



Contact

March 1979

"Joint Discussion"
(see page 52)

Brain damage follows operation

Trip to Philadelphia planned for Sarah Jane

THE lively chatter from six-year-old Sarah Jane Williams was stilled last May when she suffered brain damage following an operation to remove an infected mastoid bone. Her father Terry, our shop supervisor at Oswestry, and mother Joyce, were shattered by this terrible tragedy.

The child survived through a life-support system as she was moved from one hospital to another. Terry and Joyce also survived through the next six harrowing weeks before their daughter regained consciousness. Her weight by then had fallen to a mere two stone.

Shortly after this, Sarah Jane was able to return home, but was now unable to speak. She is also hyper-active which necessitates her parents being on call for 24 hours every day.

Patiently searching for help, and often clutching at straws, Terry and Joyce heard of the great work being done by the British Institute for the Achievement of Human Potential at Bridgewater. They quickly made an appointment and after an examination, Sarah Jane was considered suitable for a home treatment programme.

First, however, Terry and Joyce will have to take their child to a clinic in Philadelphia where specialists work out a planned programme for them to follow. Then, assessments on progress will be made every three or four months at the British Institute.

Naturally this is going to be rather costly. When Sarah Jane's story appeared in the local newspaper "Border Counties Advertiser", Councillor H. T. Williams, the Mayor of Oswestry, imme-

diately set up an appeal fund to raise £8,000—the estimated cost of the trip to America and continuous treatment in this country and provision of special equipment.

Already many good people have responded to the appeal and now about half the amount required is "in the bank".

It should not be too difficult to raise the other half now that Terry's colleagues in our Oswestry District have got together and formed a "Fund-Raising Committee".

Their first project is a **Super £100 Prize Raffle** throughout the Board. Tickets will be on sale from 1st April at 20 pence each and books of five at only £1! Elsewhere on this page we publish the names of friends at our various venues who will handle ticket



In happier days, Rose Queen
Sarah Jane Williams

sales. Don't wait for them to come to you, please get in touch with them.

Further money-raising plans are being prepared by our colleagues at Oswestry and we will keep you in touch.

Arrangements have now been finalised for Sarah Jane to make the trip to Philadelphia with her mother and father in October.

In the meantime, may we remind you that 1979 is "The Year of the Child" and suggest that with help for Sarah Jane, YOU can make it a year for her to remember.

"SUPER £100 PRIZE RAFFLE"

Hurry and get your tickets from:

Head Office: **Gren Roberts (Welfare)**

North Mersey: **Bert Eyres (District Engineer)**

Liverpool: **Norman Mitchell (Administration)**

Mid-Mersey: **John Sherwin (General Services)**

Dee Valley: **Arthur Ellinson (District Admin. Officer)**

North Wirral: **John Roberts (District Admin. Officer)**

Mid-Cheshire: **Harold Allman (Administration)**

Clwyd: **Dennis Atkinson (Material Control)**

Gwynedd: **Malcolm Donaldson (General Services)**

Oswestry: **Sid Warburton (Administration)**

Aberystwyth: **Ray Hughes (District Sales Supervisor)**

Contact

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OF THE
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ONE REASON WHY

DESPITE Britain's most severe Winter for many years, it looked as though we in MANWEB were going to get away with things pretty lightly in comparison with our colleagues in other areas.

While they struggled to repair the ravages of gale and blizzard (and their customers shivered in the dark) the gods of chance smiled benignly, for the greater part on Merseyside and North Wales—until March 16th, that is!

Then, with what we fervently hope was the last sting in Winter's tail, the icy blasts from the North East returned, dumping a level foot of snow on many of us and piling up drifts six feet deep in many places.

Gwynedd District suffered most, with almost the whole of Anglesey "off supply" for long periods as iced-up lines sagged and snapped. Clwyd and Oswestry Districts, in lesser measure, had similar problems.

In keeping with tradition our colleagues in the field worked flat out, often exhausted, cold and wet, repairing broken lines, dealing with thousands of anxious people, and restoring supplies. MANWEB work teams and engineers from other areas did not need to be asked twice to go and lend a hand in the thick of the battle.

One of the reasons, no doubt, why Britain has the most reliable electricity supply in the world.

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Phone H.O.

Please let the Editorial staff know of any large-scale or unusual engineering schemes or commercial projects going on in your department. We are interested in people too! Contact us about your interesting personalities with a story to tell.



Group Manager Glyn Dodd welcomes delegates as he opens this year's staff conference at Aberystwyth.

A good turnout of MANWEB and CEGB staff enjoyed a pleasant evening at the recent staff conference organised jointly by the two LACs.

The evening's programme included a warm welcome from

Aberystwyth Staff Conference



Group Manager Glyn Dodd, reports on the year's LAC activities by secretaries John Hughes (MANWEB) and Ted Lloyd Jones (CEGB), and a talk on the work of the Personnel Department by Personnel Manager Jim McLennan.

During the course of his talk Dr McLennan again projected slide pictures of some members of the staff of his department at Head Office. *(They should have heard the comments!)*

Above and below, sections of the audience enjoy their drinks as they listen to the speakers at the Conference.





Some members of the Borough of Crewe and Nantwich Council with Chairman of the Housing Committee, Councillor Mrs. Alice Roberts, centre, and MANWEB's Mr. Malcolm Cooper, right.

MID-CHESHIRE MEN

Face to Face with Local Council

AT a time when we are getting a bad press on reputedly high electricity bills, we in Mid-Cheshire District have decided to let people who are directly concerned with housing know the true and full facts, and not just what is reported. We do not bury our heads in the sand. We come out and face our critics with the truth.

These were some of the stirring words uttered by Norman Walsh (*District Commercial Engineer*) as he opened an evening of discussion with officials of the Borough of Crewe and Nantwich Council together with a goodly representation of members of the Housing Committee.

He went on to introduce Malcolm Cooper (*energy sales engineer*) who took up the gauntlet with an

audio-visual presentation in which he talked about our 'Economy 7' tariff and showed, with facts and figures on installation and running costs, that off-peak electricity for space and water-heating remains a very competitive fuel.

Turning to the Council's all-electric housing in Crewe and Nantwich, Malcolm commented on the amounts of the average electricity bills. "These figures are very reasonable," he submitted, going on to say, "However, there is room for improvement and tenant education is urgent. This, I believe, must be the joint responsibility of you in Local Government and we in MANWEB."

He brought his remarks to a close by reminding his audience of MANWEB's expertise in the fields of heating and installation services and that we could always be relied upon to look after the interests of our customers.

Then followed a very lively question time during which our men from MANWEB, having done their homework, held their ground and even made friends with those who accepted the facts and figures.

Bringing the meeting to a successful conclusion Councillor Mrs. Alice Roberts, Chairman of the Housing Committee, voiced a sincere vote of thanks to MANWEB in general and Messrs. Norman Walsh, Malcolm Cooper and the Mid Cheshire District team in particular.

Officers from the Borough of Crewe and Nantwich Council seen here with our own Mr. Norman Walsh, right.





Deputy Chairman visits the Apprentice Training School

Apprentices Malcolm Harding (*Dee Valley*) and Ian Garrett (*Oswestry*) chat with Mr. Gales after being introduced by senior electrical instructor John Seymour.



Three more young men at Hoylake meet our Deputy Chairman. They are, from left to right: Alan Phillips (*Liverpool*), Floyd Boka (*Clwyd*) and John Overton (*Mid-Mersey*).



In the appliance repair section, apprentice Paul Parnell (*North Wirral*) works on a cooker control panel while assistant electrical instructor Maurice Grisenthwaite explains this important part of the electricians' training programme to Mr. Gales.



This year, clients in our canteen at Hoylake are eating total convenience foods—cooked and blast-frozen at our industry's unit at Capenhurst. Nearly 50 apprentices and a dozen or so staff, plus a fluctuating number of men under training in the jointing and line sections, dine here daily. The ladies looking after the 'inner man' are, from left to right: Barbara Ross, Pam Wootton and Daphne Yoxall.



Mr. Gales and instructor Colin Roberts, chat with apprentice Russel McAdam (*Liverpool*) before he resumes work on the lathe.

at Hoylake

A group of lively apprentices working in the installation section 'get into the picture' when the camera is pointed in their direction. They are, from left to right: Roy Callister (*Dee Valley*), Michael Atkinson (*Liverpool*), Mark Davies (*Head Office*), Andrew Callaghan (*North Mersey*), Derek Hughes (*Dee Valley*), Peter Flanagan (*Liverpool*), Michael Almond (*Mid-Cheshire*) and David Hughes (*Clwyd*).





There was still snow on the ground when our Deputy Chairman went out to meet staff members in training with the overhead line section at Hoylake. Here we see him with Bill Jones (*oh line instructor*) and, from left to right: Geoff Crank (*Dee Valley*), Paul Gocher and Bob Bainbridge (*Oswestry*).



Mr. Gales with linemen & jointers

OUR COVER PICTURE shows a Liverpool District jointing team, George Deakin, *right*, and Eddie Burnett, in action during Mr. Gales' tour of the section. With him are, Geoff Parry (*senior instructor*), *left*, and Dennis Kernan (*Education and Training Officer*).

Left: Our Deputy Chairman, seen here with more linemen in training, *from left to right*: Dewi Hughes and Keith Powell (*Gwynedd*) and Joe Braddock (*Aberystwyth*). *Below left*: In the jointing school, close inspection of work being carried out by Vin O'Sullivan and Tom Smith, a team from North Mersey. *Below*: Compliments for a job well done by Bryn Jones (*Clwyd*).



Customer Care in America

by Des Lock

(Management Services Officer)

THE Detroit Edison Company is one of the many investor-owned utility companies currently operating in the United States of America and has a franchise area covering 7,600 square miles (roughly the size of Wales)

The population of the area is approximately 5 million and there are 1.7 million customers supplied by the Company, compared with MANWEB's figure of 1.3 million. The area is oval shaped, 140 miles from North to South, and 80 miles from East to West. Two-thirds of the area's boundaries are lake shores, with Saginaw Bay in the North West Lake Huron, Lake St. Clare's and Lake Erie in the East. To the South and West the area boundaries are within Michigan State.

Detroit Edison is split into six divisions, similar to Districts within our own industry. The Detroit division is geographically the smallest, but supplies nearly half the customers. Divisions are responsible for their own destiny, although operating within a highly computerised, centrally-controlled system.

The company supplies a large industrial belt surrounding Detroit where many automobile firms and related industries are located. Agriculture is predominant in the rest of the area.

The company is responsible for generation, transmission and distribution of electricity. The source of fuel is basically coal, although some stations operate on oil and natural gas. The company has one nuclear station, with a second 1,100 megawatt station due for commissioning in 1982.

My project covered all aspects of the company's planning and information system, which gave me an ideal opportunity to meet many Americans at all levels within the organisation. I spent time in the field with splicers (cable jointers), overhead line crews, supervisors and all levels of management.

Des Lock recently spent a month studying Management Information Systems with the Detroit Edison Electricity Supply Company, Michigan, USA. His visit was made under our industry's Overseas Exchange Scheme.

The most outstanding features of my visit were the courtesy (which was typical of all Americans I met in and outside the industry) and the complete loyalty and commitment of all staff to the company.

Although my visit was mainly concerned with management information systems, I could not help identifying the very high standard of service given to the customer at comparable costs to that in our industry.

Divisions have designated telephones for customer enquiries, and all queries from customers are dealt with by these operators/clerks. It is their job to ensure that the excellent computer facilities available are used to the maximum. They are in a position to respond to customers and make arrangements for programming or rectifying work.

The Detroit division, which was by far the largest in the company, dealt with approximately 700,000 customers (over three times the size of Liverpool District) and received 2,000 calls per day covering all aspects of customer related work, customer service, meter reading, overhead lines, disconnections, reconnections, etc.

24-hour service

The division operates a 24-hour service, and was also responsible for dealing with all queries throughout the company at night. Under storm conditions the size of the team is supplemented by staff not on normal duty that day.

Staff training is given high priority. Section supervisors are responsible for ensuring that their staff are adequately trained to cover the needs of their particular section. The supervisors are given a series of guidelines which must be followed to ensure that staff are fully trained.

Attitudes and response to telephone calls is very important, and staff within the company are expected to respond to calls immediately. Rarely in a very large open plan office did I hear the telephone ringing for more than a couple of seconds, and in the Customer Service Section, even under storm conditions, the phones were generally answered within 20 seconds. Again, I believe this is a reflection of the attitudes of staff within the company. My over-riding impression was that everyone was concerned about the customers, about the customers.

Readers of this article may ask me, as a member of the Management Services Department, "Did they have Clerical Work Measurement or Pay and Productivity Schemes?". The answer is "NO".

They did, however, have measured standard times for all work undertaken within the Company, whether in the field or in the office, and the staff were expected in return for their normal salary to work within these times. Targets were set and

(continued overleaf)

We get Letters . . .

From one of Colwyn Bay's top hotels . . .

"Last evening I had to call Rhyl office for assistance. Within ten minutes of that telephone call, your engineer was on site and proceeding to carry out his duties in the most efficient and courteous manner.

"I would be grateful if you could pass on my thanks to this gentleman. I was impressed beyond words by the quality of service rendered."

Signed General Manager.

And our man who 'rendered that service' was **Mr. David Jones** (shop electrician).

From a Mid-Cheshire customer . . .

"Dear Mr. Bird,
I write to tell you how impressed

I was with the work your installer did for me on Thursday. He arrived punctually, was most pleasant and did the job in a way which reflects great credit on him and those who have trained him. I regret that I did not ask his name but I should be pleased if you would pass on my thanks. It is most refreshing to see such a thoroughly craftsmanlike and professional approach"

Our punctual and pleasant 'spark' was **Barry Harding**.

In a letter to **Ivor Evans**, our System Engineer at Aberystwyth, from a Government Department, read as follows:

"Dear Mr. Evans,

I am writing to express my appreciation of the tremendous efforts made by you and your staff in restoring the electricity supply to Morfa Camp last week end. Considering the nature of the fault and the fact that the switchgear had to be replaced, it

is a true reflection on the amount of work that was put in that we were back on supply in a little over twenty-four hours.

"On behalf of our clients, and of course my own department, please accept my sincere thanks for all that you did in keeping any inconvenience to the absolute minimum."

Many members of our Aberystwyth staff, plus a jointer colleague from Newtown, were involved in this operation. They know who they are and no doubt will be pleased at this note of appreciation.

AND BY TELEPHONE

Among the many calls received from our customers praising the work of our staff, we have taken two from the Liverpool 9 area who expressed their appreciation for rewiring jobs carried out by **Derek Hargreaves** and **Tony Ward** electricians in our North Mersey District.

Customer Care—continued

achieved, from my limited experience their performances appeared very high.

I did some comparisons between like work in this industry and in America, and have to confess that the unit output, per man, in the Detroit Edison Company was as good as, if not better than, that in the electricity supply industry.

I spent a large proportion of my stay examining their planning, monitoring and control system. All planning, construction, maintenance and work organisation is heavily computer orientated, using this very effective tool to the maximum.

For example, when capital schemes are prepared by engineers all that is required is a material schedule. This is submitted and the computer takes over. It prepares financial estimates; orders materials; arranges deliveries; updates stock levels at the various warehouses; determines the crew types necessary to undertake the work; calculates the standard hours required to do the work and prepares job target times, etc.

The time actually taken for each job is also fed into the computer and used automatically to update schedules for the future. This example is only one of many computer applications in operation which aids a very well organised company to provide an excellent service to their customers.

In the Spring

This timely poem from W.M.E. of Aberystwyth reminds us that, even though Spring seems to be a little late this year, and despite the final fling of Winter, there are some good days ahead.

There's a glimmer of green on the bushes,
There's a bird in full song on the tree,
There's a gambol of lambs in the meadow,
And a feeling of carefree in me.

There's a breathtaking joyous dawn chorus,
There's a madness of hares running free,
There's a panic of thrushes and blackbirds,
And a lightness and laughing in me.

Just why is this frantic commotion?
Just why should this happiness be?
Just why should the whole of the bird world
Decide that it merry will be?

I'll give you a possible reason,
And pose you a possible cure;
The calendar says it is Spring-time,
Could love be that urgent allure?

Talking Notes

GOLDEN DAYS

OUR congratulations go to the stewards of the Liverpool Electric Supply Sports & Social Club **Dick and Minnie Hough** who recently celebrated their golden wedding anniversary.

An electrician with the former Liverpool Corporation, Dick became a sales representative with MANWEB in 1956 and retired 11 years later. He returned to Lister Drive for a further four years on a part-time basis, ordering spares for the appliance repair section.

He has been a member of the Sports & Social Club at Thingwall Road since its inception. Now, both he and Minnie have their hearts in their work as stewards, jobs they have been doing quite successfully for the past 12 years.

They take great pride in

their catering achievements, whether it amounts to providing cheese cobs for the football team on Saturday afternoons or to laying on a full wedding breakfast for 120 guests.

Still very active in mind and in body, Dick is 76 and Minnie is 70 years of age.

May they have many more years of happiness together.

And Baby Makes Three

Many people will remember the lovely **Susan Jones** who, a short time ago, left her job as receptionist at Head Office to prepare for 'Mumhood'.

Well, it's happened and Sue with husband **Trevor**, an electrician based at Chester depot, have become the proud parents of a son, Andrew Paul, who weighed in at seven-and-a-half pounds.

National Competition

Duncan Greenwood's farcical comedy "*Strike Happy*", staged by the Electron Players at Liverpool's Neptune Theatre in February, was acclaimed by all who saw it as the best of the eight plays so far presented by the company.

The production was entered in the Electricity Council's Adjudication Scheme—a first attempt by the "*Electrons*". Now they must wait until all plays entered country-wide

Mr. Johnnie McLachlan is seen here presenting a bouquet of flowers and congratulating Mrs. Minnie Hough on the occasion of the golden anniversary of her marriage to Dick, *centre right*. Other members of the Liverpool Retired Employees Group in our picture are, *from left to right*: Chris McGinty, George Hignett, George Ball, Charlie Payne, Harry Walker, Harry Robertson, Bill England and Alf Kinrade.





Members of our Commercial staff 'on course' during a period of their sales training programme. They are, from left to right, standing, Margaret Boyle (North Mersey), Cerys Jones (Liverpool), Neil Jones (Walton Vale), Val Eastwood (Sales Training Instructor) and Terry Dowker (St. Johns). Seated: Margaret Bjork (Kirby), Margaret Wright (Bootle), Marie Warrington (Chester), Dorothy Carter (Warrington), Linda Hill (Northwich), Linda Davidson (Runcorn) Helen Wilson (Gwynedd) and Alan Cunningham (Allerton).

have been judged before the results are declared. However, the adjudicator who came along to see their show said that "Strike Happy" had obviously given enormous pleasure to the audience.

Preparations are going on to present a one-act play in the Neptune Theatre-Users Festival and two more full-length plays for next season.

Sending us these notes, **Tom Saladine** urges all friends in the industry to give their support to this very able band of Players, and to join the regulars who would not dream of missing a performance!

Rent a Sub

We won't tell you in which District this occurred—we simply leave you to guess.

It appears that one of our industrious engineers had occasion to visit a double ring-main unit substation. Only half of the substation was fitted out, the rest being left in readiness for further supply demand in the area.

When he arrived at the sub, the vandal-proof locks were missing and inside he found a table, four chairs, carpet on the floor, a loaf of bread and a bottle of milk on the table.

We have heard of substation furniture but this was ridiculous!

The local police were informed and they kept surveillance thinking that it was an absconder 'living in.' But all to no avail.

We are now wondering—*who's been collecting the rent?*

Who Pleaded Guilty?

A letter posted to Head Office recently was addressed to: "MANWEB (Extortion Department)".

We don't know who accepted delivery of it—they only passed us the envelope!

Following up on their visit to our Mid-Mersey District Office some time ago, Councillor Arthur Parr and his wife Ethel (Mayor and Mayoress of Halton District Council) were special guests at Head Office recently. Our picture, below, shows our V.I.P. First Citizens with a few of their former colleagues.



New Homes

Cordial cooperation and very smooth relationships between staff from the nationally-known construction company, Barratt Developments and colleagues throughout the Board, help to provide value-for-money, and often all-electric, homes for today's buyers.

One of the many Barratt sites in our area is at Broughton about five miles to the West of Chester in our Dee Valley District. Here, when a new show house was opened recently, instead of Patrick Allen dropping in from his helicopter, our energy sales friends **Don Hinsley** and **Barry Jones** were invited along with other special guests.



Barratt Developments did not need world champion Town Crier Tom Clarkson to shout of the qualities of their new homes, but Chester's colourful character was 'on site' when the new show house was opened recently at Broughton. Also in the picture are, from left to right: Messrs. Bernard Little (*Director of Planning and Technical Services, Alyn and Deeside District Council*), Don Hinsley, Barry Jones and Jack Jones (*Technical Director, Barratt Homes, Chester*).

SPONSORED JOG

Entries are coming in from Departments
Districts—and Families.
Have you—or your group—got your names down?
The Chairman AND Deputy Chairman—other commitments permitting—hope to be the 'first off'.

Don't forget the date. . .

Thursday 17th May
and the place—**Head Office**
and the reason—to raise money for various childrens charities in this "Year of the Child". Full details and sponsorship forms from **Gren Roberts, Welfare 2142.**

Artist

A novel innovation was an art exhibition which added a little more colour to the annual meeting of our Liverpool Retired Employees' Group, held recently at the Thingwall Road Clubhouse.

George Parsons, who retired just over 12 months ago from his job as meter reader/

collector, is a keen amateur artist. Club officials quick to recognise their colleague's talent, persuaded him to stage a 'One-Man-Show'.

And so, it was a fast dash for George as he sped around to his relatives and friends to

collect his 21 paintings adorning their walls.

He managed to get them all together in time for fellow members of the Retired Group to view the landscapes, seascapes and animal studies with interest and appreciation.

Artist George Parsons, who mounted a one-man exhibition of his work.



ELECTRICITY IN MID-CHESHIRE INDUSTRY

Success builds Success

JIFFY bags, those padded paper packages used for protecting, in transit, small and delicate items are being used in increasing quantities today.

The success of the product over the past ten years has been amazing. Recently, saturation point—the ultimate aim of every manufacturer—was almost reached and the Jiffy Packaging Company looked for an alternative product, a second string, to allow further expansion.

They have now done this by setting up a new company known as 'Jifcour' situated just a few paces from the main Jiffy Company premises at Winsford near Crewe.

Jifcour packaging material is an extremely low-

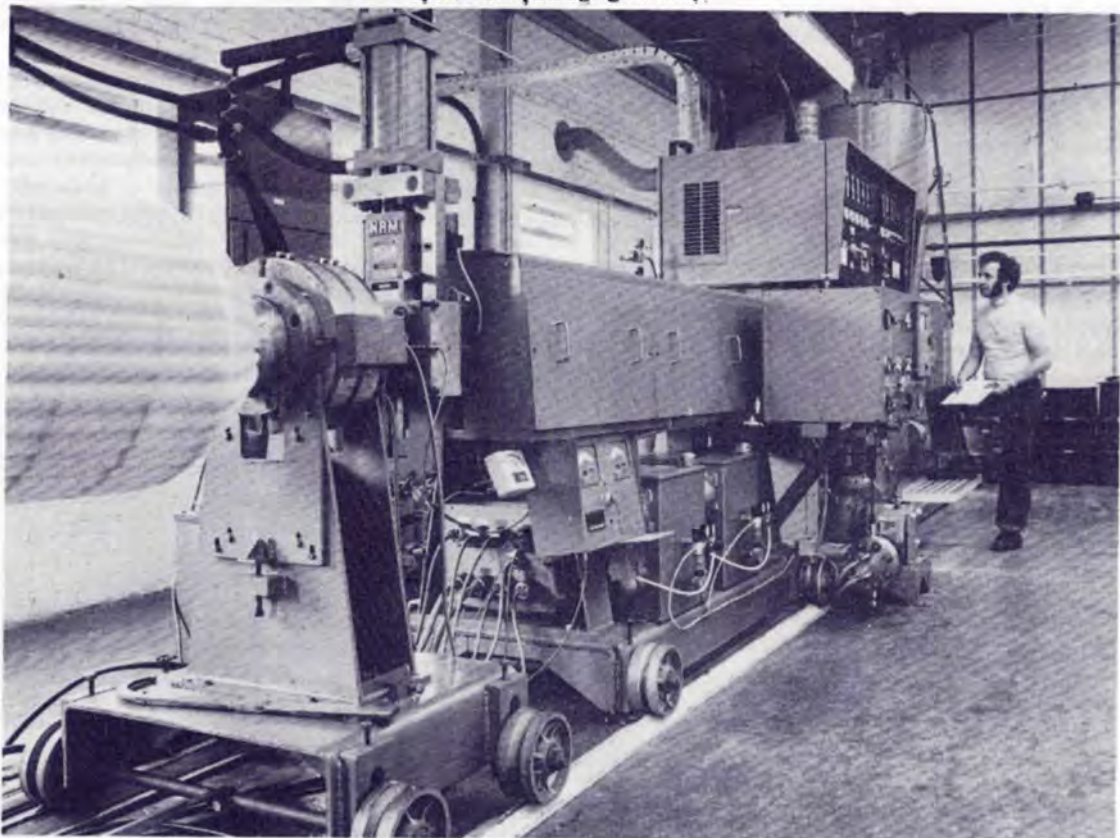
Low-density polythene extrusion machine at Jifcour, Winsford, for producing material used in the specialised protective packaging industry.

density polyethelene extrusion. It is foam-like in texture and appearance and is intended for use in protecting large items such as printed circuit boards or sheets of glass while in transit. It can also be used for further protection of smaller items by inserting into Jiffy bags.

The new product looks like repeating the success story of Jiffy Packaging and if it does, MANWEB will have played its part, just as it did for the original company.

For many years, MANWEB and the Electricity Council have been involved with Jiffy Packaging, exemplified most recently when a radio frequency drying unit was installed to dry the adhesive used for laminating Jiffy bags. So, it was not surprising to learn that even before Jifcour was established, staff from MANWEB's Mid-Cheshire District were there to help pave the way for the new company.

The first job was to reinforce the electricity supply in the vicinity to cater for the new load. This necessitated building and equipping a new substation in a very short time.



Men from MANWEB give expert advice

McCORQUODALE Machine Systems' reputation for the design and manufacture of high-technology printing machines is such that their customers include well-known companies which have similar production plants of their own.

The company, based at Crewe, specialise in the production of high-quality computerised printing machines. Their strength in this field is underlined by a strong design element with, in the Crewe offices, one-third of the staff as members of the design team.

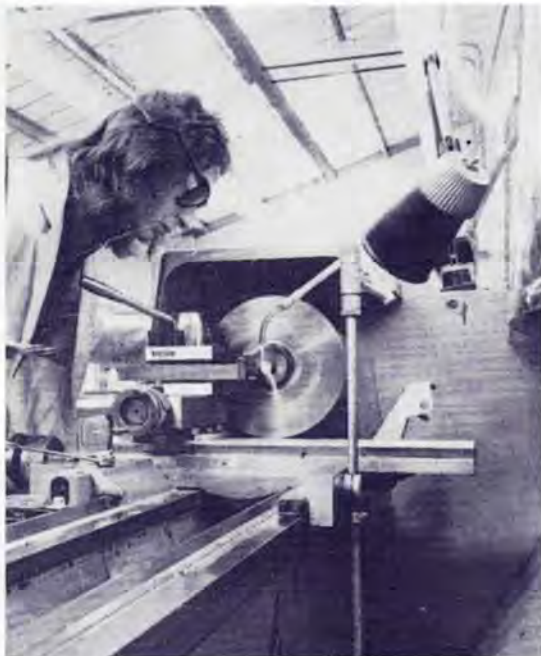
But McCorquodale too, consult the experts when they require specialist help. MANWEB became involved when the company found it necessary to move into larger premises and chose a 10,000 square feet 'shell' with no services.

Our Mid-Cheshire District staff responded quickly with expert advice from energy sales engineer Terry Keenan (now with our North Wirral District) and contracting engineer Bob Huxley.

From the initial supply enquiry, the Board was contracted to deal with the power distribution, air-conditioning and lighting throughout the factory.

A special part of the job was the air conditioning of 'the clean

Precision machining of a component part for security printing equipment manufactured by McCorquodale Machine Systems



room' an area where test and acceptance trials are carried out on the complex printing systems. Here humidity levels have to be very strictly and accurately controlled. In quoting for this work MANWEB beat its nearest rivals by over £1,000!

Our District staff kept pace with a tight time schedule and so allowed the company to move into its new premises in the shortest possible time.

The Board's contributions of advice, consultation and design prompted Production Manager Bill Lumby to state: "The help

we have received from the Board has been positive and concrete.

"We have done a lot of the work ourselves to save money, but we have definitely benefitted from the sound advice we have received. MANWEB has been tremendous."

McCorquodale Machine System, part of the McCorquodale Group, has worldwide interests and is still growing.

Concluded Mr. Lumby, "Soon after we moved here, staff expanded from 12 to 60 and now we hope to expand further. When we do, I'm sure MANWEB will be involved."

JIFCOUR—continued

Apart from the engineering work, the Board also carried out the wiring installation in the factory and so helped Jifcour to make an early start on production of the foam using a sophisticated electrically-heated extruding machine, unique in this country.

The connected load is 330 kVa and close temperature control is a critical part of the process as there are numerous zones of temperature variations plus a high degree of temperature control in the die.

"Early results are encouraging," said Jifcour works manager Mr. Mike Smith. "We are already

talking about double shifts after only a few weeks of production and we wouldn't be in that position without the help of MANWEB."

"The co-operation from the Board has been absolutely genuine but then I didn't expect anything else. I've dealt very closely with MANWEB for a number of years and have every confidence in the Board's ability.

"MANWEB did the whole package for us, from getting supply to the factory and then power to the machines."

Mr. Smith added that electricity consumption is "economic and better than expected!"



The winners of the first prize overall, with the male trio winning the men's first prize. From left to right: Nigel Crossley, Geoff Green, Phil Roberts, Gail Rogers, Joanne and Marj. Evans.



Winners of the Ladies' section, from left to right: Pat Collis, Annette Thomas and Judy Bailey.

"SPORTS SKILL"



Above: Sally Brooks throws her final dart watched by team-mates Lexie Gower and Marion Barlow.

Nine ingeniously constructed machines were entered for the Great Egg Race competition held recently by members of the MANWEB (Chester) Sports and Social Club.

"String Driven Thing" built by John Sojka and Graham Corry won by travelling 61 metres.

The race was just one of the events in the "Sports Skill" evening in which 26 teams played 13 games of skill, from darts to croquet.

Gren Roberts, Hugh Farrow and Eifion Jenkins were the organisers, Dave Stephenson the compere and the prizes were presented by Club Chairman Harry Foreman.

Below: Those magnificent men with their egg-racing machines. Winners Graham Corry and John Sojka are standing 2nd and 3rd from the left,





A section of the invited audience at the Plas Madoc presentation show attentive interest as Maureen Edwards, right, demonstrates the many advantages of the micro-wave oven.



Commercial Catering Campaign

THE fight for commercial catering load is never ending and over the past few weeks our energy sales colleagues have been 'in the thick of it' as they presented seminars and exhibitions to specially selected audiences.

We example our Dee Valley District who have just completed a series of three one-day meetings. They began at Ellesmere Port, moved on to Chester and then had their final presentation at Wrexham.

Each seminar was 'chaired' by Don Hinsley (*energy sales engr.*) who welcomed the guests before introducing his speakers, Joan Dittich (*Catering Development engineer*) at the first two meetings, and Brian Groves, a lecturer in charge of catering at Aston College, Wrexham, at the last meeting. Their most informative talks were very well received.

Then Dee Valley District demonstrator Maureen Edwards, prepared and presented in a most professional manner a meal consisting of trout, gooseberry pie with cream and coffee.

The meal was cooked to perfection in a matter of minutes with the use of the micro-wave oven. This created much interest with the expert caterers in the audience. A novel twist was when Maureen put two cups of cold coffee into the micro-wave and a few seconds later, brought out two cups of piping hot coffee.

Over 100 people with special interests in catering accepted an invitation to the series of Seminars in Dee Valley District. These included, at each session, representatives from the Chamber of Commerce, Licensed Victuallers

Association, Local Authority' local industry, the Welsh Tourist Board, publicans and hoteliers and caterers from medium-sized establishments.

Judging from the reactions and questions asked, all the meetings were well worth the effort and turned out successful.

Similar ventures have also been held in each of the Board's Districts.

ON SHOW AT LLANDUDNO

MANWEB's colourful and well-designed stand was again a major attraction at the Welsh Resorts Catering Trades annual exhibition, organised by the Llandudno Hotel and Restaurants Association and held recently in the town.

While touring the many exhibits, Councillor and Mrs. D. Gordon Owen, Mayor and Mayoress of Llandudno, together with Councillor Ms. Vicki Lazar, Mayor of Aberconwy, sampled some micro-wave cookery by Christine Hughes (*demonstrator*). Our 'Girl from MANWEB', Lynne Joyce, was also in attendance.





Revenue staff at Head Office gather round as Mr. Frank Christopher, centre left, receives a farewell handshake from Mr. Ray Hall (principal assistant).

RETIREMENTS

MR. F. CHRISTOPHER

Friends and colleagues gathered at Head Office to say farewell to Mr. Frank Christopher after 25 years service with MANWEB. Frank, a senior accounts clerical assistant, was renowned for his sense of humour.

He joined the Board at the former Eversely Office of the then Area 2. He has since worked in most of the sections in the Accounts Department. He was in his earlier years a trombonist of a professional standard, and had the opportunity to take to the road on the dance band circuit.

Frank has not enjoyed the best of health recently and we join with his many friends hoping that he will have a long and happy retirement.

MR. E. G. BARRATT

Friends and colleagues gathered at the St Helens Depot of Mid-Mersey District to say farewell to electrician Mr Ted Barratt after 43 years service,

Colleagues from our St. Helens depot gather round as Mr. Glyn Norbury (District Commercial Engineer), right, makes a retirement presentation to Mr. Ted Barratt, while Miss Molly Rochford, front left, hands a bouquet of flowers to Mrs. Barratt.

who was retiring because of ill-health.

Ted served his time as an apprentice electrician with St Helens Corporation, starting in 1935. With the outbreak of the second world war he joined the Royal Navy, returning to the Corporation at the cessation of hostilities, and with nationalisation came to MANWEB.

Ted is married and he and his wife have two daughters, one living in Canada and the other in Germany, and with a sister in the United States, travel figures prominently amongst Ted's pastimes. He also has a caravan in the Lake District, and enjoys driving and gardening. He is also a keen Rugby League fan, and follows his home side, the 'Saints'—St. Helens.

MISS H. EDWARDS

After twenty-eight years of secretarial work for MANWEB Miss Helen Edwards will have her 'first taste of freedom for many years' with her retirement from North Mersey District.

In the former Area 1 office at Hatton Garden she worked for a succession of Area Officers. With the



reorganisation of the Board she moved to the old Bootle Office in Marsh Lane, where she worked for the District Officers.

Although she is retired from the Board she has not yet completely given up secretarial work as she is assisting the former Board Chairman Mr. Denis Dodds, in a part-time capacity.

With her new found freedom she intends to paint and decorate her home, and then intends to take up handicrafts. Amongst the gifts from her many friends Helen received a carriage clock to mark her retirement.

MR. J. A. SUTTON

It was bonfire night in 1934 when a young John Sutton became an apprentice electrician with the Mid-Cheshire Electrical Supply Company Ltd. Now nearly 45 years later he has chosen to retire from his Head Office post as 1st engineer in the Installation and Service Section.

He served in the R.A.F. during the war from 1940 to 45, training R.A.F., Fleet Air Arm, and U.S. Army personnel as a senior electrical instructor.

After the war he rejoined his old company which became part of MANWEB with nationalisation. He moved to the former Chester District Engineer's department in 1951 changing to commercial work after a few years.

He joined the Head Office Staff in 1970 with Board re-organisation, and has built up an excellent working relationship with the District and Service Workshops.

Away from the office Jack enjoys gardening and

'do-it-yourself'. In recent months he has not enjoyed the best of health, a factor in his decision to retire, and we join with his colleagues in wishing him a speedy return to full fitness.

MR. J. E. PEMBERTON

Dee Valley District linesman Emlyn Pemberton retired from MANWEB after 28 years service, due to ill-health.

He has spent those years working from the Vauxhall and Leagacy Depots in Wrexham, many of them on the North Wales Rural Development Scheme, which brought electricity to the remoter areas of the Principality.

Prior to his service in the electricity industry he worked in the opencast coal mines and did over seven years' service in the Royal Welch Fusiliers in India and Burma.

Colleagues subscribed to a wallet containing banknotes which was presented with the wish for better health and a long and happy retirement.

Mr E. APPLETON

Warrington meter reader Mr Eddy Appleton retired recently through ill-health after 33 years service. He had originally worked in the engineering department as a jointer for 13 years before being promoted to chargehand jointer, a position he held for nine years, until he moved to the meter reading department.

Friends and colleagues contributed to a car radio as his retirement gift with the wish for better health in a long and happy retirement.

Miss B. PEELING

After nearly 27 years' service in the electricity supply industry, Miss Barbara Peeling has now retired from her job as a comptometer operator at Head Office. She joined the CEGB in 1952 and seven years later, came to MANWEB and worked in our former Area 4 Office at Rhostyllen before moving to Head Office on our re-organisation. Below, we see friends having a farewell drink as Mrs. Marjorie Whitlow (supervisor), right presents Barbara with one of the retirements gifts from colleagues.



Pensioner's Page . . .

Liverpool

The Annual General Meeting of the **Liverpool Retired Employees Group**—which attracted a good turnout despite unpleasant weather—saw the following officers elected:

Chairman: Mr John Robertson.
Vice-Chairman: Mr Ben Carmen.
Hon. Secretary: Mr Harry Robertson.
Assistant Hon Secretary: Mr George Barr.

Committee: Messrs Charlie Payne, Harry Walker, Charlie Murdock, Alf Kinrade, Chris McGinty, George Hignett, Bill England, Dick Hough, George Taylor and Charlie Taylor.

In addition to the formal business there was the pleasant matter of a presentation to Mr and Mrs Dick Hough on the occasion of their Golden Wedding, and the enjoyment of an exhibition of paintings by George Parsons.

Mid-Cheshire

A most successful year for the **Mid-Cheshire Retired Employees Association** drew to a close a few days ago when the group held their annual lunch at a Crewe hotel. The year has seen trips to the Vale of Evesham, Shrewsbury Flower Show, Anglesey and Lytham St. Annes.

The start of the Association's 1979/80 year comes with the

Annual General Meeting, which will be held at the District Office at Crewe on April 10th, starting at 2.30 p.m. A cordial invitation is extended to all retired **MANWEB** people now living within the **Mid-Cheshire District**.

The new season's first outing has already been arranged, to Leighton Hall, near Carnforth, with a visit to the Carnforth Steamtown Railway Museum. May 9th is the date.

A number of other interesting possible destinations for outings are also being considered.

Active in Retirement

Lay preacher and Community Councillor, **George Parry** is approaching his 70th birthday but shows no signs of taking things easy. He serves on a dozen or so committees and statutory bodies including, strange as it may seem for a former electricity man, the Gas Consumer Council and the Severn-Trent Water Authority Liaison Committee.

George worked at Rhostylen and Head Office for 23 years before his retirement in 1973. He still keeps in touch with many of his colleagues on his capacity as treasurer of the **Dee Valley Retired Members Association**.

He is a keen historian and chairs the Clwyd Local History Society and is a member of the

Denbighshire Historical Society. He is a senior steward in the **Ovate Order of Gorsedd y Beirdd**—the Bardic Circle, and is associated with the **National Eisteddfod**.

A fine example of interest and industry is our George.

He's Moved

Friends of **Jim Birtwistle** who left Head Office a few years ago to become "*The Boss*" of The Pines Country Club at Penmon, Anglesey, will be interested to know that he has now left the business and has moved to 111 Glan-y-Mor Road, Penrhyn Bay, Llandudno, Gwynedd LL30 3PH

He offers an open invitation to all old friends.

IT'S NEW!

CHESTER and HEAD OFFICE
RETIRED STAFF
ASSOCIATION

has recently been formed and welcomes members. If you are interested in joining your colleagues who are in the ranks of the retired, then please contact the Secretary for the Association who is . . .
Mr. D. C. Hall (Del),
127 Hartington Street,
Handbridge, Chester.

Obituary

It is with deep regret that we record the following deaths:

John Fairclough aged 63, was a chargehand storekeeper at St. Helens until his retirement last year due to ill-health. Jack was a bachelor who had worked for the industry for 32 years.

Edgar C. Hall, aged 75, was the District Commercial Engineer of the former Clwyd District.

Humphrey U. Hayes aged 73,

was formerly the District Engineer of the old Chester District until his retirement through ill-health in 1968. He joined the industry in 1929 moving to Chester from Salford in 1946.

Elizabeth Hilton aged 62, Betty was the cleaner at our St Helens shop for the last 17 years.

Mr. George Edward Roberts, aged 67, a linesman's mate at Legacy prior to his premature retirement on health grounds in

1971. He was a faithful member of Rhos Male Voice Choir.

Mr. James D. Roberts, aged 77, a former clerk who worked at Llandudno Junction and later in the former District Office, Llandudno.

William E. Smith aged 81, was a retired installation engineer from the former St Helens District.

We extend our deepest sympathy to the families and friends of these our former colleagues.