditions at Manweb's Crewe Shop...until the Teddy Bear Liberation Front lent a helping paw!

The shop, in Market Square, had used the bears in a window display - much to the displeasure of the TBLF, who sent the following letter, signed Bruno the Bear:

"We have seen the terrible conditions the bears are kept in and the torture methods you are inflicting on them. One poor bear has been spinning round on a record turntable for several weeks, another has been placed face down in a deep fat fryer and one has been put in solitary confinement in a washing machine!"

The letter threatened a visit from Rupert, Paddington and the boys if the bears were not released.

Manweb subsequently freed 10 of the huggable hostages into the safe custody of Crewe's Leighton Hospital Children's Ward, but the identity of members of the Teddy Bear Liberation Front remains a mystery.

A Manweb spokesman said: "While we don't approve of terrorist tactics, we felt we should make an exception in this case. The bears have denied all rumours of ill treatment and freely expressed a wish to go to Leighton Hospital."

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# CHANGING FACES



## John tunes into retirement

**NORTH Wirral Meter Reader John Crosby has retired after 32 years service with Manweb.**

John, who lives in Bebington, has worked in the North Wirral area since joining Manweb and is popular with friends and colleagues. He is married, and he

and wife Leah have a grown up family.

His hobbies include photography, gardening and antiques.

Colleagues bought him an

antique-style radio and he and Mrs Crosby are pictured (centre right) as John receives the gift from Foreman Geoff Smethurst.



Southport Districts.

In 1958 he became an Assistant Consumers Engineer in Southport, moving to Marsh Lane in 1971 as a Contracting Engineer.

He served in this role in North Mersey District until 1985, when he joined the Load Development

section, becoming a Second Engineer in Energy Marketing in 1987.

Harry's wife Celia is also a former Manweb employee, having worked in Southport and Formby shops. The couple are pictured at Bridle Road during Harry's retirement send-off.

## Goodbye and good luck!

STAFF at Dee Valley District have said goodbye and good luck to two colleagues who have recently taken early retirement.

Pam Jones, 52, who joined Manweb in 1968, was a Clerical Assistant in the Trading Division. She retired on December 31.

Flora Williams, 57, who left on January 7, had completed 19 years' service with Manweb. She was a Clerical Assistant in the Network Services Division.

Two more Dee Valley employees will be retiring within the next two months. Joan Downey, 59, will leave on February 28. Employed at Neston shop throughout her 20 years' service, she has been the Shop Manageress for the last 18 years.

And Sonia Wills, 59, will retire on March 21 after completing 26 years' service with Manweb. She works at Wrexham shop as a Sales Assistant.



## End of the line

IT was literally the end of the 'line' for Central Field Unit Project and Resources Manager Brian Wearden when he recently took early retirement.

Brian, a former CEGB employee, started his career in 1946 as a student apprentice with Philips Electronics in Blackburn. Three years later he moved to English Electric, working in diesel electric traction, where he remained until 1951 when he joined the Navy as a leading electrician, seagoing.

After his Navy service, he briefly returned to English Electric, before joining the old British Electricity Authority, later to become the CEGB, at Huncoat Power Station, in Lancashire. In 1954 he transferred to Transmission Fieldwork, working in various districts.

In 1959 his transmission work took him to Westmorland, where he remained, as a second engineer, until 1971, when he moved to North Wales as a planning and resources engineer.

Brian joined Manweb as a senior engineer in 1979 when the old Transmission Section was formed, and was promoted to principal engineer in 1989. When the Central Field Unit

was created, Brian became Project and Resources Manager.

Brian, 60, who lives in Glan Conwy with his wife, plans to devote much of his spare time to voluntary work with the Citizens Advice Bureau in Colwyn Bay. He also owns a canal boat.

Appropriately enough, colleagues presented him with a model of a canal boat passing

beneath the soon-to-be-demolished gantry line in Liverpool!

He also received a dual voltage television set for use on his boat, and an engraved tankard.

Brian is pictured (above) receiving his retirement gifts from CFU Manager Brian Mather and (right) with the model of the Liverpool gantry line.



## Ken will spend his time helping others

MANAGEMENT Services Senior Consultant Ken Streford has retired after 36 years with Manweb.

He joined as an apprentice electrician in Mold in 1954 and spent two years in the RAF on National Service. On completing his apprenticeship Ken became a Shift Electrician.

In 1968 he moved to Management Services as a Work Study Assistant. Based in Mold Ken was responsible for the implementation of bonus schemes across the whole Clwyd District.

He moved to Head Office as Work Study Officer in 1972, and progressed to become Senior Consultant. Ken remained based at Head Office, but spent a period on detachment to the Manx Electricity Board.

One of his main projects in recent years was the development and introduction of meter security covers.

Ken and wife Joan live in Flint and have two grown up children who have both

recently graduated from university.

His hobbies include gardening, photography, and antique maps, and in an active retirement Ken is taking up a post with the Citizens Advice Bureau.

Colleagues bought him gifts of a Workmate and a trimmer, and he is pictured (centre left) being wished well for the future by Head of Management Services Philip Walker while colleagues look on.

# CONTACT

The newspaper for staff and retired employees of Manweb plc, Sealand Road, Chester, CH1 4LR, telephone 0244 377111.

If you've an idea for a story or photograph, write, phone or come and talk to Editor Jackie Unsworth in Public Relations, Room 5E1, Head Office, ext. 2090, or Graeme Cooper on ext. 2099.

At the following locations you can talk directly to one of Contact's District correspondents:

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Mid-Mersey: Ena Harding, ext. 2231

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North Wirral: Mike Townson, ext. 2202

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Gwynedd: Hefyn Thomas, ext. 2250

Oswestry: Ian Moul, ext. 2230

Aberystwyth: Keith Jones, ext. 2202

Hoylake Training Centre: Pauline Lewis, ext. 251.

## The price of failure

(Continued from page 1)

The areas in which targets are to be agreed are:

\* Restoration of supply within three hours and 24 hours.

\* Voltage complaints resolved within six months.

\* Provision of new supply to domestic customers within 30 working days and 40 working days in the case of l.v. non-domestic customers.

\* Reconnection of supply.

\* Resiting of meters for l.v. customers within 15 working days.

\* Change of meter within 10 working days of request.

\* Meter readings obtained within a 12 month period.

\* Written queries from customers responded to in writing within 10 working days.

Head of Regulator Relations Mike Metcalfe said: "During the trial period we are asking staff to treat them as real stan-

dards, so that we can iron out any problems before April 1.

"The standards of service are very important. Our performance will be measured against the other regional electricity companies and could seriously affect the business.

"Despite the importance of these standards we shouldn't lose sight of the fact that the attainment of a response time or target does not necessarily equate to the provision of good quality service. We should all be aiming to improve the service we provide to all our customers, whether internal or external, in every aspect of our work."

A manual of guidance has been produced and is now widely available, and staff from Regulator Relations and Management Services have held a series of seminars for key Manweb staff to outline the new standards.

A special telephone helpline has been set up for staff on Head Office ext 4050, and employees with access to Office Systems can also address their queries to 'MANSERVE'.

Manweb has been working closely with OFFER - the Office of Electricity Regulation - to draw up the new standards, and the company was represented on a national working party to consider the Director General of Electricity Supply's proposals.

The new standards will replace Manweb's Customer Charter, which was introduced in 1988 and guaranteed seven services.

Mike Metcalfe said: "Manweb was one of the first electricity boards to introduce customer standards, so therefore guaranteeing services is nothing new to us. A good service is something we want to provide, and it's what our customers expect."



Manning the helpline, (from l-r) Project Manager Bill Matthews, Consultant Chris Kilfoyle and Project Assistant Ken Smyth, all from Management Services Department.

## Taking stock

EVERY employee of Manweb plc has been given the opportunity to own a stake in the company, but for most of us dealing in stocks and shares is a totally new experience. In a regular monthly column, Manweb's recently promoted Accounting Manager Graham Morris (pictured) will be keeping an eye on the Stock Exchange and will explain some of the 'ups and downs' of owning shares.

For the last two years Graham, in his previous post of Corporate Management Accountant, has been working closely with Manweb's Finance Director John Roberts in negotiations with the Department of Energy and advisors on price regulation and the capital structure of the company.

Married with two children, Graham, 36, first came to work for Manweb in 1972 in a temporary post with Rechargeable Costs during his school holidays. He was later taken on as a full-time employee in Monthly Accounts, moving to the Financial Department in 1977. He is also a former part-time lecturer in Accountancy.



by Graham Morris

## The ups and downs

BUYING shares in the new electricity companies will, for many of us, have been our first venture into stocks and shares. An area that has been shrouded in mystery for many, the pages of the financial press look intimidating. Every day the press publishes details such as:

### ELECTRICITY

1990 High	Low	Stock	Price	+ or -	Div Net	C'vr	Y'ld Gross	P/E
149½	135	Eastern Electricity	136	-3	14.45	1.6	7.0	10.5
169	41	East Midlands	148½	-½	15.04	1.7	7.0	10.1
152½	136	London Electricity	144½	-2½	14.90	1.7	7.1	10.0

The above table refers to part of the sector as at close of business on 10 January 1991 taken from the Financial Times on 11 January 1991.

Queries have been received from members of staff about reading and understanding the way that information relating to shares is presented in the financial press. The purpose of this article is to explain certain points that have been raised on the above headings and I have tried to explain these below:-

#### High/Low

The first two columns show the highest and lowest price the share has moved to date. Look at the current price to see where it is within the range.

#### Price and + or -

The price per share shows the stock market share price (in pence) and the movement over the day.

#### Div Net

The net dividend is the amount, in pence after tax has been deducted by the paying company, you would get paid from each share you hold. If you are a basic rate taxpayer you will pay no further income tax on your dividend. A dividend will usually be paid in two instalments, an interim and final dividend, usually six months apart.

#### Cover

The dividend cover is the ratio of profit after tax to dividend; that is the number of times the dividend is "covered" by profits. The first year in which a company trades is rather unusual as it is not a full year, so a "proforma" cover is often quoted - what the cover would have been if the company had been trading for a whole year.

#### Yield Gross

Unlike the dividend, the yield is quoted gross before deducting basic rate income tax. This is calculated by dividing the dividend by the share price, times 100. So if a share price was, say 200p with a net dividend of 16p per share, the yield is 16p plus 4p tax at 25 per cent, divided by 200p = 20p/200p = 10 per cent Yield.

#### P/E

The Price/Earnings ratio compares the share price with the "earnings", that is profits after tax, of a company. This reflects the fact that the share price is not only influenced by the current year's profits but also expectations and risks for future years and other, not necessarily financial, factors.

Sometimes the P/E ratio will be shown with brackets. This just means there is some tax relief due to the company from dividends it has received that cannot be used to pay part of the tax bill, not that the figure is negative.

By now, if you applied for shares under the Discount and Priority Offer, you will know how many shares you have been allocated. If you still have your shares a further payment in October 1991 (and a final instalment in September 1992) will have to be made. Allocations under the Free and Matching offers should be with you this month, as well as Sharesave Option certificates. Deductions from pay for these should start in February.

If you have any further queries on these matters you should take independent advice. Your bank, building society or other professional adviser will probably be best placed to help you.

## Share take-up 'astonishing'

AN incredible 2,682 Manweb employees have applied to join the company's Sharesave Scheme.

Announcing the results of staff applications, Yorkshire Building Society described the take-up as "astonishing".

YBS has been appointed Sharesave savings authority for Manweb and two other regional electricity companies - Eastern and Norweb - and the overall average in the three companies represents a participation level of more than 50 per cent amongst eligible employees - far higher than expected.

Unfortunately, the overwhelming demand in all three RECs means that scaling down has reduced the savings level for each individual except for those who applied for the minimum monthly savings of £10.

Manweb's Head of Human Resources David Vernon-Smith said: "We are delighted with the response, which was much greater than we had dared hope for in view of the water flotation where the sharesave take-up was nearer 30

per cent. "Our only regret is that it will not be possible to satisfy the demand in total and there will need to be some scaling down." For example, those who applied to save £20 per month will be scaled down to £14. For a £50 application, there will be a scaling down to £28, and those who applied for the maximum £150 will only be able to save £73 monthly under the scheme.

Sharesave Option Certificates are due to be sent out to individual employees at the end of January and the first deductions from salaries will begin in February.

Gordon Smillie, Sales Operations Executive at Yorkshire Building Society, said: "These levels of take-up compare with the average of all sharesave schemes of 18 per cent, and Yorkshire's average of 35 per cent, and represent a massive vote of confidence in the future of the electricity industry."

## National Post for Chairman

MANWEB Chairman Bryan Weston has become Chairman of The National Grid Holding plc, of which the National Grid Company is the subsidiary. He takes over from Midlands Electricity Chairman Bryan Townsend.

Mr Weston, 60, remains Chairman of Manweb, a position he has held since 1985. He was formerly Deputy Chairman of Yorkshire Electricity Board and previously a member of the board of South Western Electricity, where he held senior commercial and engineering positions. Mr Weston is also a board member of Chloride Silent Power.

He said: "I am delighted to take over as Chairman of The National Grid Holding and thank Bryan Townsend for his excellent leadership through a year of great change. These are exciting times for the electricity supply industry and I look forward to my year as Chairman."

The National Grid Holding plc is the holding company for the National Grid Company which owns and operates England and Wales' high voltage electricity network. The holding company is in turn jointly owned by the 12 regional electricity companies of England and Wales.

# All geared up for a mission of mercy

A MERCY mission from Warrington to trouble-torn Rumania was able to move into top gear thanks to Manweb plc.

The company answered an appeal for help by lending relief workers a large lorry to transport four tons of food and clothes for the orphans of Timisoara and surrounding areas.

The lorry, which set off on January 3, returning to Warrington 10 days later, was driven by John Bradford, a cable jointer based at Manweb's Mid-Mersey District Office in Warrington, and local commercial artist Andy Prescott. They were accompanied by a third relief worker, Tina Barton, a District Nurse at Birchwood Health Centre, and two more friends who followed in a Toyota Land Cruiser and trailer loaded up with even more relief goods.

The trio are all members of Hope Hall Church, Bewsey, where the supplies were stored prior to being sent to help the needy people of Rumania.

Father-of-two John, 36, said: "Since the revolution in Rumania there has been a need for aid of various kinds to help relieve the deprivation and suffering. The supplies we took - mostly dried foods - were distributed by well-established contacts formed through the church over the last 12 months.

"We are very grateful to Manweb for providing a vehicle, and also to my colleagues at Mid-



Mid-Mersey District Manager Des Lock (left) and Electrician Tony Lee, Chairman of the District Sports and Social Club (right) present a cheque for £900, raised by Manweb staff, to (l-r) John Bradford, Tina Barton and Andy Prescott. The trio also collected the Manweb lorry to be used for the Rumania relief trip.

Mersey District who raised £900 through a variety of sponsored events to enable us to buy more food for the orphans."

He added: "The trip went very well and Rumania was an amazing place. They are a good 50 years behind the times, and most people still use horses and carts to get around."

Despite this, the driver of the Land Cruiser fell foul of a modern speed trap and was fined the equivalent of £4 - two days' wages in Rumania - for travelling at just over 30mph!

Tina, the only member of the party who had previously been to Rumania, having visited twice before, said: "People are literally starving out in the countryside, and the sad thing is that many of the relief goods being sent there go in through the front door and straight out onto the black market by the back door, never reaching those they were intended for.

"The distribution of our relief goods was organised through our church contacts, so we know it has gone to the orphans.

"Everything is in chaos over

there. They are desperate people in need of even the basics. One old lady I met didn't know what a hot water bottle was, and had never before seen a sticking plaster."

And John said: "I'm glad I went - I'd go again if I could - but visiting the orphanages was pretty upsetting. The children are desperate for love and affection. In one of the orphanages we were allowed to look around, 160 children, all aged under three, came running up to us, all wanting to be picked up and held. It's something I'll never forget."



## Just in the nick of time

THE quick-thinking of a Manweb meter reader saved the life of a customer who had been overcome by gas fumes.

Paul Walsh (pictured above), from Clwyd District, dragged Mr Walter Berry from his fume-filled Prestatyn home and then raised the alarm. Mr Berry later recovered after a short stay in hospital.

Father-of-two Paul, who is a retained fireman with Clwyd County Fire Service in his spare time, had called at Mr Berry's house to read the meter. He said: "As I walked up the path I could smell gas and noticed the side door was ajar. I could see there was a man slumped in the kitchen so I went in.

"The room was freezing cold and the gas fumes were very strong, so I pulled him outside into the fresh air and rushed round to a neighbour's to call for an ambulance.

"I then went back inside the house and found that a gas ring on the cooker had been left on unlit. I switched it off, turned the gas off at the mains and opened the doors and windows to clear the fumes."

On the way to hospital ambulancemen had to give Mr Berry oxygen. Paul, 30, who has worked for Manweb for nearly three years, later telephoned the hospital and was told he was comfortable and would be kept in overnight.

Paul, who has been a retained fireman for 12 years, on call to help out in emergencies at night and weekends, said his fire service training had come in handy.

Clwyd Customer Accounts Manager John Kennedy praised Paul for his prompt actions, adding: "Our meter readers play an important role in the community, and I know they all keep their eyes open for tell-tale signs that something is wrong when they are out on their rounds."

## 1990 — an historic year

AS far as health and safety matters were concerned, 1990 was certainly a historic year, writes Colin Herbert, Manweb's Corporate Health and Safety Manager.

It started with a bang, quite literally, with the long-awaited Noise at Work Regulations. For many years there had been a reluctance to introduce this legislation into the United Kingdom for various reasons. Finally, however, this country along with all the other member states of the EEC were forced by an European Community directive to introduce the legislation before January 1, 1990.

This was the first of such health and safety directives, and many more will follow.

The noise legislation itself followed the philosophy of the Health and Safety at Work Act in that it covered everyone at work and put duties on employer and employee alike.

The next legislation to be introduced in 1990, the Construction/Head Protection Regulations, followed the same principles in relation to duties on employer and employee, but for some strange reason did not cover everyone at work since they only applied to the country's building and civil engineering sites.

After a period of total absence of compulsion for hard hat wearing, there was a construction industry agreement to try and get site workers' heads covered by helmets and protected against mishaps.

This failed, and the industry's advisory committee, known as CONIAC, acknowledged the failure and sought statutory regulation. They now have it.

On the same day that the Head Protection Regulations became operative, April 1, 1990, another set of regulations took effect, the Electricity at Work Regulations. To us in Manweb this was the most important safety legislation to be introduced since the Health and Safety at Work Act became law in 1974.

The new legislation replaces the 1908 Electricity Regulations and their 1944 amendments, which applied only to factories and notional factories. Although they had stood the test of time, they were nevertheless outdated and required modernisation.

The Electricity at Work Regulations cover everyone at work on

electricity and extend the protection from the 6.5 million people covered under the old regulations to an estimated 24 million of the working population.

The main purpose of the regulations is to require precautions to be taken against the risk of death or personal injury arising from electricity in work activities.

### Details

Many of you will be aware of the finer details of the regulations mentioned above, but for those who are not, a resume of the regulations can be found in the Occupational Health and Safety book which all company employees will either have a copy of or should have access to.

This book was compiled and distributed in 1990 by the Corporate Safety Section and I hope it has made a contribution to health and safety management within our company, as an important reference book on such matters.

Turning to enforcement of the laws in 1990, seldom before has so much attention been focused on workplace health and safety issues



## Depot danger

EACH time the local Health and Safety Committees look at transport accidents, the same old story is repeated over and over again. So many of them happen in the company's own depots and yards.

In many of these incidents speed and lack of attention are the main factors. Most depots and yards have speed limits - they are not for fun - and they are there to be observed. Speeds in excess of 10mph are reckless in these confined areas where other vehicles and pedestrians are manoeuvring continually.

Although occasionally such accidents do, unfortunately, result in personal injury, the main area of concern is the cost to the company in repair bills, insurance claims and administrative time.

When driving a vehicle in depots and yards, you should exercise caution at all times, particularly when reversing.

Always observe the speed limit restriction - if there isn't one, then drive no faster than 10mph.

Remember, repair bills are expensive. It all comes off the bottom line and affects Manweb's profitability.

Finally, no review would be complete without looking briefly at our company accident statistics. During the 1989/90 financial year we had 169 accidents involving more than three days' absence from work.

This was exactly the same number as the previous year, although the accident rate (2.98 accidents per 100 employees) was slightly better.

### Fewer

In order to reduce lost time injuries and the resultant costs, a target of 1.23 accidents per 100 employees was set.

District and Head Office targets were set to achieve this but, sadly, only three will be able to do so by the end of March, providing they maintain their present safety record.

However there is a reduction in reportable accidents for this year. Comparing the last 12 months with the previous financial year, we have had 21 fewer accidents and with three months to go, we still have time to make a greater reduction. HAVE A SAFE AND HEALTHY 1991!

and what should happen to those who transgress the laws which govern them.

An electrician received a nine month sentence suspended for two years. He had been charged with the manslaughter of a man who was electrocuted when he touched a steel sink in his grandmother's house.

The electrician had been doing the wiring for the installation of a central heating system and had connected a wire from a programmer to the earth terminal of a junction box in turn attached to pipework in the house.

Two contractors and a local authority were heavily fined for failure to organise safe systems, after a trainee art teacher was scooped from the front seat on the top deck of a bus on which she was travelling by an excavator bucket being used on a roadworks site.

The young lady was hurled to the ground and never recovered consciousness.

These are just two of the numerous prosecutions that have taken place during 1990, not only to employers but also to employees.

# Blizzard busters

MANWEB staff were drafted in to the East Midlands after Arctic blizzards and gale force winds swept across the country leaving a trail of destruction early in December.

Linesmen and engineers from Clwyd and Aberystwyth districts, who had worked around the clock to complete repairs to the storm damage in their own localities, volunteered to lend a hand to East Midlands Electricity, whose own distribution network had been devastated in the worst weather to hit the region for 20 years.

More than three-quarters of a million customers had been left without electricity after pylons and poles toppled to the ground in the high winds and lines were brought down under the weight of snow and ice.

Fred Wightman, 2nd Engineer (Mains), led the Clwyd contingent, which comprised overhead linesmen Paul Roberts, Carl Malbon, Mike Ingram, Mike Quigley and Bill Adams, assisted by linesmen's mates Steve Hughes and Jim Bell.

They were joined by a team from Aberystwyth, led by 2nd

Engineer Hywel Evans, comprising linesmen John Cowan, Graham Lewis, Idris Humphries and Aled Lewis, and trainee linesmen David Edwards and Kevin Morrison.

Working an average 16 hours per day during their week-long stay, the Manweb teams set to work repairing 33kV network.

Fred Wightman said: "Our first job was the 12-span line at Kenilworth. The whole town was being fed by just one 33kV line because the other had been brought down in the storms.

"We had to completely rebuild

the line, replacing broken poles, buckled metalwork and shattered conductors. It was a race against time because the other line, also badly damaged, could have gone down at any moment."

The crew faced similar problems after moving on to repair another 33kV line, this one eight span, south of Coventry. A second line was still feeding the area, but it was also in danger of going down.

Although it had stopped snowing, it was still bitterly cold and there was no sign of a thaw. On arrival, the men had faced a



The Clwyd emergency team, l-r, Paul Roberts, Carl Malbon, Steve Hughes, Jim Bell, Fred Wightman, Mike Ingram, Mike Quigley and Bill Adams, with one of East Midlands Electricity's JCB drivers.



Wooden poles snapped like matchsticks in the high winds. Members of the Clwyd contingent are pictured erecting a new pole with the help of a mechanical digger.

shortage of equipment, and had to send an East Midlands vehicle back to Manweb to collect vital supplies.

Fred said: "When we arrived, it was understandably chaotic. The East Midlands staff were stretched to the limit, and replacement equipment was fast running out. Not expecting to be put onto 33kV repairs, we had gone equipped to tackle the 11kV work, and had to send a vehicle to Queensferry to collect such things as heavy lifting gear, running blocks and compressor tools." He added: "But after that it all went reasonably smoothly. The lads did a fantastic job, in very difficult conditions, and it was very good experience for us all."

And Hywel Evans, from Aberystwyth, said: "Some of our lads had been working over in Gwynedd District before volunteering to go down to East Midlands. We were all happy to help out."

\* Gwynedd customers have been paying tribute to the Manweb staff who battled on in appalling weather to restore supplies during the December storms.

"Thank you" letters and cards have been arriving at the District Office from members of the public who were delighted with the emergency service.

One customer in Blaenau



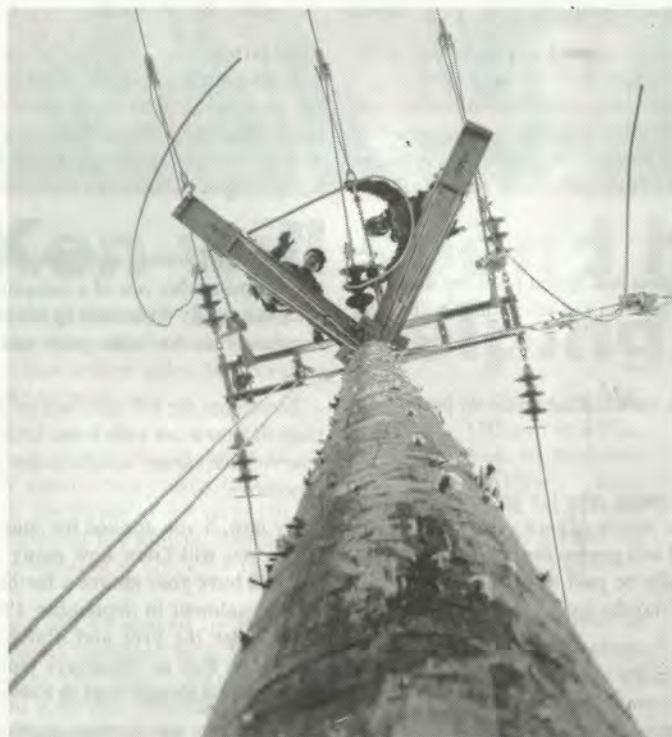
A bird's eye view of the Coventry countryside for Overhead Linesman Paul Roberts.

Ffestiniog wrote: "...my family and I, and surely many of your customers locally, appreciated the tremendous effort of your service and maintenance engineers last weekend, when we all

suffered such problems with the winter weather.

"Although your switchboard lines in Caernarfon were understandably busy I managed to get through to a member of your staff who was most helpful, and advised my wife on the best way to keep our deep freezer at the right temperature... On behalf of all of us in this area, our thanks for your advice and for restoring electricity as efficiently as you did."

And another customer in Anglesey wrote: "Thanking all your staff in the complaints and engineering sections for coping so well in the recent emergency."



Linesman's Mate Jim Bell (left) and Overhead Linesman Paul Roberts rebuild a 33kV section pole.

**'It was a race against time...'**

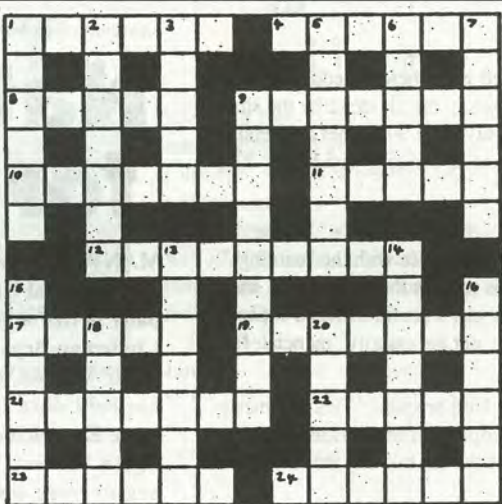
## Crossword no.29

### ACROSS

1. Love of business? (6), 4. To put the needle in can give pain (6), 8. In the country of river and mountain range (5), 9. Being a citizen gives you something to talk about (7), 10. Person in charge in favour of a change of name (7), 11. Make certain of losing the right to follow on (5), 12. Amber turning - no doubt you could shoot through it (9), 17. Come again in connection with the dog (5), 19. One friend has taken it in to copy (7), 21. Superior Spaniard who took cover before the raging Olga (7), 22. Move to turn a piece of Danish into Dutch cheese (5), 23. Vessel provided for quick return (6), 24. Be quick in taking a line (6).

### DOWN

1. Publicity dispute when things have gone wrong (6), 2. Centre-half going in to shoot - one for Forest! (3-4), 3. Faith giving one a forceful impact (5), 5. Set of figures at a university giving us the picture (7), 6. Unauthorised intrusion when there's no spring lock (5), 7. Violent dislike of undercover subversive (6), 9. Romanians causing trouble in a republic (3,6), 13. When food comes up mostly fat he



goes in for take-aways (7), 14. Mark's removal not in doubt after a time (7), 15. One hopes to hit the target as a radio character (6), 16. Something to be said about foreign money (6), 18. Acted wrongly, being a trainee (5), 20. Bar entry having been secured? (5).

**Solution on page 10**

# Champagne celebration



Above: Gwynedd District Manager Dick Owen (left) and special guest, Director Trading Peter Hopkins, join Dilys Leighton-Jones (2nd from the left) and Pauline Jones in a toast to the company. Right: Director Trading Peter Hopkins cuts Gwynedd District's celebration cake, as staff raise their glasses.



Flotation picture special

DUE to shortage of space in last month's Contact, we were only able to carry a few of the photographs taken at the staff flotation celebrations. Here's a further selection.



Above: Clwyd District staff drink a champagne toast as Manweb Chairman Bryan Weston cuts the flotation cake. Right: Finance Director John Roberts was the special guest at Oswestry's flotation celebration. He is pictured cutting the cake, watched by District Manager Lyn Price and his staff.

Right: Finance Director John Roberts was the special guest at Oswestry's flotation celebration. He is pictured cutting the cake, watched by District Manager Lyn Price and his staff.



Above: When staff at Mid-Mersey District held a flotation 'hoedown' at the Crest Hotel, Runcorn, District Manager Des Lock decided to get into the spirit of things by donning a cowboy outfit complete with sheriff's star. He is pictured with special guest, Director Network Services Denis Farquhar, and Office Manager Ena Harding cutting the celebration cake. Below: Mid-Mersey staff raise their glasses to Manweb plc.



Dee Valley staff, joined by Director Network Services Denis Farquhar (centre), proudly display their flotation cake.



Heave ho! The giant cake, weighing more than 173lbs, is lifted into the servery by (l-r) Sharon Lawton, Dawn Poole, Janet Ladd and Keith Stuart. The decorations have yet to be added.

## Piece of cake

by Jackie Unsworth

**FEEDING more than 1,000 Manweb employees at their flotation gathering was a piece of cake for the Head Office catering staff...but it took a mountain of ingredients and a massive team effort!**

And there were some sticky moments for Restaurant Manager Dawn Poole and her Link Catering colleagues as they prepared to move the colossal celebration cake from the kitchen to the restaurant.

Measuring 3ft 9ins by 4ft 3ins, it was touch and go whether the fantastic fruit cake would fit through the servery doorway. But, with just a short time to go before staff were due to assemble, to everybody's relief the team managed to squeeze it through with just a quarter of an inch to spare!

The cake, which weighed in at just over 173lb, was the biggest ever tackled by Dawn, who specialises in making celebration cakes in her spare time.

It comprised four sections, baked separately and then joined together, and the icing decorations included the Manweb logo and tiny pylons, lit up with Christmas tree lights.

The cake was to be formally cut by Manweb Chairman Bryan Weston after his flotation day address to staff. But, so that it could remain on display for as long as possible, in true Blue Peter fashion the catering staff had earlier prepared and sliced up another five smaller cakes.

Dawn was assisted in the massive project by Sharon Lawton and Janet Ladd, with Assistant Restaurant Manager Keith Stuart in the role of 'technical adviser'. Manweb's Photographic Department supplied pictures of pylons so that tiny icing sugar replicas could be created, and the icing sugar Manweb logo was reproduced with the help of Display Supervisor Bill Swann, who produced a special template.

Dawn said: "We made nine cakes in total, four of which were used to form the main cake, and as they had to be baked overnight, we had to rely on the security staff to look after the ovens for us. Maintenance staff also helped by making a wooden base for the big cake. It was a real team effort."

The ingredients for the giant cake included over 14 pounds of flour, nearly 10 pounds of sugar and a similar amount of margarine, 23 pounds each of currants and sultanas, two pounds of cherries, 108 eggs and around half a bottle of brandy. For the finishing touches, 40 pounds of icing sugar, 28 pounds of marzipan and 120 egg whites were needed.



Manweb Chairman Bryan Weston gets a slice of the action!

## Knockout challenge

Dear Editor,

Following our successful 'It's a Water Knockout' Contest held last year at Chester Swimming Pool, we are pleased to inform you that we shall be holding a similar event again this year. I am therefore pleased to invite your organisation to enter one or two teams in this sponsored event to take place on Saturday evening, March 16, 1991, commencing at 7pm.

In the past, entries have been received from local industry, banks, building societies, hospitals, the City Council, department stores, government departments, the police and fire services. Seventeen teams participated last year and if your organisation did not take part I can assure you that this is an evening not to be missed. It is also a great family evening where spectators, whether adults or children, will be most welcome to come along to cheer on their team.

Teams are made up of six people aged 16 years or over, including at least two girls. Various games will be organised involving inner tubes, balls, dinghies etc. Some very exciting new games are being designed for this year's event. I would emphasise that this is not a serious swimming competition, but a charity fun event which is guaranteed to provide laughter all evening.

Each individual's commitment will be to obtain sponsorship for the event - and as a guide we have found that this averages about £175 per team. Two trophies will be awarded; one to the team with the most points and one to the team which attains the highest sponsorship. Teams will be limited, so if your people fancy giving it a go, the closing date for entries is Wednesday, February 20.

**Martin Gerrard**  
Regional Organiser  
Lepra (The British Leprosy Relief Association)  
36 Cheapside  
Hanley  
Stoke on Trent  
Staffs ST1 1HE

(Entry forms available from the above address or telephone: 0782 260 202).



DO you have a view you'd like to share or an opinion you'd like to air? Then why not drop us a line?

Write to: The Editor, Contact, Room 5E1, Manweb plc, Sealand Road, Chester CH1 4LR, and make sure you include your name and address, or work location. All letters are dealt with in strict confidence and your name can, upon request, be withheld.

## No mention of Walter

Dear Editor,

I read with great interest Contact each month, however in the last three issues I have not seen any mention that Walter B Walker from Mid-Cheshire has taken early retirement at the end of September 1990.

Walter who? I hear you ask.

Walter joined Manweb early in 1949 as an apprentice electrician which was completed in July 1954. After two years' National Service in the Royal Air Force he returned in July 1956 to resume his duties as a contracting electrician. In 1958 he left Manweb for a 10 month spell with an electrical section on British Railways but returned to Manweb's contracting section in December 1958.

An appointment as a sales representative in 1963 followed by another as shop supervisor at Nantwich shop, then in 1967 he became shop manager at Crewe, a position he held for some 15 years. In October 1982 he moved into District Office, Macon Way, as admin assistant, Commercial Work Control.

Since 1963 Walter was very active on many committees, including LAC, DJCC and staff at District, and as a member of Nalco served on the BEC, DEC and DJC with a bias to the shops.

That's Walter Walker with a total of 39 years' service. Do you think it warrants a small mention in Contact?

He has many hobbies including woodturning, dancing and caravanning.

I am more than a little disappointed that no one from Crewe has bothered to take the initiative to have a couple of lines inserted in Contact.

**Mrs Thelma Walker**  
Sandfield House  
41 Millbeck Close  
Weston  
Crewe  
Cheshire  
CW2 5LR

## Thanks for all your kindness

Dear Editor,

My daughters, Wendy and Trina, and I would like to thank, most sincerely, all of Rex Winnard's friends and colleagues at Manweb for their many offers of help, letters and cards of sympathy, flowers and donations so generously given after Rex's tragic and unexpected death.

My family was completely overwhelmed at the number of people from Manweb who attended his funeral, and felt deeply moved and greatly comforted to know that so many people cared for him.

Thank you to all those people and we would like to wish them all the very best wishes for 1991.

**Mrs Barbara Winnard**  
'Plowley Bank'  
Pump Lane  
Churton  
Chester CH3 6LR

## Your chance to win a weekend in Paris

AT the end of 1990 the value of business to Manweb from Ambassador Club leads had reached the £1,479,184 mark. These leads, submitted between April and December, covered a broad spectrum of Manweb work and ranged from large contracting jobs to tariff change enquiries.

However it would seem that not all Ambassador Club members realise how easy it is to input a lead.

Take a common situation. A friend is talking to you about a problem with his central heating system. He might be considering a completely new system or just an additional heater to cover a cold corner. If you mentioned that Manweb would be happy to discuss all possible solutions, including tariffs, and arrange a mutually convenient appointment, with all this expert advice free of charge, most people would see this as helpful and might wish to take advantage of the offer.

As an Ambassador all you would need to do is

fill in a lead form with your friend's name and address, indicate his requirements, send the form to your local admin centre and they would take care of all further detail.

No further commitment is required from you, as the Manweb sales representative allocated to this enquiry would handle all the necessary details. Your Ambassador Club account will be credited with 83 points for a valid lead and additional points for the value of any sale resulting from this lead.

The Manweb Ambassador Club is the perfect opportunity to acquaint friends or business associ-

ates with the range of Manweb services available. It benefits you as an individual and Manweb as a company, and that means everybody benefits, because business is the lifeblood of any prosperous company. That's what we should all be aiming for - a thriving company and a busy workforce.

**BUT THAT'S NOT ALL!**

The lead would contribute towards the credit rating of your district in the Inter-District competition which is now running, and all members inputting valid leads will be entered into a draw for a weekend for two in Paris.

**SO LET'S HAVE THOSE LEADS!**

CONTACT reporter Graeme Cooper concludes his special two-part series with a look at what the future holds for Manweb's power Marketing Division.

# Looking to the future

## Power Marketing has 'aura' of success

THE restructuring of Manweb to meet the needs of the Electricity Act meant dividing out the company's supply business, as distinct from distribution, and appliance sales and electrical contracting.

Electricity supply - including tariffs and customer contracts, energy marketing, power procurement and trading, income and accounting and business intelligence - became the responsibility of Power Marketing, under Director, Colin Leonard.

The supply business was opened up to competition on March 31, 1990, with customers who use over 1MW able to obtain electricity from 2nd Tier suppliers and contracts negotiable for other large users of electricity.

With a high volume of industrial sales (9,432 million units in 1989/90 from overall sales of 17,267 million) Manweb was bound to be a target for 2nd Tier suppliers, and has indeed lost several of its large users to competitors.

But Mr Leonard is quick to point out that turnover does not equal profit.

"Of course we don't like losing customers, but from the point of view of profit it is not a major concern," he says. "The margins are very narrow. We don't make much on sales of industrial units, so we can't spend a lot fighting to retain this business."

"The danger is that if we are not the supplier we lose our chance to influence the relationship, and sell the advantages of electricity. What we're doing is to still regard them as customers and market electrical services to them. It's important to sell the advantages of electricity and to expand the market as we compete with other fuels, principally gas."

When competing with other suppliers of electricity the key is to achieve the right balance between price and service.

"The only reason customers moved to the generators was price," states Mr Leonard. "There was no dissatisfaction with our levels of service, and some customers chose to stay with us despite having a lower price offered from the generators because they valued our relationship with them. If we had offered prices lower than the generators we would have lost money and that makes no business sense."

### Margins

Power Marketing will certainly not be drawn into a price war situation. With margins so narrow prices cannot be reduced without losing money.

In the division's dealings with larger customers Mr Leonard sees the way forward through offering additional services related to the supply business.

"We've adopted a new pricing approach involving pool prices for some customers," he explains.

"Effectively we are offering customers the opportunity to buy all or some of their electricity at pool prices. We are also offering a pool price forecasting service. This means

that if customers know when high prices are going to occur they can avoid them by reducing their use of electricity in these periods. If they have generation of their own they can also choose to run this in the higher priced periods."

Customers don't necessarily need to contract into Manweb's pool purchasing agreements - the package is available to any customer who feels they may benefit from the on-line information available through a computer link up.

The forecasting package was test marketed through December and January, with a number of major customers showing interest.

Both the pool price purchase terms and the forecast-

ing service will be marketed inside and outside Manweb's area under the name Aura.

Profitability remains the basis for any new business in supply or elsewhere.

"In the past year we have not obtained any customers outside our area because we were not willing to enter into a loss making price war," affirms Mr Leonard. "However we think it is quite possible that Aura will appeal to any electricity consumers who can manage their load and may well lead to business outside our own service territory."

Another area which Manweb has not moved into is generation. Again, there are sound business reasons for this.

"We don't actually need to contract for generating plant in the way that say American power utilities do," says Mr Leonard. "They have to contract with a generator or generate their own electricity in order to meet the demands of their customers."

"In order to get involved in generation it would be necessary to contract to buy the output from a particular power station for at least 10 to 15 years. This means you have to be sure that the price you agree to pay will remain competitive over this period and you have to be sure you have customers willing to pay that price. There are obvious risks

in making these decisions and we feel we need to see how the market develops before we buy in to this area."

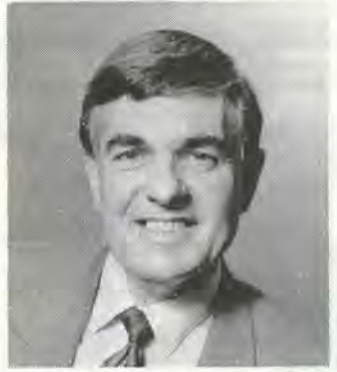
An option Manweb is exploring is combined heat and power (CHP). This is where an industrial firm has a need for heat or steam. It can use the excess steam from its heat raising equipment to drive a turbine that will then generate electricity. If the firm generates more than its own needs Manweb can contract to buy the surplus. This type of generation can be extremely cost effective, and Manweb is undertaking studies on a scheme with Bromborough-based Associated Octel.

Any CHP or other projects will need to be assessed for profitability, with the price at which Manweb can sell electricity controlled by regulation and competition.

### Monopoly

Manweb's prices are subject to control, which effectively means that for a three year period from October 1989 the vast majority of customers will only experience price increases within the rate of inflation.

Although Manweb still has an effective monopoly of supply for domestic customers in the area, electricity will as ever be competing against other fuels, principally gas. And of course, 1MW and over customers will be able to take



Colin Leonard.

power from other suppliers. Mr Leonard acknowledges the need to remain competitive: "We will do everything we can to keep costs down. If you look back our track record is a good one for controlling prices," he says.

With the current downturn in the economy there are inevitably concerns about the future, with some parts of the Manweb region faring better than others.

"There has been much inward investment in our area, which is encouraging, but at the same time we there is the closure of Brymbo steel works and the uncertainty over Cammel Lairds' future. Growth has mainly been around Warrington, North East Wales, Deeside and Chester, with the commercial sector and hotels booming," says Mr Leonard.

But theft remains a continual problem. Successes with security bubbles and card meters are combating this, the latter also having benefits for cashflow. A hard line on those who won't pay and a compassionate approach to those who are unable to pay is working.

Mr Leonard is adamant about how to alleviate many of the difficulties besetting Manweb's region.

### Investment

"We need to see more investment, particularly around Merseyside. With this in mind we've seconded one of our people - Len Dorr from Customer Marketing - to the Inward enterprise agency. If he can get even one or two companies to set up in the area that's as good a job as anyone could do for Manweb."

With this approach to the overall well being of the region and a business philosophy based on exploiting profitable activities Manweb looks set to succeed.

And this confidence appears to be shared by the City, where Manweb's share price has been consistently at the top of the 12 RECs.

"Of course, with such a high starting price we've set ourselves an equally high standard to live up to," says Mr Leonard. "What we have to do now is justify this with good, steady continuous growth. We have to make sure we deliver the goods!"

**'We have to make sure we deliver the goods'**



## A dummy run for first aiders

ADVANCED first aiders have undergone training at Head Office and have now themselves become lay first aid trainers.

The course was organised by Sister Irene Jones, from Welfare. She said: "Only advanced first aiders with several years' experience are accepted. They need to be totally committed, to get through what is a very intensive four day course."

Covering presentation as well as medical matters the

course brought out the need to be able to communicate as well as have top first aid skills.

This sort of advanced instruction is seldom available - in Manweb or elsewhere - and staff were joined by Bernard Walsh and Hayley Evans from Liverpool pharmaceutical company Kays Medical.

Pictured with a heart resuscitation dummy are (L-R): Sister Irene Jones, Bill Clarey, Kevin Horne, Mark Bradley (all Mid Mersey), Bernard Walsh (Kays Medical), Mike Powell (Mid Mersey), Hayley Evans (Kays Medical) and Principal Trainer Lesley Smith from Head Office.

## Win a magnum of champagne

ELECTRICITY industry staff who are quick on the draw have the chance to win a magnum of champagne by designing a logo for the Pool - the market for trading electricity between participating generators and suppliers.

The Pool Executive Committee will be selecting the winning entry at the end of February/beginning of March, so entrants need to be quick on the draw. They should get their designs to Manweb's Head of Power Procurement and Trading Terry Brookshaw (Head Office Room 2S3) no later than February 8, 1991.

The 12 RECs purchase almost all of the electricity they supply to customers through the Pool. Sales and purchases are made according to rules governing the market's operation and the calculation of payments but the Pool does not itself buy or sell electricity.

The new logo will be used on the Pool Chief Executive's

letterhead and material issued by the Chief Executive and the Pool Executive Committee.

Designs should be:

- \* in colour
- \* capable of being photocopied
- \* suitable for display in a range of sizes
- \* submitted on A4 paper

Ideally the logo should in its design or content reflect the role of the Pool in the new electricity market.

Apart from the above points entrants have a free hand to create their own designs, but remember, designs need to be in by February 8 and please put your name and work location on the entry! We cannot return artwork.



## Staff severance scheme

MANWEB has announced a voluntary selective severance scheme for employees.

Letters have gone out to staff giving details of the scheme, which is available to all employees, regardless of age, except apprentices and trainees.

Managing Director Richard Gales described the scheme as a "slimming down" of the company. "To ensure our success in the future it is vitally important that we streamline the organisation and also ensure that we are all operating efficiently," he said.

Reducing staffing levels in this way - an extension of the early retirement scheme that has been running for over two years - is among a number of cost reduction opportunities being sought.

Mr Gales said: "Now that we have successfully emerged as a fully-fledged, privatised company, our forward business strategies and plans have to take into account the new, competitive environment we have to face."

## A power of good!

MANWEB played Santa Claus to The Wavertree Society conservation group by laying on power for their Christmas tree.

The tree was set up for a carol service at an historic police lock-up near the Picton Clock in Church Road, Wavertree.

Wavertree Road Police's Community Liaison Officer Peter Hart, who is on the Wavertree Society Committee, called on



Manweb's Lister Driver office for help when a power supply for the charity concert was needed.

All proceeds from the event have gone to the local Victims' Support Group.

Pictured (l-r) are Manweb's Frank Scimilone and Jimmy Nolan, Jean Ellis from the Wavertree Society, and Wavertree Road Police Community Liaison Officer Peter Hart.

## Obituary

IT is with sadness that Contact reports the deaths in service of three Manweb employees.

**DENNIS RANGLES**, 59, a Linesman at New Crane Street, died in hospital on December 9 after a brief illness. A widower, he leaves a daughter Sheila. Dennis, whose wife Dorothy died in 1985, had completed 39 years' service, having joined Manweb in 1951 as a Linesman.

**MARLENE WINN**, 55, a Clerk in Income, Head Office, died in hospital on December 21 after being taken ill at work. Married, she joined Manweb in 1969 as a Clerk in the Financial Department.

**FRANK KELLY**, 64, an Energy Marketing Assistant at Mid-Mersey District, died at home on January 9 after a short illness. He leaves a widow, Margaret, a daughter and one grand-daughter. Frank joined Manweb in 1958 as Senior Sales Representative at St Helens Depot, and in 1971, on amalgamation of the South Lancs districts he moved to Warrington. In 1986 he became Section Head in Energy Marketing.

We are also sad to report the deaths of the following retired Manweb employees:

**ERIC THOMAS**, who died on December 8 aged 68, was a General Duties Assistant at Dee Valley before retiring in 1983.

**ALBERT STOUT**, a Craftsman Jointer at Mid-Mersey until retirement in 1984, died on December 10 aged 70.

**ALLAN JAMES EDMONDS**, 65, who died on December 10, was a Craftsman Metering in Meter Test, Lister Drive, before retiring in 1984.

**PHILIP SYDNEY ROONEY**, a Storekeeper at North Mersey before retiring in 1984, died on December 13 aged 58.

**NEVILLE REX WINNARD**, who died on December 14 aged 59, retired in 1989 from Head Office, where he was a Senior Engineer.

**THOMAS FREDERICK BALL**, who died on December 15 aged 79, was an Installation Inspector at Liverpool until retiring in 1976.

**EVAN RICHARD WILLIAMS**, 83, a Linesman at Blaenau Ffestiniog until retirement in 1969, died on December 15.

**RONALD FARRELL**, who died on December 18 aged 66, was a Craftsman Bricklayer at North Wirral until retiring in 1989.

**WILLIAM JOHN EGAN**, 58, a Craftsman Jointer at North Wirral until he retired in 1984, died on December 22.

**HOWARD JAMES PAYNE**, who died on December 25 aged 74, retired in 1981 from Clwyd, where he was a Foreman.

**WILLIAM HUGHES ROBERTS**, Manweb's oldest pensioner, died on December 29 aged 96. He was an Electrician at Caernarfon before retiring in 1961.

**ROBERT GWYNANT JONES**, 80, who died on January 5, was a Linesman at Gwynedd District until retiring in 1972.

**ERNEST EDWARD CREWE**, who died on January 6 aged 86, was a Chargehand Electrician at Wrexham before retirement in 1969.

**JAMES LIONEL WRIGHT LADNER**, was an Education and Training Officer at Head Office until retiring in 1978. He died on January 8 aged 75.

## TV debut

GWYLFA Williams, an Administrative Assistant in Head Office Capital Costs, made his TV debut when a Welsh Songs of Praise visited Mostyn Parish Church where he is assistant organist.

The programme, 'Dechrau Canu, Dechrau Canmol' was broadcast on S4C during Christmas, and Gwylfa was interviewed in Welsh on his work for the church and hopes for the future.

"The interview lasted about two minutes," said Gwylfa, who lives in Holywell. "It was very enjoyable and seemed to come across well when it was broadcast."

## Team trial

THE 1991 ESI Squash Championships are to be held in Gloucester over the weekend of March 15 to 17, 1991. A knock-out tournament is proposed for a Sunday during February from which Manweb's five team players and one reserve will be selected.

Anyone interested in taking part should contact Gordon Starkey on Head Office ext. 2948.

## Fancy footwork



Manweb Nurse Irene Jones with her latest competition prize, a fax machine.

## Lucky Irene's on a winning streak

MANWEB nurse Sister Irene Jones is a competition addict...but it's a habit she isn't anxious to kick!

In fact it's a real tonic for mother-of-two Irene who, over the last decade, has won thousands of pounds worth of prizes, including five foreign holidays, countless cameras, a portable television and a designer carpet, similar to one owned by the Duke and Duchess of York.

During 1990 alone she estimates she has won goodies to the value of £9,000 in various competitions, her latest prize being a top-of-the-range Fujitsu fax machine, worth £1,725.

"I'm hooked on competitions, whether it be crosswords, anagrams, quizzes or word puzzles," said Irene, who is based at Head Office. "On average I enter 35 to 40 competitions a week, mostly in newspapers, magazines and supermarkets, and spend a fortune on stamps and envelopes. But it's well worth it!"

Irene won the fax machine in a competition run by Intercity. Travelling by train to London in November for a spot of Christmas shopping, she picked up a copy of the

Intercity magazine, filled in the answers to three questions about the Royal family and posted off her coupon.

"Although I was very pleased to win, I've no use for a fax machine. I entered the competition just for the fun of it," said Irene, who is now looking for a buyer for the machine - a snip at just £1,250!

Irene, who has worked for Manweb for two years, started entering competitions 10 years ago. She was bored one day at home and decided to have a go at a puzzle in a magazine, and since then her unusual hobby has snowballed to the point that she has joined a syndicate of fellow enthusiasts who swap competition details!

"I will tackle any competition I can get my hands on, regardless of what the prize might be," she said. "I must have entered thousands over the years, and I must admit I've done quite well out of it."

## Frank's special day

AMONG Gerry Haughan's final duties before retiring as Liverpool District Manager was to present long-serving employee Frank Woan with his 50 year certificate.

Frank, 64, a Chargehand in Debt Control/Illegal Abstraction at Lister Drive, celebrated the special milestone in his career with his many friends who threw a surprise party.

Due to retire in June, Frank is a keen sportsman and still runs the local Manweb baseball team.

His son Donald also works for Manweb, as a Clerk in Customer Accounts at Lister Drive.

Pictured (l-r) are Gerry Haughan, Myra and Frank Woan and their son Donald.



Staff at Bridle Road put their best feet forward in a charity walk, raising around £500 for the Royal National Institute for the Blind. Pictured setting out are (l-r) Service Jointer Steve Ryan, Customer Accounts Clerk Hilary Bradshaw, Engineering Clerical Supervisor Janet Ford, Draughtsman Peter Humphray and Sue Williams from Contracting.

## All our yesterdays

LOOKING back at what Contact was reporting 10, 25 and 40 years ago.

January 1951.

Manweb cable gang discovers Saxon coins, pottery and silver bars while laying cable near Chester Castle. The hoard, declared Treasure Trove, was valued then at £715, and was thought to have been hidden in 980 AD to keep it safe from Vikings who were raiding Cheshire.

Runcorn District lays new 33 kV cable across River Weaver to Ellesmere Port, replacing one damaged by shipping. A 250 ton capacity floating crane was needed to lift the 7½ ton cable drums.

January 1966

Manweb drops lightning flash logo and adopts lozenge logo which evolved into the present Manweb name design.

Electrician Brian Hughes and Apprentice Peter Scott from Llandudno Service Centre carry out 'mercy mission' to install an extractor fan in a new restaurant and are rewarded with a slap up dinner by a grateful restaurateur. His open design kitchen was driving customers out in search of fresh air!

January 1981

Manweb's then Personnel Manager Dr. Jim McLennan (now Dee Valley District Manager) outlines Manweb's commitment to following the Race Relations and Sex Discrimination Acts... but Head Office Sports and social Club still has separate women's and men's five-a-side teams!

Popular Liverpool District Engineer Charles 'The Don' Donovan retires leaving colleagues with a unique stock of 'murdered' rather than mixed metaphors including: He's thrown a spanner in the woodpile, We'll have to cut our cloth to suit the tailor, One daffodil doesn't make a lot and Give him enough rope and he'll drown himself!

More next month...

# From Russia with love

by Graeme Cooper

**QUEENSFERRY Storekeeper Cliff Shone and his wife Megan have helped a young Jewish couple leave the Soviet Union following a trip to the USSR in 1988.**

Cliff and Megan met Nadezhda and Aleksander Mandrusov while on holiday in Leningrad. Nadezhda was then working as a tour guide, and with her fluent English explained to Megan that in spite of perestroika and glasnost, things for Soviet Jews were still difficult, and she and Aleksander had been refused permission to emigrate from the USSR.

Touched by the couple's story, Cliff and Megan invited them to stay at their home in Hope, Wrexham.

However, in spite of correspondence with the Soviet Embassy and the case being taken up by their MP Cliff and Megan could do nothing to help the young Russian couple leave the USSR.

"You don't see the full story in the news reports," said Cliff. "Things are still pretty bad in Russia. There's nothing in the shops but the queues are still four or five deep and a mile long."

But Cliff and Megan were determined to help, and decided to organise cash for the couple to execute an unauthorised escape.

Nadezhda and Aleksander's "escape route" was organised through an American-Soviet Jewish aid organisation, and took them through Austria and Italy.

### Settle

It was while the young Russian couple were in Rome that Cliff and Megan again met up with them. "It was great to see them again," said Cliff. "They were delighted to have made it out, and had plans to settle in America."

Cliff and Megan have now

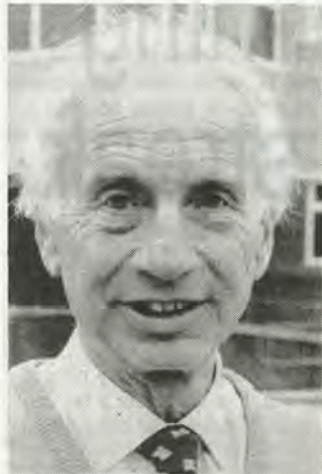


Pictured at their Rome reunion are (l-r) Aleksander, Nadezhda and Megan with friend.

received news that Nadezhda and Aleksander have arrived in the USA.

With the help of the Congregation Brith Achim aid group the couple have settled and found jobs in Petersburg, East Virginia.

Cliff and Megan now plan to make a transatlantic trip to visit Nadezhda and Aleksander. But while this story has a happy ending, Nadezhda is still working to get permission for her mother to leave the USSR and Cliff and Megan again plan to give whatever help they can.



Cliff Shone

## Arbitration service is set up

**AN arbitration service has been set up to help settle contractual and other disputes which may arise between electricity companies or between companies and their contract customers.**

The Electricity Arbitration Association was formed in March and comprises a President, Secretary and representatives of six interest groups - the three established generators, independent generators, the National Grid Company, the regional electricity companies, independent distributors and electricity customers with a power requirement of 1MW or over.

The President, Sir Derek Oulton (pictured), was appointed on October 1 and is a former permanent secretary of the Lord Chancellor's Department. The Secretary and Vice President is David Sarre, former Company Secretary of BP International.

Sir Derek, who is planning to visit Manweb in the near future, said: "The Association's primary role is to act as facilitator and supporter of the contractual framework now in operation in the electricity industry and provide a speedier, more effective and cheaper adjudication service than can be achieved through the legal system."

Services of the Association include a specially designed set of arbitration rules, a register of suitably qualified people to act as arbitrators, experts and investigators, and procedures enabling the President to make any necessary appointments.

The 12 RECs are represented on the Association's



Standing Committee by London Electricity's Director of Customer Services Mike Brown. In addition the RECs meet as a group from time to time, and at those meetings Manweb is represented by Company Secretary Nick Williams and Company Solicitor David Linton.

Nick Williams said: "The Association was set up to provide a forum in which claims and disputes, either between companies tradi-

tionally regarded as part of the supply industry - the generators, National Grid and the RECs - or, in certain circumstances, between these companies and their customers, can be settled by a tribunal with specialist knowledge of the industry.

"It is very early days for the Association and it could play a vital role in providing a professional forum in which claims can be properly and equitably settled."

## COOKING

### Spicey, not pricey

by Marg Scregg

**FOR cheaper midweek meals, take the chill out of the air with a touch of spice.**

#### GOULASH SOUP (more of a stew than a soup)

2tbsp oil; 1 onion, sliced; 1 carrot, sliced; 1 parsnip, sliced; 2 potatoes, diced; 8oz (225g) lean minced beef; 2tsp paprika; 1tsp caraway seeds; 8oz (225g) can chopped tomatoes; 1 1/2 pint (750ml) beef stock; 1/4 pint (150ml) natural yoghurt to serve.

Heat oil in a large saucepan, add onion, carrot, parsnip and potatoes and cook for five minutes, stirring occasionally. Stir in minced beef, paprika and caraway seeds. Cook, stirring frequently, until mince is brown. Stir in tomatoes, stock and seasoning and bring to the boil. Cover and simmer for 30 minutes. Serve hot with natural yoghurt.

#### SPICY CORNED BEEF STOVIES (very simple to make. Add 3/4 tsp chilli powder for extra spice)

3tbsp oil; 1 large onion, sliced; 3lb (1.4kg) potatoes, cut into chunks; 4tsp ground cumin; 1/2 pint (250ml) chicken stock; 8oz (225g) corned beef, chopped.

Heat oil in a large heavy based saucepan and fry onion for about five minutes, stirring occasionally, until soft and golden. Stir in potatoes and cumin and fry for a further two minutes. Add stock and bring to the boil. Cover, reduce heat and simmer gently for 15 to 20 minutes until potatoes are tender. Remove lid, add corned beef and seasoning and cook, stirring occasionally, until all the stock has been absorbed. Serve hot with baked beans and green salad.

#### BARBADOS CHICKEN WINGS (with a tasty tomato sauce flavour)

6tbsp soy sauce; 3tbsp tomato ketchup; 3tbsp vinegar; 3tbsp honey; 1tsp ground ginger; 1/2tsp black pepper; 16 chicken wings.

In a large glass bowl, mix together the soy sauce, tomato ketchup, vinegar, honey, ginger and black pepper. Toss chicken wings in the marinade to coat and leave to marinate at room temperature for two hours. Transfer to a roasting tin and cook at 400f, 200c, mark 6 for 30 minutes or until tender, turning and basting occasionally. Serve with green salad.

## Crossword Solution

**Across:** 1 Affair, 4 Stitch, 8 Rural, 9 Subject, 10 Foreman, 11 Ensue, 12 Embrasure, 17 Recur, 19 Imitate, 21 Hidalgo, 22 Gouda, 23 Retort, 24 Streak.

**Down:** 1 Adrift, 2 Fir-tree, 3 Islam, 6 Tableau, 6 Tress, 7 Hatred, 9 San Marino, 13 Burglar, 14 Erasure, 15 Archer, 16 Remark, 18 Cadet, 20 Ingot.

# FREE ADS

## HOLIDAYS

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

**Costa Del Sol** - Benalmadena studio apartment, suitable for two or three people. Excellent pool and facilities. Shops and bars with entertainment nearby, 10 minute walk to beach. As advertised in Global and Sol holiday brochures. Tel: Joe Flanagan on 0244 41097.

**Criccieth** - North Wales, house overlooking village green. Sleeps six, CTv. Beach and shops two mins. Tel: 0766 522 614 (Ann Tudor).

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

**Pony Trekking** - and farm holidays. Accompanied one hour to full-day treks for novices or experienced riders. Holiday cottages available. Self-catering, bed and breakfast or half board. Licenced 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 berth caravans with electricity, hot and cold 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. Contact C. Jones, 2 Meadow Drive, Porthmadog, tel. 0766 512519.

**Algarve** - Privately-owned villa set in large gardens in the Monchique Hills. Split level dining room, good kitchen facilities, utility room, two good-sized bedrooms, terraces with garden furniture. Panoramic views of the west coast 24 kms away. Swimming pool, maid service, food hamper provided. Flights arranged, tel: 074570 474 or 035 286709

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

**Weston-super-Mare** - Static caravan on farm. Six berth, separate double bedroom, shower, toilet, tv etc. All season price £70 per week. Tel: 0934 750 292.

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

**Spain** - Luxury villa, three double bedrooms and two bathrooms. Private swimming pool. Quiet area "Calpe" Costa Blanca. Walled gardens, terraces etc. Five minutes from uncrowded beaches. Available from £150 per week. Tel: 0736 664177.

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

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

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

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

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

**Anglesey** - B&B/Self-catering summer let. Secluded farmhouse

with panoramic views of the Snowdonia range. Within 10 minutes of the main town Llangefni and sandy beaches. Idyllic for bird watchers. Tel: Bodogan (0407) 840038.

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

**Snowdon** - Quiet valley, modern flat with all facilities. Sleeps four. Beautiful views, free fishing. Contact Mrs A. Bohannon on 0286 85537.

**South of France** - Six-berth caravan to let on site with all amenities. Easy reach of Monaco, Monte Carlo, St Tropez etc. Some dates July and August. Tel: 0544 267579 after 6pm. ESI staff only.

**Snowdonia** - National Park, comfortable modern flat, all facilities. Sleeps four. Beautiful quiet valley six miles from Caernarfon. Close to shop and pub. Free fishing. Tel: 0286 85537.

**Caravan** - New 31', 6/7-berth, all mains services. Gas, electricity and colour tv included. Sited on Haven's Ty Mawr Holiday Park near Abergele (Dragon Award). Free entertainments, heated indoor swimming pool, family club, disco, children's Tiger Club etc. Near all major resorts. Tel: Chester 372860 for details. Families only, sorry no pets. Discount for Manweb employees and families.

**Toomargoed, Rhyl** - Take that break you've been promising yourself. Relax in a family hotel and enjoy good home cooking and fully licensed bar. Weekly rates for B&B and evening meal from £50, weekend or mid-week breaks from £30 per person. Ring Len or Sandy on 0745 334103 or 677 3003.

**Sailing Holidays** - Artemis. Comet's 850 (28ft) bareboat charter. Moody 37, bareboat or skippered charter. Corfu-based. Tuition available. Full inventory. Contact H.J. Hargrove on 0270 67556.

**South West France** - Country-side guest house D'Astros le Pin, Auvillar, English hosts. Family, double or single rooms, B&B, half or full board. Water sports, swimming, golf, tennis and wine tasting nearby, open all year including Christmas. Special rates for ESI staff: 1. B&B prices for low season £11 per person (until March 31, 1991). 2. All confirmed bookings received before January 31, 1991 will benefit by the accommodation costs in peak season remaining at the 1989/90 price. Telephone David or Jenny Boniface on 010 33 63 95 95 20 or, for brochure only, 0428 723207.

**Lanzarote** - Playa Blanca, 1 bed villa on small development with pool, bar, tennis court, luxury kitchen, lounge, private garden with BBQ. Available May and November. Tel. 051 336 8678.

**North Wales** - six berth caravan to let, fully equipped, £10 per day, Beautiful scenery. Tel: 049084 208 (Mrs R Evans)

## FOR SALE

**Bridesmaid Dress** - Jade green satin, size 12/14, full length. Worn once only, recently cleaned, £40. Contact Mrs J Needham on H.O. int. ext. 2773 or Chester 383248.

**Computer Software** - Word-finder, British edition, (IBM PC and compatibles) £10, Sidekick (Amstrad PC1512) £5, Supercalc 3.1 (Amstrad PC and compatibles) £15, Reflex (Amstrad PC1512) £10, Personal Presentation System (PC and compatibles) £15, Dataflow Mailflow (Amstrad 8256/8512) £5. All software new and boxed. Contact M.S. Harris on 0606 853407 after 7p.m.

## VEHICLES

**Nissan Micra** - H-reg, 6000 miles, still under warranty, £4950. Contact John Marsh on North Mersey int. ext. 2126 or 051 531 0463.

**Fiesta Festival** - W-reg, 950cc, Red, beautiful condition, offers around £1095. Contact Alan at Warrington shop, int. ext. 730 2255 or 051 486 5580 after 5.30 p.m.

**Austin Metro** - 1.0L 1989 F-reg, taxed August '91, 5-door, 12000 miles, remote alarm, radio cassette. Immaculate throughout, £3895 o.n.o. Contact Peter Bowker on 051 639 9716.

**Morris 1100cc** - 1965, now classic car, 33000 miles only since new. Needs work on bodywork, would suit enthusiast, £350 o.n.o. Contact F.T. Edwards on Dee Valley int. ext. 2255 or 0978 354225.

**Moped** - Honda Vison, 1989, in red; taxed with box and helmet, £525 o.n.o. Contact K. Royle on 051 648 8131.

## PROPERTY

**Halkyn** - Detached stone cottage with outbuildings. Partly modernised. Three bedrooms, double garage, workshop. Quiet rural setting, but within easy reach of A55 Expressway. £90,000 ono. Tel. 0352 781 362.

**Bungalow** - large, 4-bedroom split level with double garage, workshop. Rural setting with magnificent views, 30 minutes from Chester, freehold, £145,000 o.n.o., for details tel: 097888 608.

## PERSONAL

**AGM** - Of the Retired Members Group of Liverpool Electric Power and Lighting Sports and Welfare Club, will be held at Thingwall Road, Liverpool, on Wednesday,

## DRIVING TUITION

### Robin Jones School of Motoring

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

### SPECIAL DISCOUNT FOR MANWEB MEMBERS

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

For details telephone 0860 783676 (daytime) or 051 339 8135 (evenings).

February 13 1991, starting at 2p.m. with a buffet to follow.

**Wedding Photography** - Capture the informal pictures of bride, groom, guests, etc. that the official photographer misses. Let me be your 'back-up' photographer on the special day. 80 7.5" x 5" photos chosen from 100, £70. Contact Ken Smyth on HO int. ext. 3207 for details.

**Amiga** - contacts wanted to swap P.D., demos etc. Contact Alan on 0978 290208.

## LEISURE

**Fishing Trips** - and pleasure cruises aboard the DTI vessel 'Cerismar' out of Beaumaris, Anglesey. Wreck, reef and general fishing. Pleasure cruises to Puffin Island. Competitive prices from £35. Full time skipper/owner Dave Jones, 2nd Coxswain Beaumaris Lifeboat and member of the National Federation of Charter Skippers. Contact D.A. Jones on 0248 810746.

**Sea Fishing** - On board Miranda out of Holyhead, Anglesey. Deep sea, reef or wreck fishing. Trips arranged for 4 to 12 hours, licensed and insured for parties of 12. Boat hire from £50. Rods, tackle and bait available. Contact Kevin Wright, Miranda Sea Angling, Mon Elian, Moelfre, Anglesey, Gwynedd, tel. 0248 88459.

**Fly Fishery** - Gweryd Lodge, Llanarmon-yn-Ial, Mold. Superb fly fishing on a great 122-acre lake. Boats for hire. Contact John Stowell on 08243 230.

**Tennis** - Liverpool Electric Supply Tennis Club welcomes new members, established or beginners. Club sessions Sunday am/pm and Wednesday evenings. League matches played mid-week evenings. Contact Ken Rigby at Lister Drive, int. ext. 2170 or 051 254 1900.

**Mountain Bikes** - Top quality, made in USA by the largest American bicycle manufacturer - home of the mountain bike. Gents, two types available, both 18-speed, alloy rims, lifetime frame guarantee. One with Shimano index shifting gears, other type Shimano gears but not index shifting. Great colours, prices £220 and £295, 10% discount off these list prices to all Manweb employees. Contact Gareth Price on 076676 2451.

## TUITION

**Driving Lessons** - Arnold Hughes, D.O.T., A.D.I., School of Motoring. Expert Tuition. Door to door service. Refresher and motorway lessons if requested. Discount for Manweb employees. Telephone Warrington 50178 or 39421

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

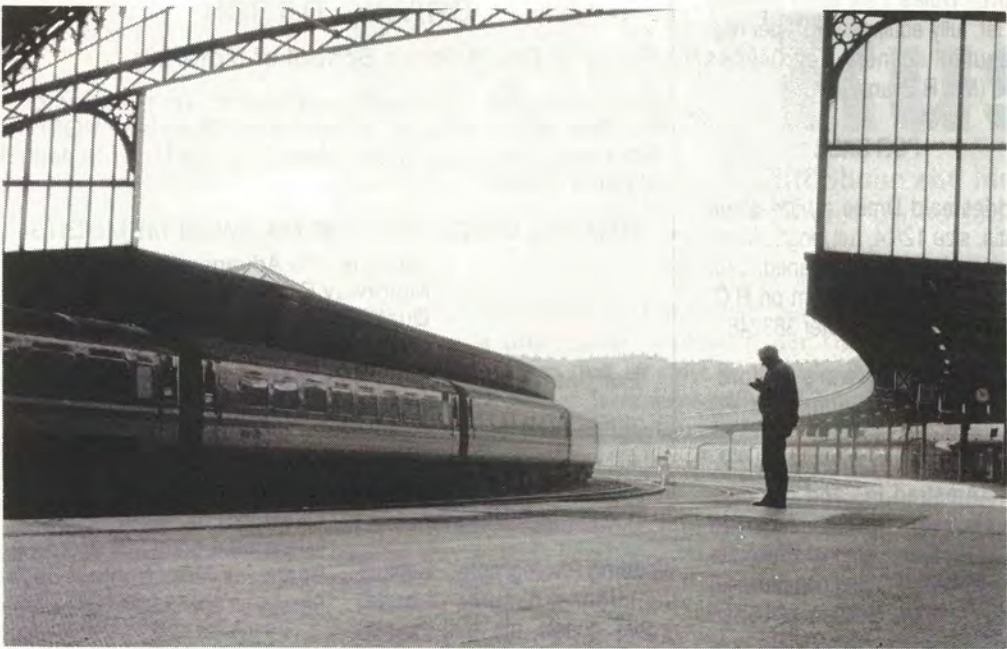
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Stuart Carr picks up the Black and White prize with his "Train Spotter".



Eric Keen's winning Colour Print (Scenes) "The Shortbread Tin Castle" (above) and (below) runner-up Ted Elcock's shot of the Russian ship "Krusenshtern".

# Snap happy!

CONTACT readers snapped up cash prizes when they entered the 1990 Photographic Competition.

Open to Manweb staff, retired employees, and their families, the competition produced its fair share of delights and disappointments, making it a tough choice for the judge, Manweb's Head Photographer Mike Hall.

He said: "Overall, the standard of entries this year was disappointing, particularly in the black and white and transparency sections. There were lots of photos with potential, but they just didn't quite have that special quality to make them winners.

## Difficult

"It was a particularly difficult competition to judge this year, and therefore I felt it would be inappropriate to award a "Best Picture" or a runner-up in the transparency section this time."

The winners were as follows:



A double win in the Colour Prints (Any Other Subject) Section for Ken Smyth. He snaps up the first prize with his shot of the Queen Mother "We Are Pleased To Meet You" (above) and second prize with his animal study "Cross Kids" (below).



**COLOUR PRINTS (scenes)** - Eric Keen, of Mold Stores, won the £25 1st prize with his tranquil shot of "The Shortbread Tin Castle". Runner-up was retired employee Ted Elcock, from Liverpool, with his photo of the Russian ship "Krusenshtern", taken from the Liver-Building. He picks up £15.

**COLOUR PRINTS (any other subject)** - A double win for Ken Smyth, of Management Services, Head Office. He took the 1st prize of £25 with his charismatic shot of the Queen Mother, entitled "We Are Pleased to Meet You", and the £15 runner-up prize with his animal study "Cross Kids".

**TRANSPARENCIES** - David Evans, of Material Control, Gwynedd District, picked up the £25 prize with his sunset scene "Red Sky at Night".

**BLACK AND WHITE** - Stuart Carr, of Internal Audit, Head Office, won the £15 prize with his shot of a solitary "Train Spotter".



David Evans wins first prize in the Transparencies Section with "Red Sky at Night"