

CONTACT

Manweb's monthly newspaper
for staff and their families.

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

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June 1989

Praise for Manweb initiative as questions pour in **BIG RESPONSE TO PIONEERING VIDEO**

by Sam Doughty
and
Jackie Unsworth

MANWEB'S first video to keep staff up-to-date about privatisation has provoked a tremendous response. More than 300 questions — some favourable and some critical — have been received since the Board-wide screening of 'New Perspectives'.

And the way Manweb is handling the response from employees has impressed the film's producers, Blackrod. For Manweb is prepared to deal with ALL the issues raised and take any criticism squarely on the chin.

Video presenter Michael Rodd said: "There are very few organisations trying to be as open as Manweb is about the changes they are going through.

"We at Blackrod have been asked to go and find out the concerns, the fears and the hopes that exist throughout the organisation, and get these issues aired and discussed at the appropriate level.

Intimidating

"By getting people to realise that they are not the only ones concerned about the future, that everyone has a worry, the process of change becomes less intimidating.

"Management has to face up to the issues affecting the workforce, and the videos we are producing for Manweb present an opportunity for employees to put across their point of view and for management to confront these issues head on."

He added: "I'm very proud that Blackrod was chosen to do this work, which is pioneering a

new style of communications in organisations like Manweb."

Manweb's Head of Public Relations, Joy King, said: "We wanted the video to be completely open and to deal with the issues staff are concerned about. This means addressing any criticisms and providing the answers to all their questions.

'New Perspectives' was the first of four videos in a planned series, and the second is now being made. The Directors of the three new Divisions will be filmed as they answer some of the questions raised by staff.

Agenda

The use of outside contractors, the reorganisation of appliance servicing and electrical contracting work on Merseyside, and its implications for other districts, are just some of the subjects on the video agenda.

The answers to those questions not dealt with in the video will be provided in time for the screening of 'New Perspectives 2' in July.



Heavyweight helper for Queensferry staff

QUEENSFERRY Stores Manager Bob Wright takes delivery of the Depot's new 20-ton mobile crane. The huge machine, made in Italy by Bendini, has replaced Queensferry's outdated crane, which is no longer able to cope with the heavy loads moving in and out of the Depot.

The Bendini crane cost £85,000 and was imported from the manufacturers on behalf of Manweb by the Bridgnorth firm, Sevenside Engineering, whose Managing Director Richard Glover visited Queensferry Stores to formally hand over the vehicle.

The crane's arrival in Britain coincided with a massive three-day mechanical plant exhibition at Haydock Park Racecourse, near St. Helens, so before being delivered to Manweb the Bendini went on display to the public.

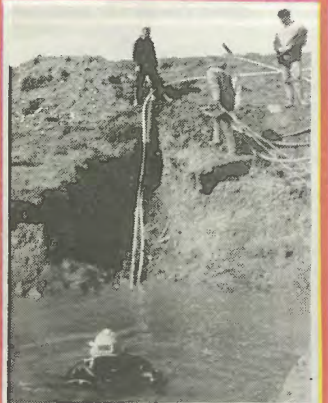
Manweb Transport Engineer Jim Davies said: "The old crane at Queensferry badly

needed replacing. It was more than 20 years old and couldn't handle some of the heavier loads, especially the massive cable drums that have to be moved around.

"We bought the Italian crane after we shopped around and found there wasn't a British equivalent on the market.

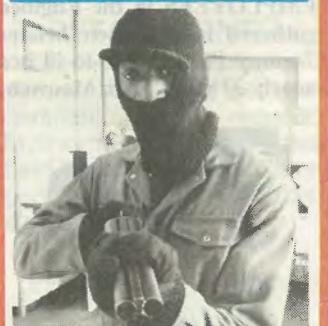
"Queensferry's old crane had nothing like the capacity of the new one, which should be a great asset to Manweb."

And Bob Wright said: "This new crane is an essential piece of equipment for Manweb, with tremendous lifting capacity."



Manweb takes the plunge

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It's a stick up

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Ben steps down

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Salesman's lucky break

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Belated best wishes

EMPLOYEES in the Engineering Department at Legacy Depot gathered to give their belated best wishes to former Labourer Tommy Pierce. Due to ill health, Tommy, who had clocked up nearly 37 years' with Manweb, took early retirement in December

and his presentation had to be postponed until last month.

He is pictured shaking hands with Keith Herniman, 1st Engineer, Supplies, who presented the cheque, surrounded by colleagues.

The end of an era for June

IT was the end of an era when Manweb Chairman Bryan Weston's "right hand woman" June Jones retired this month.

June, who joined Manweb in 1960, had been the Chairman's Private Secretary since 1981, originally working for Mr. Weston's predecessor Ben Hastings.

She had previously worked as a Typing Pool Supervisor and then Private Secretary to the Area 3 Manager Reg Thomas.

She said: "I have enjoyed my



time with Manweb, and working for the Chairman is a lovely job, and so very interesting. I'm only sorry I won't be here to see privatisation through."

June, who is pictured with some of the other Head Office secretaries, who joined her for a special farewell lunch, received a sewing machine from her colleagues.

She also received a crystal night light from the Board in recognition of her services as Secretary to two Manweb Chairmen.

Changing faces



Golfer Roland has reached the '19th'

COLLEAGUES cooked up a surprise for golf enthusiast Roland Strange to mark his recent retirement from Manweb. They arranged for a special cake, depicting the "19th" hole on a golf course, to be baked in his honour.

Roland, a Dee Valley Energy Marketing Sales Rep, served his apprenticeship as an Electrical Draughtsman. Between 1945 and 1948 he served in the Royal Navy, travelling to the Far East and Australia. The following four years he worked for an insurance business, and in 1953 joined Manweb.

Pictured with the special "golfing" cake are Roland and his wife Beryl, who received flowers.

A safety lesson we should learn

A POWER station worker was using a chemical solution out of doors when the wind caught it and blew some of the chemical into his eye, causing severe irritation. Hospital treatment was required. **THE MAN WAS NOT WEARING EYE PROTECTION. . .**

A man was drilling a tie bar made of naval brass when a piece of swarf came off and entered his right eye. The following day the eye was so inflamed the man had to seek medical advice. As a result he was absent from work for more than three days. **THE MAN WAS NOT WEARING EYE PROTECTION. . .**

A machinist was off work for two weeks when a piece of metal from a milling machine entered his eye. The machine was running at 106 rpm when the accident happened. **THE MAN WAS NOT WEARING EYE PROTECTION. . .**

A man was trying to remove a sprocket from a roller system by striking it with a 14lb hammer when a piece of metal flew off and struck him in the eye. Later the eye had to be removed. **THE MAN WAS**

NOT WEARING EYE PROTECTION. . .

Eyesight is one of our most precious assets, protected from foreign objects by their socket arrangement and blink reflexes, and from excessive amounts of light by the iris mechanism. However, in some cases these defence mechanisms are not enough and a helping hand is needed. Fortunately, the solution is relatively simple and well worthy of our consideration, since the loss of an eye or both eyes would dramatically affect our lives.

Legislation by way of the Protection of Eyes Regulations was introduced in 1974 under the Factories Act 1961. The Regulations place a duty on employers to provide eye protection appropriate to the risk involved for persons employed in 23 different processes.

The eye protection, depend-

ing on the process, can be in the form of fixed shields, goggles or visors and must be manufactured for most standard applications to British Standard 2092.

Stock

In the case of individual eye protectors these must be provided for each person who has a regular use for them and a supply must be kept for those people occasionally at risk. These must be provided free of charge. It is the duty of the employee to look after the goggles and to bring any cases of loss or damage to the attention of the employer, who, for his part, must keep a sufficient stock.

BS 2092 specifies two grades of impact for goggles, and protection is also specified against liquids, dust, gases and molten metal. In Manweb's case, all our goggles are pro-

vided to BS 2092 grade 1, with protection against liquids, dust and molten metal.

I am often asked why it is not possible to provide safety spectacles, since they are much more comfortable to wear. Unfortunately, this would mean a lowering of our safety standards, as safety spectacles cannot be provided to grade 1 impact, or as a protection against molten metal.

We in the Safety Section are constantly reviewing the type of protection in a number of areas and on our recommendation Manweb has recently introduced a new type of goggle manufactured by Bolle, which is double glazed with a chemically protected inside surface. The object of these features is to reduce the misting effect experienced by many users of standard goggles.

These new goggles should be

reaching the users within the next few months and it is hoped they will encourage a greater use of this vital protection.

Typical

It might be useful to remind you of the typical areas where eye protection should be used in relation to Manweb's activities. The list below is contained in the "Protection of Eyes" leaflet which is supplied with goggles in Manweb. It should be remembered however, that the list is not exhaustive but is based on those areas where there is a known foreseeable risk of injury to the eyes:

- Cleaning or abrasive blasting using compressed air or high pressure water jets.
- Striking of masonry nails with a hand-held hammer or power hammer.
- Work involving hand-held cartridge operated tools.
- Chipping and cutting of metal, or driving in or knocking out any pin, bolt, etc., using

any power or hand-held tool, including a hammer, chisel or punch.

●Chipping of paint or corrosion products, or wire brushing of steelwork, etc.

●Breaking, cutting, dressing or drilling of glass, stone, brick, concrete, plaster, etc.

●Pouring or skimming molten metal or compound.

●Coiling or uncoiling wire, cutting wire or metal strapping under tension where there is a danger of the end flying up and catching a person's eyes.

●Grinding or dressing grinding wheels and the use of power driven abrasive discs.

It should also be remembered that special eye protection is required when working with welding equipment or exposed laser beams.

To lose your sight means more than not being able to see. It means complete re-training for life.

MAKE SURE OUR SITES ARE NOT SITES FOR SORE EYES. . .

Mary boosts hospital fund

CHILDREN suffering from meningitis will now have a better chance of survival thanks to the fund-raising efforts of North Wirral Customer Accounts Clerk Mary Shyne.

Mary organised a series of money-spinning events, including toy sales and raffles, to boost the Elaine Hardie Appeal. The fund was set up by Mrs. Sue Hardie following the death of her young daughter at Arrows Park Hospital, after an attack of meningitis.

The aim of the Appeal was to purchase a respirator for the hospital's paediatric unit, to give other youngsters suffering from the disease a fighting chance to live.

Mary managed to raise £700 for the Appeal, and Manweb's Charity Chest,

which matches the fund-raising efforts of staff £ for £, donated the maximum amount available, £150. North Wirral District then added a similar amount to make it a round £1,000 — enough money to take the Elaine Hardie Appeal over its target.

The £1,000 cheque was presented to Sue Hardie at Manweb's Birkenhead shop, along with a microwave oven, which was handed over by Shop Manager Tony Gaynor, for use in Arrows Park's Special Care Baby Unit, where parents often spend



many hours with their children.

The presentation coincided with a special fund-raising day, held in conjunction with Radio City and Arrows Park Hospital

Radio, in aid of the Hillsborough Appeal, and a further £600 was raised.

Pictured with the giant cheque for the Elaine Hardie Appeal are, left to right,

Norman Carew, Chairman of North Wirral HESAC, Sue Hardie, Shop Manager Tony Gaynor, Mary Shyne and Edna Holroyd, North Wirral Customer Accounts Manager.

Staff rally round

by Graeme Cooper

MANWEB employees have continued to raise funds for the Hillsborough Disaster Appeal.

In Liverpool itself, colleagues of Lister Drive delivery man John Harrison, and Mains Foreman Bernard Robinson (Bridle Road), who both lost sons, quickly rallied round.

Prescot shop organised a raffle and front-of-store donation box, together raising £1,130.35, with donations from the first day alone totalling £730.

Not surprisingly on Merseyside, football played its part in helping to raise funds.



Under 30s Captain, Ian Blakemore, who was voted man of the match, receives his certificate from North Wirral Mains Manager, Elwyn Jones.

North Wirral NJIC employees organised an Over 30s v Under 30s football match, with the teams paying to play. Together with other donations the event raised £165 for Hillsborough, with the Over 30s winning 4-0.

Linked

Liverpool and Sheffield will be forever linked by Hillsborough, and Merseyside and Sheffield five-a-side teams took part in a One Night League organised by North Mersey Energy Sales Manager Cliff Robinson.

The event, at Croxteth Sports Centre, raised over £300 for the Appeal, and Birkenhead's Shaftesbury Boys' Club were the overall winners.

Merseyside is slowly coming to terms with the tragedy of Hillsborough, but the sense of grief which remains is summed up in this poem, by Mrs. Thelma Kitcher, of St. John's Shop, Liverpool.

**With butties packed and tickets clutched,
Their hopes of Wembley high,
We waved them off, never dreaming**

**It was the last goodbye.
And the city grieves,
As those that came back
grieve,
For those they left behind.**

**But now you are back among
us,
Though your spirit floats on
high,
Back to the city that loves
you.**

**Back to the people that care,
Back to a team that salutes
you,
With memories so precious
and dear.**

**They will walk on to a golden
dawn,
But they will never walk
alone,
For with heads held high,
We will walk with them,
They will never walk alone.**

The Hillsborough appeal will be boosted further by the forthcoming 'Big Beat '89' concert series, sponsored by Manweb and Liverpool City Council.

Julian Lennon and the Icicle Works are among top names already confirmed for the concerts, which will be taking place in venues across Liverpool.

Safe future for ESI pensions

by Jackie Unsworth

PENSION benefits will not be affected by privatisation of the electricity supply industry. The reassuring message was repeated by Manweb's Head of Human Resources Jim Barraclough, who said some "inaccurate and misleading" statements had been made about the future of the pension scheme.

"Members can be assured that their pension benefits will be secure after privatisation. This applies not only to the benefits they will have earned up to privatisation, but also the future benefits they can earn," he said.

"At national level a great deal of work has been done by the pension experts to fulfill the undertakings given in the Government's White Paper, and there have been discussions with the trade unions nationally. Unfortunately, statements have been made locally which are in some cases inaccurate and in others misleading."

Commitment

Mr. Barraclough said the fact that the area boards had currently suspended payment of an additional 2.5 per cent contribution to the pension fund should not be taken as an indication of any lack of commitment to the pension scheme.

This temporary contribution was in addition to the boards' normal contributions of twice the members' contributions and was only intended to be paid for as long as actuarial valuations indicated it was necessary.

"The action to suspend payment was taken on legal advice pending the results of the current actuarial valuation of the pension scheme," he said. "Boards will then make any

additional contributions shown to be necessary, retrospectively from April 1, 1989."

He added: "It has also been suggested that the boards will be unlikely to continue to fund pensions increases in the future in line with inflation. The facts of the matter are that the rules of the pension scheme only guarantee pensions to increase with inflation up to five per cent."

"In fact, until recently it was only 2.5 per cent. It has always been at the discretion of the industry to decide whether to pay inflation increases higher than five per cent, so it will be up to the successor companies to make the decision in future."

Connections

Turning to personal pension plans, Mr. Barraclough said: "If any employee were to consider them, their overall benefits would hardly compare with the benefits of the electricity supply pension scheme, since boards make no contributions to a personal pension plan."

Mr. Barraclough urged Manweb staff and pensioners

to read very carefully the next edition of the "Connections" magazine, which will soon be distributed.

Conclusion

The magazine will deal comprehensively with the question of privatisation and pensions.

"I think people will come to the same conclusion as myself — that everything possible has been done to safeguard the interests of members of the pension scheme."

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Long service awards for North Wirral staff

AMONG Des Lock's final duties as North Wirral District Manager before taking over at Mid Mersey was to present long service awards to Prenton staff.

The special presentations to staff who had reached the 20, 30 and 40 year milestones in their careers were held at the Grove House Hotel, Wallasey, and Mr. Lock is pictured with the recipients and their partners. The long serving staff are:

40 Years: Service Electrician Jack Prescott and brothers Len and Fred Murphy. Len is an Engineering Foreman and Fred is a Storekeeper.

30 Years: John Crosby, of Meter Reading; Ken Mitchell, 1st Engineer, Contracting, and Bill Dean, of the Mains Section.

20 Years: John Gibson, Debt Control Electrician; Dave Makin, 2nd Engineer, Mains, and Energy Sales Assistant Helen Kennedy, who has now retired.

Dee Valley employees reach a special milestone in their careers

LONG-serving Dee Valley staff are pictured after receiving their framed certificates from District Manager Bob Hodson, during a celebration get-together at the Bryn Howel Hotel, near Llangollen. The staff are as follows:

40 Years: Keith Griffiths (Office Manager); Iorwerth Morris (Stores Foreman, Legacy) and Frank Crump (Jointer, Legacy).

30 Years: Emyr Jones (Corwen Shop Manager); Eifion Jones (Commercial Foreman, Legacy); Keith Her-niman (1st Engineer, Rhos-tyllen); Dennis J. Lynch (Electrician, New Crane Street); Mike Thompson (Tariff Surveyor, Rhos-tyllen);



Ron T. Tyler (2nd Engineer, Rhos-tyllen) and Len Ridgway (Meter Operative, New Crane Street).

20 Years: Mary Jones (Commercial Work Control, Rhos-tyllen); Gerald F. Jones

(Jointer, New Crane Street); Geoff D. Swindley (Electrician, New Crane Street); David W. Bird (Electrician, New Crane Street); Emyr P. Williams (Electrician, Legacy); Myfanwy Davies (Personnel,

Rhos-tyllen); Dennis H. Williams (Meter Operative, New Crane Street); Ken Bartley (Meter Operative, New Crane Street) and Sheila Marsden (Johnstown Shop Mana-geress).

Congratulations



Ben steps down after an era

IT was the end of an era when Ben Dawson, one of the founder members of the Chester Retired Staff Association, decided to step down as Chairman.

Ben had been Chairman since its formation 10 years ago, but although he has handed over the reins to retired Engineer Ted Johnson, he plans to remain an active member.

In recognition of his long

service and dedication to the Association, his friends gathered at Head Office to present him with a drill, as Ben, who was an Engineer at New Crane Street up to his retirement, is a keen D.I.Y enthusiast in his spare time.

He is pictured (right) receiving a "thank you" handshake from Association Secretary Del Hall, surrounded by retired Manweb staff.

EEIBA monthly draw winners

RETIRED employees took the top four prizes in the EEIBA's March draw. J. E. McGovern won the first prize of £300 with the lucky number 1341, and E. Jones scooped £200 when the number 1995 was drawn. The other winners were as follows:

£150 — M. R. Pelframan (1569); £100 — I. M. Brady (1403); £75 — J. N. Magill, Clwyd (969); £75 — J. Barton, retired (1512); £50 — J. M. N. McDermott, Mid Mersey (2501); £50 — D. Sharpe, retired (2187); £50 — L. J. Barnes, Head Office (998); £50 — L. P. Martland, North Wirral (331); £30 — D. M. Lomas, Head Office (728); £30 — P. Jones, Oswestry (1301); £30 — E. Davies, Head Office (360); £25 — J. B. Brassington, Mid Mersey (689); £25 — B. I. Hanrahan, Mid Mersey (2675); £25 — D. Couzens, Dee Valley (634); £25 — R. Burgoyne, retired (1983); £25 — R. Turner, retired (2116); £25 — D. A. Galbraith, Aberystwyth; £25 — G. Hughes, retired (1701).

April Draw

The £300 prizewinner in the April draw was L. A. Lopez-Cacicedo, of Head Office, with the number 1322. The other winners were as follows:

4200 — D. V. Edwards, retired (1751); £150 — E. Smith, retired (2024); £100 — E. M. Kehoe, North Wirral (1085); £75 — R. Ellis, retired (2259); £75 — L. Blakemore, North Wirral (1993); £50 — H. W. Ezard, retired (1804); £50 — S. H. Hale, Head Office (413); £50 — C. C. Lewis, retired (1438); £30 — D. J. Willacy, Clwyd (605); £30 — R. H. Clephan, retired (1614); £30 — A. Ab. Aiorwerth, Head Office (188); £30 — J. Howell, retired (2107); £25 — T. J. Smith, retired (2260); £25 — J. L. Milne, Dee Valley (1299); £25 — D. T. Lally, retired (1608); £25 — S. P. Shorrocks, Head Office (414); £25 — T. Pritchard, retired (1842); £25 — M. Artell, Head Office (1075); £25 — M. Ryan, retired (2002).

Where are they now?



WHERE are they now? Electrician Frank Woan (front row, fourth from left) wonders if any Manweb staff recognise themselves in this photograph of the 89th Home Guard Unit, Electric Supply.

Frank, who works in the Debt Control Section, Liverpool District, believes the photo was taken around 1943. The front line of cadets was made up from apprentices, with other electricity supply staff making up the officers and NCOs.



Liverpool District Tariff Inspector Ernie Owens is pictured with a giant cheque for 50,000 Ambassador Club points after winning the monthly Board draw. Celebrating the "windfall" with Ernie are his colleagues in the Customer Accounts Section.

Whodunnit puzzler for Manweb sleuths

IT was sheer murder. . . but the 10 Manweb Ambassador Club members and their partners who sat down to dinner at an elegant country house loved every minute. The lucky group were taking part in a murder mystery evening, their prize in the recent Ambassador Club Electratch Promotion, in the beautiful surroundings of Aldenham Park, near Bridgnorth.

After cocktails in the magnificent library of the house, the party joined their hosts, Roddy and Georgina Swire, and other distinguished guests played by actors for a delicious dinner. . . and that's when sinister revelations began to emerge.

A surprise engagement announcement was clearly not to the delight of all those seated around the table. Something odd was going on.

And there were more strange happenings during the course of some lively after-dinner entertainment, before a spine-chilling challenge was issued to those assembled. Murder most foul had been committed. Lady Julia's beautiful niece Gemma had been strangled with a red silk scarf, but whodunnit?

The Manweb sleuths had to consider the evidence, sort out the truth from the red herrings, and reach their verdict.

Gasps of astonishment and disbelief accompanied the revelation that the murderer was. . . Thelma Black. Sir Roderick's strange and secretive nurse who had murdered Gemma in a fit of jealous rage!

In true "Miss Marple" style, Joan Cooper, wife of Sales Development Manager Malcolm Cooper, who led the party, was the only person to solve the mystery. . . and sportingly shared her winner's magnum of champagne with all the guests.

The staff who won the murder mystery evening, which included an overnight stay at the Moat House Hotel, Telford, were Bob Holden (Mid Mersey), Frank Baldwin (Mid Cheshire), Diana Wood (Mid Cheshire), John Rees (Clwyd), Wyn Owen (Clwyd), Neil Thomas (Clwyd), Edith Jones (Gwynedd), Gareth Parry (Gwynedd), James Parry



Newlywed super-sleuths Janice and David Whitby with actress Gerri Smith (centre), who played 'Lady Julia'.

(Dee Valley), and Janice Whitby (Gwynedd).

It was an extra-special evening for Janice Whitby, a Supply Clerk, who was accompanied by her husband, Gwynedd Mains Engineer David. The couple had just returned from their honeymoon!

Janice said: "We both really enjoyed ourselves. We didn't know what to expect as the evening went on. The actors were very good and kept springing surprises on us. We had a marvellous time."

And Malcolm Cooper said: "It was a fantastic evening and one which everyone will remember."

Emergency? Dial 3333. . .

ALARM bells have been ringing for Manweb's first aiders after a recent survey revealed that many employees are unaware of the telephone number to ring if an emergency occurs at work.

Staff at several Manweb locations were questioned, and only a small percentage knew that if an accident happened or if a colleague was taken ill, by dialling 3333 emergency support could be on the way in minutes.

Head Office first aider John Shallcross, Chairman of the No 9 Branch of the Electricity Supply Ambulance Centre, said: "Our members have expressed concern only a small number of staff knew about the emergency number.

"Some said that, on the new telephone system, by dialling 9999 they could summon an ambulance. This is true, but when the ambulancemen arrive, where should they go? If there is no one to meet it and guide the crew to the location then valuable minutes can be wasted.

"If oxygen is required, three minutes can be the difference between life and death.

"By dialling 3333, staff will have telephonist, Security and first aid back up".

In the event of an emergency the drill is:

1. Dial 3333.
2. Say who you are.
3. Say where you are.
4. Say what has happened.
5. Give your telephone extension number.

University challenge

WERE you a student at the University of Strathclyde? If so, your old friends would like to hear from you. The university is launching a communications network and is trying to track down all living students, including graduates and diplomats of the Royal College of Science and Technology and the Scottish College of Commerce, since 1900.

Former students should contact Alumni Relations Officers Therese Waters, the Alumni Office, Room 234, McCance Building, 16 Richmond Street, Glasgow, G1 1XQ, telephone 041 552 4400, ext. 2414.

What's new?

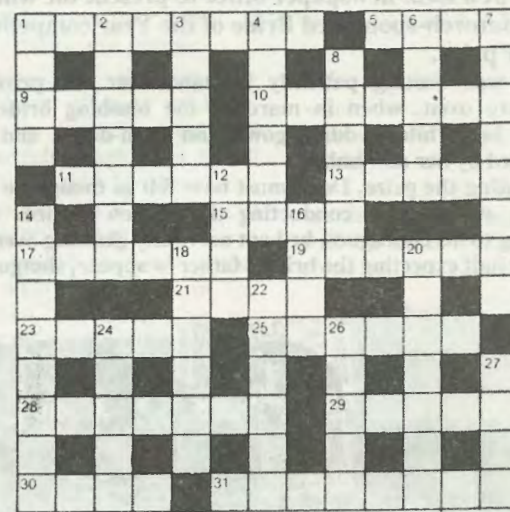
WHAT'S new in your District or Department? Have you a view you'd like to air or an idea for a story? Then why not let Contact know?

Write, phone or come and talk to Contact Editor Jackie Unsworth in Room 5E1, Head Office, ext 2090, or get in touch with one of the District Contact reps. They are as follows:—

North Mersey: Edna Courtney, ext 2167. Liverpool, Teresa Kelly, ext 2117. Mid-Mersey: Ena Harding, ext 2231. Dee

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

Crossword No. 11



Across

1. Arctic explorer in something decorative able to give you a game. (8). 5. Awful people on the surface. (4). 9. Time to get the ight characters assembled. (5). 10. Nothing caught — could be the bore of the month! (7). 11. Restraint needed when you get angry. (6). 13. No big rise in view, it's obvious. (5). 15. Accordingly let's have the big fellow back. (4). 17. The city's exceedingly pleasant without a railway. (6). 19. A game of golf is to be had in the neighbourhood. (6). 21. A drink for Lily. (4). 23. Many signing a letter get round him. (5). 25. Far-off time shortly spent in chopping a tree. (6). 28. Arouse to spin round with anger. (7). 29. Take over ourselves when a girl comes back. (5). 30. One of those dressing-up numbers. (4). 31. In which you have to laugh, given some needling. (8).

Down

1. Final basis for shoe repairing. (4). 2. Mikhail at last starting to give Reagan the V-sign! (7). 3. Given assistance to get along without too much friction. (5). 4. Fall for a demonstrator. (6). 6. Snake business requiring female support. (5). 7. French husband and possibly Dane getting a soaking. (8). 8. Puts up with nothing being right when consciousness is lacking. (6). 12. Wind up in a winking. (4). 14. Dislike having to present an account. (8). 16. Ready and willing for a romp. (4). 18. Be outspoken and have the plain-clothes man round. (6). 20. Lie in the cart-track with the hunt scrambling around. (7). 22. Run and get changed — don't delay! (6). 24. Harbour vessel. (5). 26. Height of a horse. (5). 27. Star not able to produce work. (4).

Solution on page 12

Motor Insurance for Manweb employees

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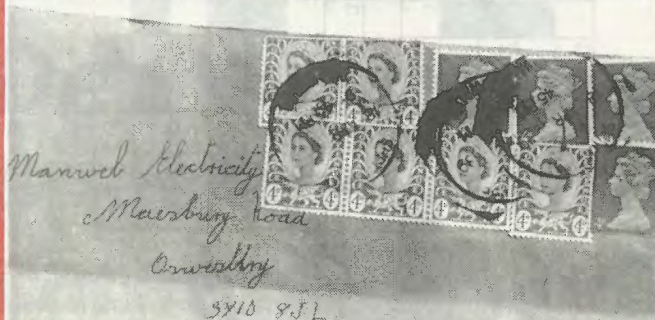


Here comes the bride

IT must have been difficult for Gwynned Energy Sales Manager Doug Barnes to veil his surprise when he arrived at a local newspaper office to present the winner of the Manweb-sponsored Bride of the Year competition with her prize.

Doug was waiting patiently to hand over the prize, a microwave oven, when he marched the blushing bride... wearing her white wedding gown and head-dress, and accompanied by her new hubby.

Presenting the prize, Doug must have felt as though he was standing at the altar conducting the church service. And according to his colleagues, he kept nervously glancing over his shoulder half expecting the bride's father to appear, shotgun in



The stamp of approval

CUSTOMERS in Manweb's Oswestry District appear to be behind the times — at least if the envelope pictured above is anything to go by.

Staff at Maesbury Road were curious when they noticed the "unusual" stamps, thinking perhaps the Post Office had brought out a new edition bearing a portrait of a very young Queen Elizabeth.

But a closer inspection shows that the sender of the letter has used pre-decimalisation stamps to the value of 3s 4d (16p). And the postman never batted an eyelid!

Smooth talker Paul wins public speaking prize



Manweb public speaking finalists Paul Dobson and Linda Hinton. Smooth-talker Paul picked up the second prize in the national competition.



Above: Actor Carl Reed brandishes a deadly sawn-off shotgun.

Below: The 'gang' make their getaway. The driver is a stuntman, but this car was actually used in the robbery.



Crimewatch film may TV camera staff relive nightmare

MAY 11, 1989, is a date staff at Lister Drive will long remember from the Liverpool District Office. During the raid the g Telephoneist Roy Rutherford and Administration Assistant B

"They rushed in and fired the gun — the whole thing was over in a matter of seconds," said Bill.

The terrifying events were recently recreated on location when the robbery was filmed for the BBC's 'Crimewatch' programme.

Clerks Irene Dudley and Ann Fitzsimmons — who were

in the office during the robbery — looked on, reliving the harrowing ordeal, during the two-and-a-half days' filming, and while most roles were taken by actors, brave telephoneist Roy Rutherford appeared as himself.

Said Roy: "I wasn't sure about taking part at first, but I thought: 'If it means catching the robbers, I'll do it.'"

MANWEB Energy Marketing Assistant Paul Dobson has proved he has the 'gift of the gab' by taking one of the top awards in the electricity supply industry's Public Speaking Competition.

Paul, 30, who works in Manweb's Liverpool District, scooped the second prize of £100 with his talk on "The Face of the Region". First prize of £150 went to Ian Fothergill, of the North Eastern Board.

In taking the second prize, Paul kept up a winning tradition for Manweb, which has had a top three placing in the national competition for the last six years. In 1985, 1986 and 1988 smooth-talking Manweb employees picked up the first prize.

Sadly, our female finalist, 24-year-old Linda Hinton, a Principal Assistant in the Trading Division at Head Office, was unplaced in the Ladies section of the contest.

The final was held in London, and those taking part had

previously battled their way through regional heats.

Paul said: "I really enjoyed taking part in the competition, but the standard was really high. I was the last speaker and it was really nerve-wracking for me to watch all the other competitors."

"I'm very pleased to have got so far — but a little disappointed because the results were quite close."

Liverpool Energy Sales Manager Graham Houghton, one of the organisers of the Manweb heats said: "We're delighted Manweb has done so well for the sixth successive year. Paul was excellent and we're all proud of him. Linda also put up an admirable performance, but unfortunately was pipped at the post."



Help catch armed gang as roll as the robbery

Report: Graeme Cooper
Pictures: Max Cooksey



Right: Brave Manweb telephonist Roy Rutherford relives his ordeal with a shotgun-wielding robber, portrayed by actor, Carl Reed.

Below: Captured — but only on film, as the gang poses for the cameras.

On that day an armed gang seized a Securicor wages delivery fired a deadly sawn-off shotgun over the heads of Manweb men.

The three robbers, identities hidden by boiler suits and balaclavas, grabbed a cash box containing nearly £6,500 from a Securicor guard delivering to Lister Drive before making their getaway in a stolen Ford Sierra.

But the escape was far from a clean one. Commercial Electrician Mike Darnell gave chase in his Manweb car, and as the thieves sped off, detonators in the cash box were triggered, releasing billowing clouds of orange smoke.

The gang lost Mike in traffic, and later transferred to a second car to make good its escape, but the abandoned Sierra — still bearing the stains from the orange smoke — was recovered and used in the reconstruction.

The Crimewatch programme was due to be screened on June 8, but an industrial dispute at the BBC prevented this. As 'Contact' went to press, the gang was still on the run, and the Lister Drive robbery may be featured in another Crimewatch programme later this year.



Post Bag



A date for your diary

Dear Editor,

After more than 40 years' service with Manweb I have decided to retire. During this time I have made very many friends, some now retired, throughout the Board and have met very many nice people.

May, I, through the medium of your columns, say a most sincere and heartfelt thank you to all these people for their help, co-operation, tolerance and their friendship.

I would particularly like to wish them well in the future, particularly in the run up to privatisation and the exciting next couple of years.

If any of these people would like to call in at Dee Valley District Office during the afternoon of July 31, I would be delighted to see them and I am sure that I will be able to find them some suitable refreshment.

Keith Griffiths,
Office Manager,
Dee Valley District



Bloomin' lovely

Dear Editor,

I thought Contact readers might be interested in the ELECTRA tulip (pictured above) I have grown in my garden. Thank you for sending Contact direct to my home. I enjoy reading it in peace — in the garden of course!

Edna Coubrough, Southport Shop

Easy does it. . .

MANWEB carried out a spectacular crane lift in the centre of Chester last month. A 26-ton transformer was hoisted from the Northgate Sub Station and replaced with a new one, as part of a £1 million plus refurbishment of the Chester electricity network to meet the growing demand in the booming city.

by Sam Doughty

The work was carried out on a Sunday, when demand for electricity and traffic on the roads were at their lightest, to ensure there was as little disruption as possible.

A 200 ton crane staddled George Street to change the transformers. The massive operation has enabled Manweb to almost double the capacity of the network using the same

underground cables — again without disruption to city life.

Manweb Engineer Terry Gopsill supervised the crane lift. He said: "We have been replacing transformers all over the city, and this was the most spectacular. The work has been going on for over a year now, and as the existing network is nearing capacity, it has become urgent to ensure it is complete before next winter."

The man in charge of the refurbishment project, Manweb Engineer Mike Jones said: "We expect to complete the work in time, and now have

just three major jobs to arrange in the city centre, at the two Owen Owen stores and at W. H. Smith. These will also be Sunday jobs, so as to cause as little inconvenience to our customers."

The refurbished network is planned to ensure Chester can cope with the demands for electricity well into the next century.

Gently does it. . . The giant crane reaches between the buildings to lift the old switching gear from the sub station.



The crane towers above the shops and offices to lower the new transformer into the sub station.

Crimewatch film may help catch armed gang

TV cameras roll as staff relive robbery nightmare

Report: Graeme Cooper
Pictures: Max Cooksey

MAY 11, 1989, is a date staff at Lister Drive will long remember, for on that day an armed gang seized a Securicor wages delivery from the Liverpool District Office. During the raid the gang fired a deadly sawn-off shotgun over the heads of Manweb Telephonist Roy Rutherford and Administration Assistant Bill Allen.

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The terrifying events were recently recreated on location when the robbery was filmed for the BBC's 'Crimewatch' programme.

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in the office during the robbery — looked on, reliving the harrowing ordeal, during the two-and-a-half days' filming, and while most roles were taken by actors, brave telephonist Roy Rutherford appeared as himself.

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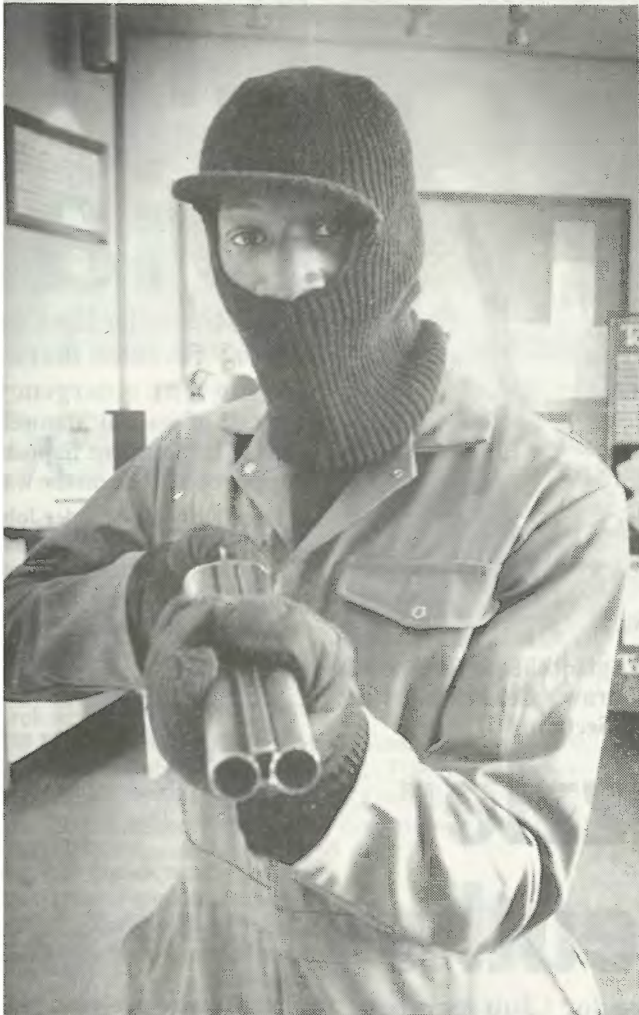
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Paul wins public

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Paul, 30, who works in Manweb's Liverpool District, topped the second prize of £100 with his talk on "The Face of the Region". First prize of £50 went to Ian Fothergill, of the North Eastern Board.

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Easy does

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by Sam Doughty

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Dr. Jim McLennan signs off as North Mersey District Manager with a look at Bridle Road's forward-thinking role in the community. Dr. McLennan is now Manager at Dee Valley.

District plays a part in local life

NORTH Mersey District, as befits a dynamic efficient organisation, looks outward as well as pursuing its day to day business. Some of this is spontaneous work for charities pursued by staff without management involvement, but in addition North Mersey, in a positive management move, plays a full part in the life of the community, particularly in the field of education, training and employment.

We have representatives in the Management Boards of the local Chamber of Commerce, Enterprise Agency, Compact and the Council's TVEI (Technical Vocational and Educational Initiative) Committee. Len Cornah, Terry Keenan and myself are Governors of local schools, Bill Tubey is Schools Liaison Officer for the IEE for this area and Barbara Harris is the liaison person with Sefton Education Department with regard to work experience for schoolchildren.

The Bootle area is one of high unemployment, over 20 per cent; there is a shortage of manual and non-manual staff and an excess of unskilled labour. Our objective is to help children to be equipped to occupy these skilled staff vacancies.

This is not only a philanthropic gesture to help the community, but also a long term move to ensure we have enough competent staff for the future.

The Chamber of Commerce is a small body, representing small companies (no Unilever, Pilkingtons or Fords here!) who genuinely wish to help the community. In our new privatised setting, this is the type of attitude we are also trying to demonstrate (it is noticeable that neither British Telecom nor British Gas are evident). The Chamber of Commerce sponsor many activities but the members are particularly concerned with the education and training of the people of the area.

Compact is an offshoot of the Chamber, comprising Teachers, representatives from employers, education departments, parents etc., which works with a few schools in deprived areas such as Bootle, to guarantee all emerging children a job of YTS place. This is a real effort to influence the education and aspirations of kids

from these schools, and I believe it will be a most exciting and worthwhile pursuit.

The Enterprise Agency, another offshoot of the Chamber, is an organisation which helps people who wish to start their own business. No money is offered but advice and contacts are arranged.

TVEI seems similar to Compact, but has wider implications in that it affects all Sefton. Its aim is to arrange for children and teachers to have some industry/commerce experience, and through this and other initiatives "to offer children a wider and richer education between the ages of 14 and 18" (a quote from Sefton LEA).

Governorship of schools is self evident, but important. Already Len Cornah has made his impact at St. George of England School, Bootle. We helped with an Industry Week there, with "old boys" Steve Lawrence, Paul Tyson and Fred Hartley and some of our NJIC staff helping out for a day, including the provision of lunch, with Margaret our Canteen boss using the services of the school kids.

Bill Tubey runs a network of Engineers covering all the schools in the area, and he attends careers evenings and similar liaison activities.

In conclusion, we are pleased to be taking an active part in the life of the community in which we work, particularly when this community, Bootle, has had more than its share of industrial decay.

What of the future? I am sure David Price will carry on with these arrangements but in addition, he may consider providing some New Aga Thinking courses for some of the Compact school children.



Director, Power Marketing, Colin Leonard (centre) with his new heads of services, from left to right, Bryan Ogden, Alan Wadcock, Mike Boxall and Terry Brookshaw.

The challenge ahead

by Gaynor Kenyon

MEMBERS of the new Power Marketing Division were given the chance to find out what they had joined at its first-ever conference. Colin Leonard, the Division's Director, told representatives of the financial, marketing and incomes sections who make up his new team: "You have all found yourselves pushed into this new creation called the Power Marketing Division and I want you to have the opportunity to find out exactly what you have joined."

He also introduced his new heads of services within the Division: Mike Boxall, Tariffs and Customer Contracts; Terry Brookshaw, Power Procurement; Bob Hodson, Customer Marketing; Bryan Ogden, Energy Marketing and Alan Wadcock, Income and Accounting. The post of Head of Business Intelligence Unit has yet to be filled.

Setting the scene for a very different and competitive world for Manweb post privatisation, Mr. Leonard said: "Our customers won't only be influenced by price, they will be much more interested in the level and quality of service they receive from us."

He said his Division may have to undergo change to ensure these challenges continue to be met and to ensure it competes most effectively. "But I want to go round to Districts and fully consult with District Managers to get their views on any problems they may envisage and any changes they want before I put forward any proposals," he said.

Alan Wadcock's new department incorporates the Bus-

ness Accountancy Unit, which will provide efficient financial support for Power Marketing ensuring its accounts reflect results. It also incorporates a Power Database and Settlements section responsible for recording electricity sales and purchases which, he said, was essential considering the monthly electricity bill was about £50 million.

To improve performance and customer service, he said, it will be necessary to investigate the procedures Manweb currently follows and determine whether they can be improved.

Changes in meter reading may possibly take place — perhaps by reducing the frequency of readings, by intro-

ducing new computer reading devices or by extending working hours. Whatever investigations take place, said Mr. Wadcock, staff will be fully consulted. "New and improved procedures will evolve and for us all there are exciting times ahead."

Terry Brookshaw had the difficult task of simplifying the complex issues surrounding his Power Procurement section, which will place contracts to buy electricity.

He said privatisation will open up tremendous opportunities for Manweb to buy electricity from wherever the price is right.

The overall objective of his section, said Mr. Brookshaw, was to buy wisely and effectively to ensure the customer receives a good service.

Bryan Ogden shocked conference delegates into thinking Manweb had followed the Australian electricity boards' approach to competition through the use of hard-hitting, aggressive advertisements. "Whilst they can be described as being to the point, there is no chance that they would ever be accepted by our Advertising Standards Association."

Mr. Ogden said the future for electricity was bright and it was his section's job to increase the size of its market and its market share. "The future is not without its challenges. The number of competitors we face will increase. It will be our job to retain our existing customers, attract new ones and increase electricity's share of their energy use."

He emphasised that everyone in the Power Marketing Division and in Manweb is involved in marketing and to ensure the success of Manweb all staff should adopt a sales orientated approach.

Tomos has a lucky break after a sales booster

THE super sales patter of Aberystwyth Energy Marketing Assistant Tomos Davies earned him the top prize in Manweb's recent Electratch Incentive Campaign.

Silver-tongued Tomos won a £350 weekend break for two at a county hotel in Cheltenham for making the most Electratch sales during the promotion period between September 1988 to March 1989.

In second place was Clwyd Energy Marketing Assistant Kevin Williams, whose prize was a set of luggage, worth £150.

Left: Clwyd's Kevin Williams collected a £150 set of luggage, the second prize in the Electratch Incentive Campaign.

Right: Just the ticket! Tomos Davies receives his "passport" to a weekend break from the then Aberystwyth District Manager David Price, who has since moved to North Mersey.



Mid Mersey goes in at the deep end

MANWEB will go to extraordinary lengths — or depths — to keep customers on supply, as an unusual repair job carried out by Mid Mersey District recently proved. An 11kV cable on the bed of the Manchester Ship Canal at a remote spot in Frodsham had been damaged by a boat, and to fix it Manweb had to bring in a team of divers.

The cable supplies the power for the motors which open and close the Weaver Sluice gates, as there are no roads nearby, the only way the repair team could reach the isolated spot was by boat.

Manweb's plan of action was to use a water lance to jet out a new trench at the base of the canal, lay a replacement cable plus a spare length — just in case a similar accident should happen in the future!

Isolated

The operation, carried out on behalf of the Manchester Ship Canal Company, was masterminded by Vincent Flanagan, 2nd Engineer, Mains, and the eight-strong repair team was led by Cable Joiner Pat O'Malley.

Mid Mersey Mains Manager Barry Judd said: "It really is an isolated spot, with the nearest road two miles away. The joining team had to get a boat from Runcorn Docks to deliver all the specialist equipment and cable to the site, 500 metres away.

"The cable runs 70 metres across the bed of the canal, and at that point the water is around 12 metres deep.

Emergency

"It took less than two days to jet out the new trench, lay a total of 250 metres of cable, cover the cable with sandbags and carry out the associated works. The operation went very smoothly indeed."

He added: "It's not the first time a boat has damaged the cable at Weaver Sluices. Fortunately there is an emergency generator, so the sluice gates can still be operated.

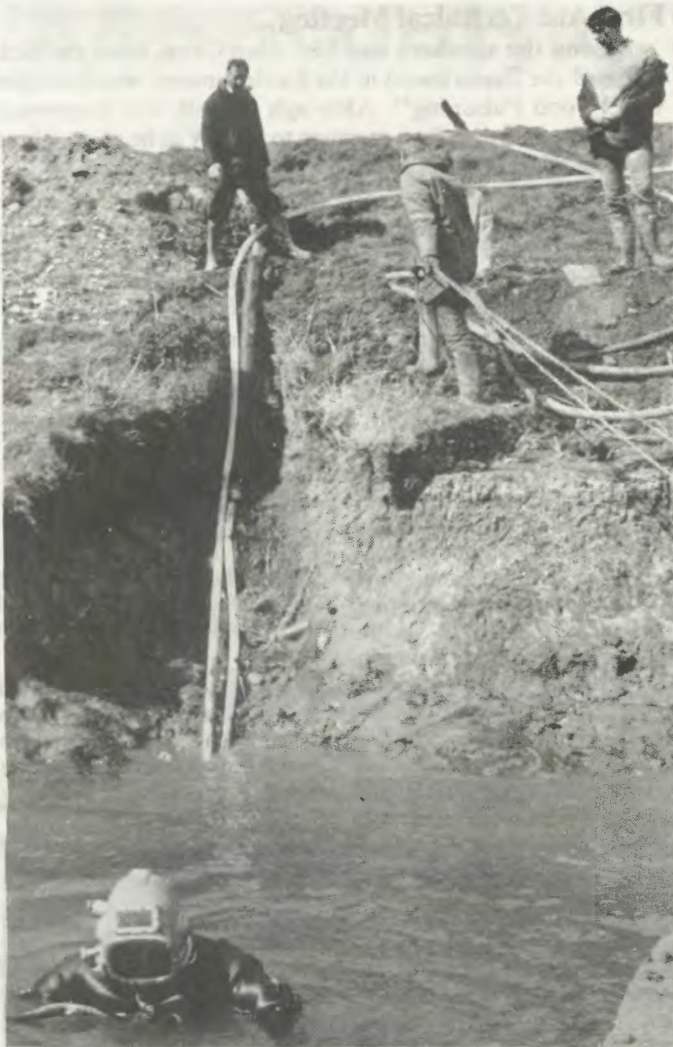
"But when it happens, it's quite a big job for us. We have to obtain special cable from BICC in Renfrew, Scotland,



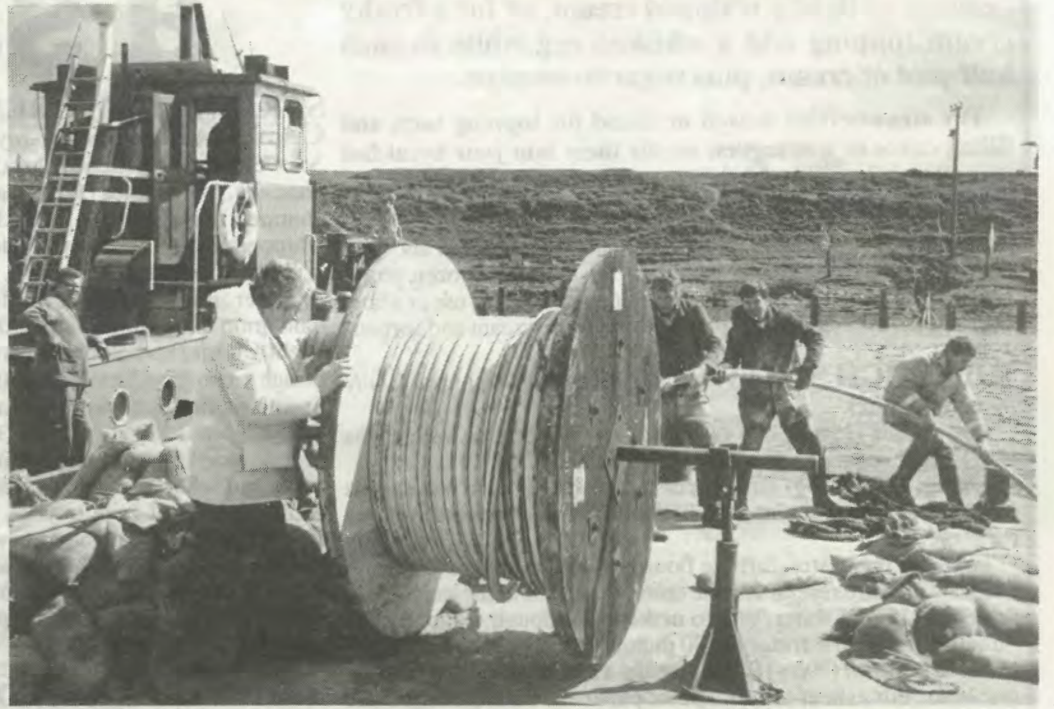
A map of the canal site, showing where Manweb's 11kV cable runs 40 feet beneath the water.

and use special equipment and in case this happens again, so divers. that we can couple it up even

"We laid the spare cable just more quickly."



A diver takes the plunge to guide the new cable across the bed of the canal.



The replacement cable is run across the canal by the Manweb team, who had to travel by boat to the isolated spot.

IEE visitors see the shape of things to come...

MEMBERS and guests of the IEE Mersey and North Wales Centre are pictured during their recent trip to the Electricity Council Research Centre at Capenhurst.

The 80-strong group, which included IEE Centre Chairman Denis Farquhar, Manweb's Director, Network Services, were given an entertaining insight into the work going on at Capenhurst to advance electrical engineering science.

Welcoming the visitors, Dr. Carlos Lopez-Cacicedo, Electricity Council Research Centre Director, referred to wide-ranging projects dedicated to developing innovative electrically-based techniques and systems.

He pointed out that ECRC technologists are world-beaters and that UK licensees are benefitting from increasing customer demands here and abroad for ECRC electrical systems, which are providing lower costs, improved living standards, a cleaner environment and safe and reliable electricity supplies.

The visitors were told that Capenhurst acts in support of Electricity Boards and their customers in developing and improving electricity use and supply reliability for home, commerce and industry. Contract research ser-

vices also form part of its work for UK and overseas companies.

Touring the Capenhurst laboratories, the group saw developments in building insulation standards, electric space heating and controlled ventilation, including the Medallion 2000 concept, which is showing builders and developers the standards which will take housing into the next century.

They also looked at a revolutionary electric boiler for domestic space heating, electro-chemistry aimed at overcoming environmental pollution by treating and recycling toxic wastes, dielectric heating by radio frequency and microwaves for such processes as continuous bread baking, industrial drying of textiles, foodstuffs and paper, a new rotary induction dryer for powders and granules, and remanent life testing for high voltage systems.

Mr. Farquhar said the group had been impressed by the wealth of expertise at Capenhurst and the deep significance it has on the future well-being of electricity and its customers.





Strawberries—try them in a salad

THE first English strawberries are now in the shops, so why not make the most of them? They need very little preparation — just hull them to remove the stalks. But remember, if you need to wash them, do so before hulling or they will lose their flavour. Serve strawberries whole with lashings of lightly whipped cream, or for a frothy cream topping add a whisked egg white to each half pint of cream, plus sugar to sweeten.

Try strawberries halved or sliced for topping tarts and filling cakes or meringues, or stir them into your breakfast cereal or natural yoghurt. Toss them into a green salad for extra colour or use as a garnish with fresh salmon.

Strawberries can even be frozen. Open freeze them and then pack into polybags or ice cream cartons. Whole frozen strawberries don't thaw too well, though, but are ideal for use at a later date for jam-making or for purees to make ice cream and sorbets.

MILE HIGH STRAWBERRY PIE *(Ideal for a family treat. Serves six)*

Pastry: 6oz (150g) plain flour; 4oz (100g) unsalted butter; 2oz (50g) caster sugar; 1 egg yolk; 1 tbsp iced water.

Filling: 1½lb (675g) strawberries; 12oz (325g) curd cheese; 1oz (25g) caster sugar; ¼ pint (125ml) double cream; 3 tbsp strawberry conserve.

To make the pastry: Sift the flour into a bowl, rub in the butter until the mixture resembles fine crumbs, and stir in the sugar. Add the egg yolk and water, mix to make a soft dough, wrap in cling film and chill in the fridge for 30 minutes. Roll out the pastry and use to line an 8in (20cm) fluted flan tin. Prick the base and chill for one hour. Put a sheet of greaseproof paper and baking beans in the flan case and bake blind at 375F (190C, mark 5) for 20 minutes. Remove paper and beans and cook for a further 10 minutes until pastry is golden and crisp. Leave to cool.

Halve enough strawberries to cover flan, and leave the hull on the biggest fruit to place in the centre. Chop the remainder and stir into the curd cheese with sugar. Whip the cream into soft peaks and fold in. Put the pastry case onto a flat serving plate. Spoon the filling into the case, piling it up in the centre. Press the reserved strawberries into the filling in neat rings. Melt the strawberry conserve and rub through a sieve. Brush carefully over the strawberry halves to glaze.

STRAWBERRY CREAM AND NUT SHORT-CAKE *(An ideal dinner party sweet. Serves eight)*

3oz (75g) butter, softened; 2oz (50g) caster sugar; 3oz (75g) ground almonds, toasted; 4oz (125g) plain flour; pinch of cinnamon; 2 tbsp chopped mixed nuts; ½ pint (300ml) double or whipping cream, whipped; 8oz (225g) strawberries, hulled and halved.

Preheat oven to 350F (180C, mark 4). Beat the butter and sugar together until light and fluffy. Add the almonds, flour and cinnamon and, using your hands, mix to a firm dough. Cut in half. Lightly flour two baking sheets and carefully roll out each piece of dough to an 8in (20cm) circle (the mixture will be very crumbly). Sprinkle one round with the nuts and lightly press them into the dough.

Bake for 15 to 20 minutes until lightly golden. Remove from oven and while the nut-covered shortcake is still warm, cut into eight triangles. Leave to cool. Top the uncut round with three-quarters of the cream and a few strawberries. Then arrange each nut covered triangle on top at an angle wedged with a strawberry. Put the remaining cream into a piping bag, fitted with a star nozzle, and pipe rosettes on top. Decorate with strawberry halves and chill before serving.

STRAWBERRIES CORDON BLEU *(Quick and easy. Serves four)*

1lb (450g) strawberries, washed and hulled; 4oz (100g) ratafia or crumbled macaroons; 1 orange (grated rind and juice); 1oz (25g) caster sugar; 5oz (150ml) double cream; 4 shortbread fingers.

Place the strawberries and ratafias in a bowl. Sprinkle the orange rind over the fruit and toss the ingredients together. Divide the mixture between four stemmed glass dishes. Add the caster sugar to the orange juice and stir well until dissolved. Whip the cream until it is almost thick and carefully fold in the syrup. Pile the cream onto the strawberries, chill for an hour and serve with shortbread fingers.

Big turnout at First Aid meeting

A RECORD attendance of 120 people, representing Manweb and the North West's power stations, gathered at Head Office for the recent First Aid Technical Meeting.

Among the speakers was Mr. Alan Gray, from the local office of the Department of the Environment, whose subject was "Food Poisoning". Although his talk was humorous, Mr. Gray had a serious message to convey as he spoke about the causes and effects of the illness.

The second half of the meeting was taken up with the "Spinal Recovery Position", a subject much discussed by first aiders since its introduction 18 months ago.

Mr. David Carr, Chief Instructor to the Cheshire Ambulance Service, brought a team of five ambulancemen to demonstrate how such an injury is dealt with and to show first aiders what to do before the emergency service arrives.

Manweb First Aider John Shallcross said: "For their demonstration, the ambulancemen dealt with a rare injury — a suspected fractured spine, with the added problem of the patient being unconscious."

"The whole point of the drill was minimum movement, with

nose, chin and navel in line the whole of the time. When the patient was turned to one side to prevent choking, this position had to be maintained.

"Mr. Carr pointed out that trapped nerves between the vertebrae are common, but a spinal injury combined with the patient being unconscious is, fortunately, rare.

"The six ambulancemen present had 73 years' experience in total and between them, in that time, they had only dealt with seven such cases.

"But, as Mr. Carr pointed out, the first aiders needed this drill because any one of them could be confronted with the eighth case on their way home!"



David Carr, of Cheshire Ambulance Service, explains to the audience of first aiders how a suspected fractured spine should be handled with care.



FRED'S PUZZLE CORNER

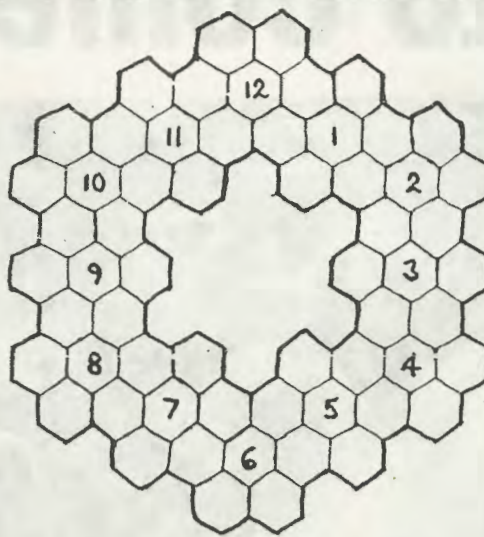
Winning entry

THE winner of Contact's recent "Building Words" competition was Brian Williams, of the Stores Section, North Wirral, who correctly gave the following answers: B, BA, NAB, BARN, BAIRN, BARING, GARHING, GRABBING. A £5 cheque is now on its way.

Six of one teaser to test your skills

HERE'S a teaser to test your brain power. The answers to the clues are all six-letter words and fit into the spaces around the numbers in the puzzle grid (right).

Some answers should be entered clockwise and others anti-clockwise. There is no fixed starting point for insertion of the answers.



1. Out of the country. 2. Intelligent. 3. Disregard. 4. Brave men. 5. Funeral vehicle. 6. Bets. 7. Type of cake. 8. Cole -----, composer. 9. Peril. 10. Request for immediate payment. 11. Comment. 12. Gloomily.

AM puzzled

ARE you puzzled? Solve the clues and place the answers in the spaces provided. Each solution is a six-letter word which somewhere contains the letters AM next to each other. When all the solutions have been entered, one of the vertical columns will reveal a seven-letter word which could be alarming.

- 1. BASKET -----
- 2. UNPRINCIPLED -----
- 3. BROOK -----
- 4. STRAW HAT -----
- 5. SURROUNDED BY -----
- 6. BOXING WEIGHT -----
- 7. TEEPEE -----

Send your answers to BOTH teasers to Fred's Puzzle Corner, Contact, Room SE1, Manweb, Sealand Road, Chester, CH1 4LR. The senders of the first two correct entries opened will each receive a £5 prize.



Manweb's VIP visitor

JUNIOR Foreign Minister Lynda Chalker was a VIP visitor to the Manweb stand at the recent Merseyside Industrial Business Services Exhibition at Liverpool.

Manweb was among 150 businesses displaying their products and services at the four-day event, held at the Adelphi Exhibition Centre.

The Manweb stand featured a range of services and techniques available to commercial and industrial customers, including air conditioning, Quartz Linear Lamp Heaters,

heat pumps and energy management.

Mrs. Chalker is pictured above with Manweb Industrial Energy Marketing Engineer Roger Glover, who said: "We had a discussion on the advantages and opportunities which privatisation will provide for Manweb."

Busy programme at Mid Cheshire

IT has been a busy few months for Manweb's Mid Cheshire District, where staff have been involved in an energetic programme of events. At the beginning of March, 29 major customers were taken on a trip to Dinorwic Power Station. Energy Sales Manager Mike Potts said: "During the visit, which included a five hour return coach journey, advantage was taken to develop business opportunities.

"Prior to lunch at the Royal Victoria Hotel, Llanberis, an informal meeting was convened to cover the topics of future PEP and Beta entries and the forthcoming privatisation of our industry.

Informative

"Without exception the customers expressed appreciation for a most entertaining and informative visit which greatly strengthened their ties with Manweb and helped ensure we will continue to do business with them in the future."

Other events included a meeting with 18 farmers from the District. Phil Youell, a Commercial Assistant in Energy Marketing, spoke about heating and water in the farm house, and presentations were also given on how farmers can use electricity to help them put food on our tables.

The District was also present for three days at Crewe Cattle Market, where Geoff Willcock, another Commercial Assistant in Energy Marketing, manned a stand giving information about the services Manweb can provide to the Farming Community.

Mike Potts said: "We did not wait for the customers to come to us. We went to the customers — in this case at the

Cattle Market. This is only a part of the effort being put into developing further business."

Complaints from builders about services on building sites, and the problems builders create for Manweb prompted the District to organise a meeting to thrash out the difficulties. The meeting, which was attended by 35 builders, was aimed at improving working practices to the benefit of everyone involved.

Lively

District Manager Ken Crabtree introduced the meeting, and presentations were given by Supplies Manager Dennis Davies, Mains Manager Paul Wilkinson and Energy Sales Manager Mike Potts, who said: "The open forum was quite lively but also productive and should pave the way for better relations in the future."

Another District initiative was an exchange scheme with the Alliance and Leicester Building Society. For two weeks the Manweb Electratech display was mounted in the building society's Crewe premises. In return, representatives from the Alliance and Leicester are to visit the District's Macon Way offices to advise Manweb staff on the services the Society now offers.

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).

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).

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: Hwylyfa 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. Apts 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. Ail-season price £70 per week. Tel: 093472 292 (Mrs Huett).

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).

Spain — Luxury villa, three dbl bedrooms and two bathrooms. Private swimming pool. Quiet area "Calpe" Costa Blanca. Walled gdns, terraces etc. Five minutes from uncrowded beaches. Available now from £150 per week. Telephone 0736 66417.

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 arrngmnt. Easy access to mountains and sea. Beautiful scenery and lovely walks. Prices from £100 to £220 per week. Tel: 0341 423912.

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

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

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

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.

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

Anglesey — Tal-y-Bont Cottages, Dwyran. Luxury cottages set in a 17-acre smallholding, 1½ miles from shingle beach of Menai Straits and four miles from long sandy beaches of Llanddwyn. Nature reserve, bird sanctuary, sea zoo, shops and restaurant nearby. Weekly prices — July/August £220, September 1 to 15 £180, September 16 to 30 £160, October £130. Telephone Deeside 819768 for further details.

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

Free Ads

FOR SALE

Amplifier — Sugden AZI-III, £80. Graphic equaliser, 28 band, £100. Echoplex/mixer, £50. Electric guitar, £100. Lazer custom bike, £70. Tel: 051-653 3416.

Electric Typewriter — Olympia International. Very good condition, £85. Contact Mrs. L. Blakemore on North Wirral, ext. 2127 or 051-630 2259.

Carrycot — MacLaren Cub with safety mattress (fits on Cub chassis pushchair). Blue. Nearly new, £30 ono. Phillips electric window fan, £5. Cot bumper pad, patterned, £2. Carrycot car straps, £5. Can be delivered to Mold. Tel: 051-920 7677.

Tow Bar — complete with electrics for Ford Orion, 1986/88. Six months old, £20. Contact Steve Davies, 0270 583983.

Chest Freezer — 9cu.ft. (Scandinavia). Excellent condition, £80. Portable Valor gas heater complete with cylinder, £30. Contact K. Griffiths, 0978 860465.

Golf Woods — Set of three (1, 1/2, 3, 5), Mizuno Astron, £60. Excellent condition. Telephone Wrexham 354225.

Camera — Pentax ME Super, 50mm F1.7. Excellent condition, £110. Pentax flash, AF 200S Carl Zeiss Jena, as new, £20. Macro zoom lens, 30-7mm F3.5. As new, £20. Black leather gent's zipper jacket, size 44 chest. Never worn. Cost £380 new, but will sell for £180. Contact Hazel Sherriff on 0244 550487.

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.



A real knockout

MANWEB Clerical Assistant Carys Edwards was a real knockout in the recent North Midlands Open Tae Kwon Do Championships held in Derby. Carys, 19, who is a red belt in the Korean form of karate, won a trophy after thrashing her opponents in the Women's Heavyweight Sparring section of the competition.

Slim and 5ft 10ins tall, Carys, who works in Credit Sales, took up Tae Kwon Do three years ago when she joined a local club in Ffrith, near Wrexham.

As a red belt, she has reached the sport's eighth grade and she hopes to reach the pinnacle — the 10th grade and a black belt — within the next 18 months.

She said: "I wasn't particularly sporty at school but I find Tae Kwon Do really suits me. I felt really awkward at first, and, like many other women, had no idea how to fight and had to start from the basics."

Exercise

"I really enjoy the sport and go to the club two or three times a week. It's a great form of exercise."

She added: "I was really pleased to do so well in the North Midlands Open. To win the title I had to beat three other competitors in a series of knockout contests."



The Manweb squash champs, from left to right, Robert McKenzie, Gordon Starkey, Mike Pearson, Robert Norfolk, Steve McKenzie and Graham Slatter.

Ace squash squad takes title

by Graeme Cooper

MANWEB'S squash team has won the 1989 Electricity Supply Industry Squash Championships, ahead of squads from nine other boards and six CEBG teams.

The Championship victory is Manweb's first, and came after a tense final in which Manweb beat trophy-holders East Midlands Electricity 4-1.

The three day tournament was hosted by East Midlands at the Junction 24 Motel and Squash Club, Kegworth.

East Midlands' Director of Personnel, Mr. Stan Errington, presented the trophy, and individual prizes of crystal rose bowls went to team members.

Manweb's individual team positions were:

1. Graham Slatter — Energy Marketing Assistant, Mid-Cheshire.
2. Mike Pearson — HGV Driver, Queensferry.
3. Gordon Starkey — Energy Marketing, Head Office.
4. Robert McKenzie — Chargehand Mechanic, Legacy Depot.
5. Steve McKenzie — Mechanic, Legacy Depot.
6. Robert Norfolk — Electrical Fitter, Legacy Depot.

The team has said a big "thank you" to their sponsors — Energy Marketing Trade Electric Section — and have expressed their gratitude for support from the Head Office Sports and Social Club, Head of Public Relations Joy King and their 'Playing Manager', Financial Director John Roberts.

Next year's Championships will be hosted by Northern Ireland Electricity, and will feature a special Ladies Knockout Tournament.

Anyone who would like to know more about squash at Manweb should contact Gordon Starkey, Energy Marketing, Head Office (Room 251), ext. 2835.

Junior rugby champions

NORTH Wirral Energy Sales Manager Ron Jones presents a trophy to the Wirral Under 12s Junior Sevens Rugby team after their recent success in the Manweb-sponsored Economy 7 Tournament.

The super squad fought their way through a series of league matches before thrashing rivals Sefton 24-0 in a thrilling final at Hoylake Rugby Football Club.

In the Under 9s competition, Sefton were again defeated, this time by Chester, and the winners of the Under 10s final were Sandbach, who wiped out Ashton-on-Mersey. There was more success for Chester, who beat the home team Hoylake in the Under 11s competition, and in the Under 13s final, Wirral beat Mid Cheshire College.



Tickets now on sale for annual charity barbie

TICKETS, costing £6 each, are now available to Manweb staff wishing to attend the annual Bar-B-Q to raise funds for the Institution of Electrical Engineers Benevolent Fund.

The charity event is being held at the Frodsham home of Network Services Director Denis Farquhar on Saturday, July 22, starting at 7.30 p.m., and in addition to the sizzling barbecue fayre, there will also be a disco, licensed bar and raffle.

Last year's event, also hosted by Mr. and Mrs. Farquhar, raised £800 for the IEE Benevolent Fund.

Tickets and further details can be obtained from Geoff Ravenscroft, Management Services Department, Head Office, ext. 3231.

Geoff would also like to hear from anyone who wishing to give a donation to the fund or who would like to sponsor a prize for the raffle. Cheques should be made payable to the "IEE Entertainment Fund Account".

Crossword solution

ACROSS: 1 Lacrosse, 5 Scum, 9 Spell, 10 October, 11 Bridle, 13 Plain, 15 Ergo, 17 Venice, 19 Around, 21 Arum, 23 Arum, 23 Robin, 25 Remote, 28 Inspire, 29 Usurp, 30 Nine, 31 Stitches.

DOWN: 1 Last, 2 Chevron, 3 Oiled, 4 Shower, 6 Cobra, 7 Marinade, 8 Stupor, 12 Leer, 14 Aversion, 16 Game, 18 Candid, 20 Untruth, 22 Urgent, 24 Basin, 26 Mount, 27 Opus.



Trophy for top tango team

SLOUGH slipped into first place and received the Manweb Trophy in the Inter-Club Tango Competition during the recent Skate Electric Welsh Open Ice Dance Festival at Deeside Leisure Centre.

Manweb's Head of Customer Marketing Bob Hodson is pictured after presenting prizes to the Slough skating squad, and also to the Deeside team who were second, and Murrayfield and Streatham, who shared third place in the competition.