

Merseyside and North Wales  
Electricity Board

Editorial Office: Room 5S1  
Head Office, Sealand Road,  
Chester CH1 4LR  
Tel: Chester (0244) 377111  
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# "WE ARE NOT GETTING FULL VALUE" —SECRETARY OF THE EPEA

Another  
'PEP' success  
for us

## Forthright views on our industry

FOR the second year in succession a MANWEB area firm—winner in its category in the MANWEB competition—has found its way into the honours in the National Finals of the "PEP Award" competition.

United Glass Containers, of St. Helens, our winner in the category for firms with more than 200 employees, took third place out of the 14 finalists in that category—representing all the Electricity Boards. Acting on behalf of the firm, Neil MacDonnell, their Technical Director, received a certificate of commendation from the hands of Energy Secretary Peter Walker at a ceremony in London.

This was the second year of the "PEP" competition, which has now caught the imagination of thousands of industrialists throughout Britain. "PEP" stands for Power for Efficiency and Productivity, and the Awards go to firms which can demonstrate sub-

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NEITHER trade unions, nor management, nor the staff of the electricity supply industry themselves, have so far got anything like full value from the industry's Joint Co-ordinating machinery, declared John Lyons, general secretary of the Electrical Power Engineers' Association, guest speaker at the fourth annual conference of the MANWEB JCC, held in Chester last month.

During the course of a wide-ranging and penetrating address he expressed forthright personal views on several topics of major importance to the country in general and to the electricity industry in particular.

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Energy Secretary Peter Walker, left, presents the "PEP" Award to Neil MacDonnell from United Glass Containers at St. Helens



Pictured at the MANWEB JCC Conference, from left to right: Board Chairman Bryan Weston, General Secretary of the EPEA John Lyons and Conference and JCC Chairman Norman Barr (Area Official EPTU)

## Record-breaker's Rio flight

RECORD-BREAKING racing pigeon No. T 65888-85GB will be flown from Brazil in the first-class comfort provided by British Airways back home to his loft in Nantwich, behind the home of fancier Cliff Young, an Engineering foreman in our Mid-Cheshire District.

Cliff, who has trained pigeons for nearly 40 years, entered four of his birds in a big race starting from Guernsey last September. Three of them arrived back home safely, but the fourth, nicknamed Charlie by Cliff's wife, Shiela, failed to return. After waiting patiently for a few days, Charlie was given up for lost—probably becoming someone's pigeon-pie.

Then, early in the New Year, a letter from the Pigeon Carrier Breeder Association in Caera, Brazil—nearly 6,000 miles from Nantwich—informed Cliff that his bird had been found by fishermen on the Touros Beach in Rio Grande do Norte.

The pigeon was taken to the Association's headquarters about 500 kilometres away, and here dear Charlie, who was rather tired, thin and a little sick, was well looked after.

Technical Director of the Association, Maurilio Abreu de Oliveira, in his letter to Cliff, wrote: "I am a great admirer of these perfect athletes and am ready to return this English record-breaker which, I think, crossed the Atlantic Ocean to visit our beautiful beaches."

No-one seems to know how the pigeon managed to make the incredible crossing, but there is not the slightest doubt that he did. His journey is awaiting confirmation as an official record.

Six-month-old Charlie is a Belgium

Krauth. He was in his fifth race when he turned left instead of flying straight on.

His trip to Brazil has brought Cliff a blaze of publicity, with stories in national newspapers, broadcasts on local radio and appearances on TV.

Proud pigeon-man Cliff Young holds the sister of Charlie, the record-breaker, now on his way back from Rio





Above: Adjusting one of the ground-mounted floodlights, we see Tony Roberts (craftsman electrician), left, and Ian Hogg, (apprentice). In the background, Graham Monks, right, chats with the Reverend Ray Byles. Left: The tastefully floodlit "Marble Church", strikingly photographed by Mike Hall, from Head Office

## New lights for the 'Marble Church'

THE magnificent spire of the "Marble Church" at Bodelwyddan, just off the A55 near St. Asaph, is a landmark which can be seen for many miles during daylight hours. Now, after the completion of a floodlighting installation by MANWEB, the beautiful church and its 202-foot-high spire stands out majestically against the night sky.

The west front and south facade are seen together and, in planning the scheme, it was felt that dominant light from a consistent direction would provide a coherent modelling effect.

Four 400-watt mercury halide lamps have been used to illuminate the entrance area to the church and the front face of the spire. The symmetrical narrow-beam tower floodlights are mounted on poles and fixed about three metres up from the ground. Three 250-watt, wide-beam lamps are ground-mounted and directed on to the side of the church.

The Reverend Ray Byles is delighted with the effect and now hopes to raise more money to pay for the cost of

illuminating the other side of his church.

It is possible that, in the future, a plan for extra separate lighting of the spire will be worked on. This might prove to be a tricky proposition, because any floodlighting positioned on the tower roof and aimed upwards would create ugly shadows, as the light is intercepted by the gargoyles and protruding masonry.

"However, a successful scheme can be prepared," commented our lighting specialist, Gerry Worthington (1st engineer), Head Office, who, with Graham Monks (2nd engineer) of Clwyd District, planned the present floodlighting scheme.

## CEGB CHANGES IN ORGANISATION STRUCTURE

THE Central Electricity Generating Board recently announced changes in the Board's organisation from a regional structure to one based on four new production divisions. The decision follows full consultation with members of staff and the unions concerned.

The four newly-appointed Divisional Directors and their senior management will take over production responsibilities from the Board's existing five regions. The change-over will be implemented on a step-by-step basis.

The new divisions cover the work of generation, operations, operational engineering and transmission. Their Divisional Directors and locations are as follows:—

**Generation:** Bob Weeks, at Shirley, Birmingham.

**Operations:** Frank Ledger, at Board HQ, London.

**Operational Engineering:** Bryan Ellings, at Shirley, Birmingham.

**Transmission:** Jim Craig, at Guildford and Shirley.

The CEGB also announced its intention to begin consultations on reorganisation to streamline the Board's production activities and increase the cost-effectiveness of the electricity generating system. This will take account of the reduced number of power stations on the system—180 down to 79 during the last 15 years—and advances in information technology.

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## Another 'PEP' Success

stantial savings in energy costs, and improvements in efficiency and productivity, by adopting electrical processes.

In the case of United Glass Containers the firm switched from gas to electricity for their "forehearth" heating, saving themselves more than £100,000 a year in energy costs and improving their product quality at the same time.

First places in the National Finals went to Dunkirk Metals Ltd., of Nottingham, and Greggs of Gosforth, a Newcastle bakery firm.

Between them the 28 finalists were able to show total energy cost savings of about £1.2 million a year, as a result of adopting electrical techniques.

Introducing Peter Walker, Electricity Council Chairman Philip Jones said it was appropriate that the presentation should come at the start of "Energy Efficiency Year", which was the brain-child of Mr. Walker. The entries in the competition confirmed the important role which electricity had to play in improving energy efficiency, having saved the equivalent of more than 3,000 tonnes of oil in just one year.

Combined with associated savings in materials, and improved productivity, they had achieved total overall savings of at least £2.4 million for an investment amounting to £2.8 million, giving an average "payback" period of less than 14 months.

## Long Service

WE offer our congratulations to the following members of the Board's staff who have completed, during the month of February, 30 or 20 years' service in the electricity supply industry.

**30 YEARS—North Mersey District:** George Canavan (chargehand meter operative). **Liverpool District:** Frank Bradshaw (general duties assistant) and Nancy Draper (clerical assistant). **Dee Valley District:** Pat Jennings (draughtsman). **Mid-Cheshire District:** Nancy Szostek (saleswoman). **Head Office:** Frank McGuinness (1st engineer Transmission).

**20 YEARS—North Mersey District:** Philip Starkey (administrative assistant, Debt Control). **Liverpool District:** Tommy Roddick (senior salesman). **Dee Valley District:** Sammy Jones (storekeeper). **North Wirral District:** Margaret Brent (administrative assistant, Customer Accounts), Joan Dunlop (administrative assistant, General Services), Alan Sheard (meter operative) and Geoffrey Smethurst (chargehand meter operative). **Head Office:** Christine Law (clerical assistant, Creditors).

## COMPUTER EXPANSION

THE ever-expanding application of computer-based facilities in improving customer service led to Board approval for the purchase of new equipment costing £270,000 at their February meeting.

It will be used in three ways. Firstly, in setting up customer enquiry units in Districts in line with the introduction of new improved telephone exchanges. People staffing these units will each have a phone and VDU, and they will be able to answer a range of queries and to initiate action to satisfy customers' needs.

Secondly, a computer system has been developed and introduced to support the meter modernisation programme—a vital element in the fight against the theft of electricity.

Finally, a pilot exercise to assess the value of electronic office systems is to be introduced in the Board's Legal, Estates and Wayleaves section at Head Office.

The total equipment to support these enterprises comprises 150 visual display units costing £170,000, five printers (£21,000) and 13 control units (£48,000). Total installation costs will be £31,000.

## APPLIANCE 'SUPERCARE' COVER

"SURECARE" — the new MANWEB insurance scheme to cover repairs to domestic appliances on an extended basis — was launched on 17th February, and first reports indicate that it is being warmly welcomed by our customers.

The new scheme replaces the old "Extracare" scheme, and offers an extra two years' cover in addition to the manufacturer's guarantee covering the first year.

Typical costs of the "SURECARE" cover are £45.95 for an automatic washing machine, £14.95 for a refrigerator, and £17.95 for a free-standing cooker costing under £400. The scheme includes most major appliances, as well as microwave ovens and storage heaters.

## New EAW Director

MANAGING executive of the Electrical Association for Women's Electric Living Foundation and a member of the Association's Headquarters staff since 1963, Norah Riddington has been appointed Director and Secretary of the Association.

She succeeds Ann McMullan, who is retiring after holding the post since 1976.

## More Medallions for North Wirral

FOLLOWING the success of the "Medallion Home" scheme at "Redcroft", with 64 luxury flats constructed by Redrow Developments at Greasby on the Wirral, another of their sites close by, "Red Dale", with 35 new dwellings, has been built to the "Medallion" standard.

Recently, the official opening ceremony was performed by local Member of Parliament Barry Porter, in the presence of the Mayor and Mayoress of Wirral Metropolitan Borough Council, Gordon and Rosemary Lindsay. Also present was Steven Morgan, Managing Director of Redrow Developments and his wife, Pam.

The framed "Medallion Award" certificate was presented to John Williams, Redrow Construction Director, by Des Lock, North Wirral District Manager.



Load Development Manager Bryan Ogden, second from left, presents the "Medallion Award" Certificate to builder Maurice Galliers, in the presence of Councillor Pauline Dee (Mayor of Wem) and Ron Williams, our Oswestry District Manager

**ENTHUSIASM** from prospective buyers of new homes on the Wemsbrook housing estate in Wem for the cleanliness and comfort of electric storage heating run on the cheap-rate Economy 7 tariff gave renewed confidence to building brothers Maurice and Graham Galliers.

The first two phases of their scheme for over 100 dwellings were predominantly solid fuel and oil-fired central heating. Then came the requests for electric heating and our Oswestry District Commercial colleagues were asked to design schemes for the range of bungalows being built.

These were soon accepted and offered to house buyers.

During last year, 15 "Medallion Award" standard homes were completed, representing about half the dwellings constructed.

So impressed were the builders

by the satisfaction shown for the electric heating and the service offered by MANWEB during and after the installation that they decided to include the electric option in all of their promotional literature and

specification sheets to cover the final phase of their building programme. This is scheduled to run until mid-1988, with 78 homes built at a rate of around 30 bungalows a year.

Each of the two- and three-bedroom dwellings has an average off-peak loading of 12 kilowatts of storage heating and

three kilowatts of water heating, bringing the final phase potential to 1,200 kilowatts.

For the supply of appliances and the installation work, the costs work out at around £1,000 per house. The whole contract could be worth over £75,000.

Should all 78 homes "go electric", then added to the 15

**BUILDER MEETS THE CUSTOMER DEMAND FOR ELECTRIC HOMES**

already at "Medallion" standard, the site would achieve one megawatt of "off-peak" storage heating.

Aiming for this target is Bob Isherwood (2nd engineer), who will liaise with the site agent and endeavour to convince buyers of these desirable properties that "Electricity is Best".

## MANWEB TO THE RESCUE

**IN Industry Year it is nice to receive accolades from business for services rendered. The grateful thanks of the Ferodo factory were bestowed on the Gwynedd District engineering staff for their exceptional service following an electrical breakdown at the firm's Caernarfon factory.**

A fire in a sub-station on the company's site damaged cables and switchgear, and the Ferodo Electrical Superintendent, Jim Jones, sent an urgent plea to MANWEB for help, on a Thursday afternoon. By midnight, the men from MANWEB had restored the supply to one of the two transformers, and the factory was back in partial production.

To effect a repair to the second transformer, a new length of single-core 185 sq. mm. cable was required. The Board, local suppliers and the manufacturer were out of stock. The District's Commercial Installation staff were asked to locate the cable. Eventually, a Warrington firm, Anixter, found a suitable length in London, and arranged for it to be delivered to Caernarfon on the Saturday.

**INDUSTRY YEAR 1986**

Whilst awaiting the arrival of the cable, an oil change was carried out on the transformer. The jointing work was completed the following day, Sunday, with full power restored

for normal production on the Monday.

The work was carried out by a team led by 3rd engineer Ian Barraclough and foreman John Owen. The jointing work was completed by craftsman Paul Taylor, assisted by craft attendant Cliff Jones. Craftsman Philip Griffiths and craft attendant Richard Jones were responsible for the electrical fitting side of the operation.

Ian Barraclough commented: "It was very much a joint venture, with everyone co-operating to get the customer back on supply. Our engineering staff pulled the stops out on site, and our Commercial colleagues scoured the country for the cable. In fact, it was through Neil Heyes of Dee Valley Installation section that we located Anixter, the firm from whom we eventually obtained the cable."

A letter of thanks was received by the District from Ferodo, praising the quick response of the MANWEB team and saying, "Due to your extremely efficient service, production breakdown was minimal."

Craftsman Paul Taylor completes a cable joint at the Ferodo factory



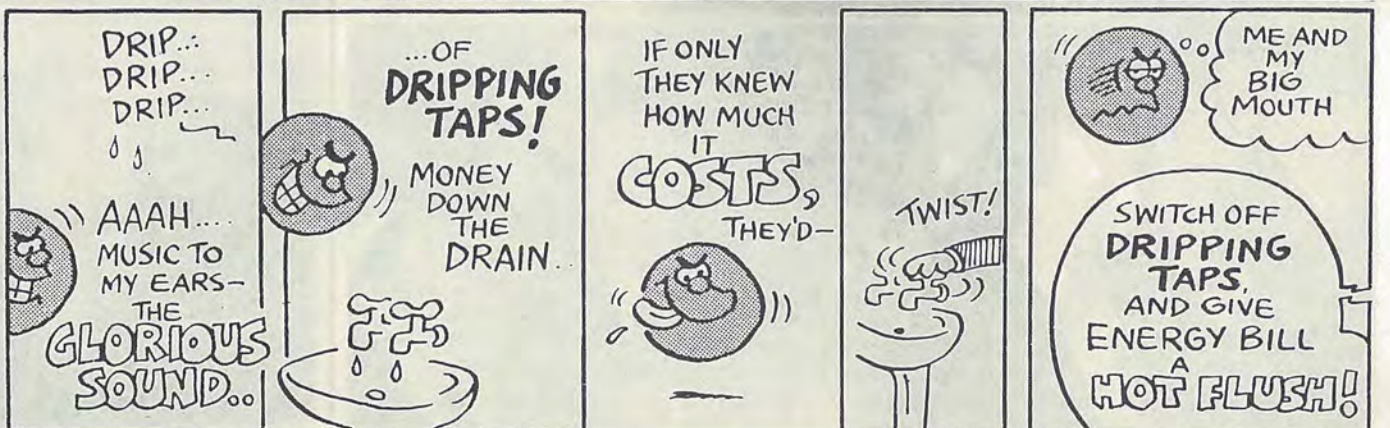
## Press Chief at Prenton

Mr. Tom Hunt, managing director of the Chester Chronicle newspaper group (right), and some of his colleagues, were recent guests of Board Chairman Bryan Weston (left) at our North Wirral District office. Our picture shows Mona Farragher (admin assistant, Debt Control) explaining her work to them during their tour of the building



## ENERGY BILL

by MITCH



\* FROM PAGE 1

## THE VIEWS OF JOHN LYONS

Mr. Lyons turned his attention first to the British trade union movement, and to its role in the current economic and political situation.

*"The TUC is just emerging from a period of the most appalling irrelevance,"* he said. *"It has been a period in which some trade union leaders—and not a few activists—developed an arrogance which is unacceptable to British public opinion, which a democratic society will not tolerate, and which increasingly removed them from contact with economic and political reality."*

*"A fatal gap grew up between what some union leaders proclaimed on behalf of their members, and the actual view of those members, which so often were completely different."*

He said that the trade union movement must now address itself to the adoption of policies and attitudes which would lead to trade unions regaining the respect and broad political support of the public at large.

Only on that basis could it resist further hostile legislation or expect a Parliament to redress the unreasonable balance of some of the laws put through by the present Government.

Trade Union Congresses would have to address seriously the problem of Britain's industrial decline, to adopt a stance of constructive co-operation with employers in tackling our deep-rooted problems, and employers would have to co-operate with the trade unions in such an approach.

Moving to our own co-ordinating machinery, the speaker said that while he could not say that the NJCC had failed, neither was it a success. There were weaknesses both on the management and trade union sides, and both would have to persevere.

The next major issue examined by Mr. Lyons was that of nuclear power—a debate in which the industry was *"immensely and inextricably linked."*

*"It is easy to dismiss the environmental opposition, but a mistake to do so. It is a mistake because some of their arguments have force and, whether they have force or not, they have the ear of large segments of public opinion."*

Nuclear waste was the Achilles' heel of the nuclear industry—a sitting target for the opponents of nuclear power. The public knew little and cared less about the different kinds of nuclear waste. They did not want any of it near them, in any circumstances.

*"What has to be done is to talk to the British people about the problems of nuclear waste, the dangers, how they can be dealt with safely, and how they can remain under the surveillance and control of representatives of the public at all times,"* he said.

Mr. Lyons added that the Electricity Supply Trade Union Council had asked the Secretary of State for the Environment to initiate a national public debate on the topic of waste disposal following the forthcoming report of the Select Committee of the Environment on the subject. Much more should also be done by our industry to inform our staff about the facts and arguments.

Turning to the Sizewell Inquiry, he said that the public differences between the CEGB and the South of Scotland Board over the respective merits of the AGR and the PWR were *"quite extraordinary"*, giving opponents of nuclear power the argument that the industry which most wanted nuclear power did not know what was best. The only correct policy was to say that the industry would back whatever reactor type the Inquiry decided to endorse, if it endorsed either.

The possibility of the privatisation of our industry gave Mr. Lyons plenty of food for comment. He said that the ESI would not be privatised during this Parliament, but would be a likely target in the event of the present Government winning the next election.

He made clear his views—and those of the EPEA and other electricity unions—that the prospect of privatisation should be opposed. The Government, he declared, had no mandate to privatise gas and water, and by this token those opposed to the privatisation of electricity need feel under no obligation to acquiesce even if the privatisation of electricity was included in the next Conservative Party manifesto.

The unions had decided to oppose privatisation, not on political or ideological grounds, but on the basis that the privatisation of a *"natural monopoly"* would not be in the public interest and would not help the consumer. No serious intellectual case had been put forward for the privatisation of electricity.

He noted that the industry's top management had refused to comment on the concept of privatising the industry, saying it was *"a matter for the ballot box"*. This was known as *"keeping one's head down"*.

He forecast that the privatisation of gas, with very weak regulatory powers, would be bound to have a severe impact on our industry, affecting our efficiency, investment and employment capacity. Whatever happened after the next General Election our industry would have *"huge and unnecessary political problems to grapple with"*.

*"The industry's leadership must start saying something now,"* urged Mr. Lyons. *"We in the trade unions have got to take up these arguments with the public ourselves, but I believe it is incumbent on the industry's own leadership to be raising some of these issues for public discussion at the present time. We do not ask them to campaign against the Government politically. We do ask them to draw the public's attention to some of the immense problems ahead for one of the country's most important industries."*

Mr. Lyons urged the management of the industry to spell out the serious implications for the ESI if the gas industry is to be privatised before the next election; to tell the Government that the privatisation of our nuclear power stations would be immensely damaging to public confidence in nuclear power; to take public pride in the fact that an NOP survey showed that 67 per cent of the public were opposed to privatising the ESI; and to advise the public that privatisation would lead to increased tariffs.

He concluded by saying that until ten years ago the political pressures to which he had referred had hardly existed.

*"Today that situation is entirely changed. But the industry would still rather 'not know', and is not yet adept at responding to the pressures of public opinion and politicians,"* he declared.

# Challenges of

## —MANWEB Chairman's developments in new te

**THE crucial role which can be played by good industrial relations in meeting the challenges posed by change and technology was emphasised by Board Chairman Bryan Weston, speaking to the annual JCC Conference.**

Mr. Weston's talk was in three parts—beginning with a slide-illustrated summary of some of the most up-to-date developments in new technology, followed by a slide-tape presentation giving the reactions of some of our customers to MANWEB service, and concluding with a call for a spirit of unity and give-and-take in the face of changes in working methods.

Referring to the need to ensure that the service we give to our customers is of the

highest possible quality, the Chairman said that many factors, all interacting upon each other, determined the level of that service. The two most important were the conscientious efforts of the staff, and the quality and efficiency of the tools they used.

*"I believe that the overwhelming majority of our colleagues are conscientious people, sincerely doing their best to perform their jobs to the best of their ability, sometimes under very testing conditions,"* he declared.

Mr. Weston said that there was very little pleasure for men who had to turn out in vile weather conditions to restore supply, or for young ladies who had to put up with irate or offensive behaviour from people who felt they had a grievance against the Board, and he paid tribute to all of our colleagues whose daily work tested their stamina or patience in this way.

Turning to the quality of the tools we use in carrying out our tasks, the Chairman rapidly outlined a number of examples of technological change which are in the process of improving the efficiency of our work.



Reconstruction work and modernisation of the stores complex at Queensferry has speeded up deliveries. Our picture shows pallets of small appliances being loaded. They are destined for individual shops to replace counter sales

Revenue Protection Engineer Terry Keenan with the new all-enveloping meter security cover. This will provide some protection against the meter-fiddlers who cost the honest MANWEB customer £10 each per year



Delegates at the start of the day's conference



# COORDINATING COUNCIL CONFERENCE

## Change ks at the hnology

The need for good communications to help back up all these forward-looking developments was stressed, and Mr. Weston referred to the new breed of telephone systems, already installed at our new Gwynedd District office and to be followed soon at Mid-Mersey, Dee Valley and Head Office.

The second phase of the Chairman's talk consisted of a slide-tape presentation illustrating interviews with some of our satisfied customers (and a few suggestions for improvements).

Summing up, he said that maximum effort and best results depended on the existence of good industrial relations between the Board and staff doing all sorts of different jobs.

*"In all of us, perhaps, there is a tendency to cherish familiar things, to cling to old-established ways of doing things, ways we understand and can handle,"* said Mr. Weston.

*"A rut can be a very comfortable thing, and to be jolted out of our ruts can sometimes be a discomfiting and unwelcome experience. The tide of change cannot be stemmed, however, and any of us who try to resist it or ignore it are certain eventually to be engulfed by it."*

In the Joint Co-ordinating machinery, the impact of change could be assessed, discussed and come to terms with. This demanded a spirit of mutual understanding, of give and take, and sometimes of compromise.

*"If we recognise that to a considerable extent we are all in the hands of forces beyond our individual control then I think that we can pull together, like the crew of a ship in a stormy sea, and maintain a course which will constantly enable us to provide the best possible service to the millions of people who depend on us for one of the most important elements which affect their daily lives,"* concluded the Chairman.

These included the up-dating of the fascias of our shops to make sure they remain as attractive as those of our competitors, the modernisation of our central stores at Queensferry to improve appliance handling and delivery, the use of plastic cards for making regular payments at our shops and for transferring credit to domestic meters, and the role of remittance processors in handling cheques at Head Office.

Improvements to security of meter positions—from the point of view of safety and also as a deterrent to meter interference was covered by work being done on the design of all-enveloping polycarbonate covers. Pioneering work being done by MANWEB on the distribution system included the use of computer graphics for solving reliability problems, the installation of micro-processor relays in sub-stations and new industrial metering equipment which would halve our costs and help our customers at the same time.

Commercial activities were covered by reference to our successes in the PEP Awards competitions and to "Medallion Homes" and "Civic Shield" housing awards.



Above, Sandra Roberts from Head Office passes a plastic payments card through the machinery which transfers information from the shop to the computer records

Left, North Wirral clerk Sheila Goldbourne demonstrates a money-weighing machine

Below, an experimental meter which uses plastic credit cards bought in advance, to purchase pre-determined amounts of electricity

Below, 1st engineer John Hampson checks on the MANWEB-invented micro-processor relay. The "small black box" will eventually replace all the relay equipment shown in the larger picture to the left



### OTHER TOPICS AND THEIR PRESENTERS



Above are the joint secretaries of the MANWEB JCC, Keith Mann, left, and Kevin Dufty, who presented their Joint Report to the Conference



FROM North Mersey LJCC, John Lawes, an administrative assistant in the Customer Accounting section, spoke on the topic of "Should We Market Electricity?"

He concluded that we should do so in order to smooth the transition of energy demand diminishing reserves of oil and gas towards electricity generated from coal and nuclear power.

The wider and wiser use of electricity should be encouraged in order to conserve oil and gas for future generations. Although our direct sales force could achieve much, they needed the support of the other 5,000 members of the MANWEB staff.

FROM Oswestry LJCC the speaker was Martin Benson, 2nd engineer (System), whose topic was "Improving Productivity By Means Other Than Financial Incentives".

He said that the attitude of mind of a work-force was all-important, and

key factors in forming attitudes of mind involved mutual trust and respect between management and employees.

To illustrate his points, Martin made use of humorous sketches on the theme of the "Manwebee" tribe of Red Indians.



FROM Aberystwyth LJCC came that famous Welsh orator Tomos Davies, winner of the 1985 ESI Public Speaking Competition. True to form, he had them rolling in the aisles as he spoke of the "Hazards Facing Board Staff Working At Customers' Premises". His talk centred around the accident-

prone "William Jones", who, although "older and wiser than me", spends most of his life in hospitals or convalescent homes, following various catastrophes. These involved interesting encounters with all kinds of danger, including a lady dressed only in a negligée, and a lonesome bull.



Steve Parry



John Milne



Phil Hughes

FINALLY, from Dee Valley District came a trio of speakers—administrative assistant Steve Parry, 2nd engineer John Milne and 1st engineer Phil Hughes.

They addressed themselves to the speed of change, and the question of whether we were prepared for tomorrow, covering such topics as our network arrangement, metering, tariffs, the cashless society, the market place, telecommunication arrangements, computer technology and staff training.

Another section of the delegates at the JCC Conference





# 'CONTACT' is 'about right'

## Readership survey results

ANALYSIS of a 'CONTACT' Readership Survey carried out in November/December shows that most people feel that the balance of our content is "about right" on most major matters, although there is a feeling that more news about staff and their social activities would be welcome.

Questionnaires were sent out to 300 members of our staff, carefully balanced by our Management Services Unit to ensure a representative spread among Head Office and District staff, and people doing all kinds of jobs. Nearly 170 were returned—a satisfactory level of interest and response, although the ladies seemed more prepared to take the

trouble than their male colleagues.

The summary of results prepared by our MSU colleagues shows that most readers, naturally enough, are interested in news and articles about people they know. They also expect to be informed about the plans of our industry and our Board, although some feel that too much space is devoted to commercial matters. Crosswords and our small-ads feature were proved to be popular.

The responses to the question "What are your main sources of information about MANWEB?" were illuminating. People were invited to tick as many headings as possible and they responded as follows: Grapevine/Gossip 82%; 'CONTACT' 56%; Man-

agement/Supervisor 39%; Notice Boards 60%; TV/Radio/Newspaper 11%; Circulars/Memos 39%; Trade Union Meetings 14%; Trade Union/JCC Repts and Bulletins 15%. We do not comment on those figures, leaving people to draw their own conclusions.

Forty-two per cent said that they took 'CONTACT' home, and 35% said that members of their family read it. Fifty-eight per cent said that they read most of our newspaper and 27% said that they read "about half".

We would like to thank all who took the trouble to respond, and we shall bear the main trends of opinion in mind in the future. Especially gratifying was the reaction of one gentleman from Oswestry District who said that he "liked everything" and "disliked nothing" about 'CONTACT' (not everyone was so generous, of course). If we can find out who he is we will buy him a pint (or two!).

### CALLING BADMINTON PLAYERS

THE 17th annual Electricity Supply Industry Restricted Team Badminton Championships will be staged by MANWEB this year in Chester, from 4th to 6th June at the Northgate Arena. Twenty teams have been entered from all parts of the country, and they will be accommodated at Chester College.

The Championships are open to teams consisting of Board employees and their wives, husbands and children under 18.

Anyone interested in competing as a member of the MANWEB team should contact either Joe Pugh (H.O. internal 2306) or Carol Gorman (H.O. internal 2342) by 14th March. Even if you are not interested in competing, supporting spectators will be welcome!

## Stamps for aged

Martyn Jones, left, a principal assistant in the Cash Income section at Head Office, recently presented 2,530 £1 electricity stamps to the Manchester Director of Age



Concern, Bryan Leck. Cash for the stamps was collected at MANWEB shops as part of the Granada TV/Age Concern Heat and Light Appeal. Mr. Leck said that the stamps would help to ensure that many old people in need would be keeping warm this winter.

### HELP FOR DAMION

COLLEAGUES in our North Wirral District have quickly raised £400 for the Damion Brady Appeal Fund.

Two-year-old Damion is the loved son of Cathy Brady, who worked in the District's customer accounts section for many years. He suffers from a form of muscular dystrophy and is in urgent need of a motorised wheelchair which costs about £3,000.

Friends at North Wirral have made a start and now appeal to any other fund-raisers in MANWEB to organise events to help get the wheelchair for Damion.

Please contact Edna Holroyd on North Wirral internal 201.

## Politicians visit Liverpool District

The problems faced by members of the staff of our Liverpool District were explained to a party of local politicians, including Bob Parry, MP for Liverpool Riverside, and members of Merseyside County Council, during a recent visit. This picture shows Brendon Rogers, supervisor of the "Arrangements to Pay" section, explaining our procedures to, standing, left to right, Alan Waddock (Assistant Chief Accountant, Income), Bob Parry MP, MANWEB Chairman Bryan Weston, and, nearest camera, County Councillor Bill Gamet.

OVERALL Best Student in last year's academic season at the North Cheshire College's Department of Engineering was Jimmy Moorfield, an electrician in our Mid-Mersey District.

He was presented with his prize by William Buckley, Director of the North Cheshire College, at a ceremony held there a short time ago.

This was the second occasion that Jimmy has been awarded a prize at the College. Two years ago he was the student who achieved the best results in the Electrical Course.

Jimmy joined MANWEB as an apprentice electrician at our Hoylake Centre in 1980. At the end of his initial training period, he won the prize as the Best Electrical Student of the Year.

He enjoys swimming for pleasure and exercise. "With my full-time studies, I don't seem to have time for anything else," he said.

After some practical and varied experiences as an electrician, Jimmy hopes to learn more about the administrative side of the business with his eye on management later on.

## MANWEB MAN BEST STUDENT

Jimmy Moorfield, right, receives congratulations from William Buckley, watched by Bill France (Mid-Mersey District Installation Engineer)



Tom Brooks

### Security Advisor

A FORMER Chief Superintendent in charge of CID at Cheshire County Constabulary Headquarters, Tom Brooks, is now the Board's Security Adviser.

Liverpool born and bred. Tom started his police career in Birkenhead.

### Want to be a Mindjumper?

HOW would you like to become a MINDJUMPER? All it requires is a lot of nerve and a great desire to raise much-needed money for a worthy charity.

The organisation MIND, a mental health charity, run a free one-day parachute jump course on Saturdays at Blackpool and at Flookburgh in Cumbria.

These courses have the full backing of the British Parachute Association and, as proof of your nerve, a Parachuting Certificate will be presented to you.

### NEARER PARIS

In the Board's promotional scheme with the top prize of a trip to Paris for some industrious member of the Load Development staff, the first month's figures (January) for the sales of storage heaters showed a terrific increase of 50.6 per cent over the same period last year.

All you have to do is to raise a minimum of £50 sponsorship. Not too difficult today!

Bookings are now taking place for the April courses. If you—as an individual or together with a group of colleagues—would like the thrill of a lifetime by floating gently down to earth from around 2,000 feet, then get in touch with Jean Ball, 21 Ribblesdale Place, Preston PR1 3NA, or telephone her on Preston (0772) 21734.

### OBITUARY

IT is with sincere regret that we record the deaths of the following former colleagues.

**Miss Marjorie Harris**, aged 63, a former clerical assistant in our Mid-Mersey District prior to her retirement in 1982.

**Mr. Frank Newell**, aged 66, a foreman in the Engineering section at Crane Street depot in Chester prior to his retirement last year.

**Mr. Richard Arthur Newby**, aged 77, a former consumers' engineer in the Oswestry District.

# RETIREMENTS

## Mr. G. DAVIES

A LONG-SERVING member of the Head Office Stores Accounts section, Glyn Davies, has retired from MANWEB after 37 years' service.

After war service in the RAF, he returned to his civilian job with the Minerva Lime Company, before joining MANWEB in 1949, in the stores accounts of the former Area 4 at Rhos-

tyllen. He moved to Head Office with the Board reorganisation and became the principal assistant in the section.

Glyn has now moved to South Wales to be with his daughter, and, to wish him well in retirement, Assistant Chief Accountant Peter Falcon presented Glyn with a clock, decanter and glasses on behalf of colleagues.



Glyn Davies, centre, with a few of his friends at Head Office on the occasion of his farewell presentation



## Mr. H. RIMMER

A CAREER spanning more than 44 years came to an end for Harry Rimmer (1st engineer, Installation) from our North Mersey District.

Harry joined the former Liverpool Corporation Electric Supply Department in November 1941 as an apprentice electrician. A couple of years later he was drafted into the Royal Navy and, for the remainder of the war years, was a wireman on board the aircraft carrier HMS Glory. While serving in

the Pacific, the surrender of an island, part of the Japanese Empire, took place on the flight deck.

Harry returned to the "Corpy" and became an installation inspector at Lister Drive, soon to become Liverpool South District.

He progressed up the promotion ladder, culminating in his move to North Mersey District in 1970, to take up the appointment as 1st engineer in the Installation section.

Glass in hand, Harry Rimmer, seventh from right, says goodbye to his colleagues at Bridle Road

A man of many interests, Harry will keep busy in retirement. He is a keen radio ham, call-sign G4INV, and enjoys talking to people from all over the world. He is interested in computers, gardening, caravanning and the odd glass of wine.

He married Marjorie in 1951 and they have three successful children and two grandchildren.

A deskful of farewell gifts from friends and colleagues indicated their high regard for

Harry. In making the official presentation, District Manager Jim McLennan commented on Harry's loyalty and excellent work record in the electricity supply industry. He said that Harry was "active" right up to his last day with his contribution to the meter modernisation programme.

A fine farewell ceremony ended with everyone wishing Harry and his wife many years of happy retirement.

## Mr. T. E. MATTHEWS

A LARGE group of colleagues in our Dee Valley District gathered to see Lyn Price (Commercial Manager) present a farewell gift of a fully-automatic camera to Eric Matthews, when he recently retired from his post as 3rd engineer in the District's Load Development section.

Eric started his working life in 1938 in private industry. Three years later, he joined the RAF and served until 1946 as a codes and cypher operator. He was demobilised holding the rank of sergeant.

He returned home to join the staff of the former North Wales Power Company. Soon afterwards, he transferred to MANWEB in the former Wrexham District.

In 1958 he went to work as a Commercial engineer in the former Liverpool North District. At this time, he began his literary career by writing short stories under the pseudonym "Marshall Lane". The staff magazine 'CONTACT' printed many of Eric's stories.

He returned to Dee Valley in 1977 to take up the post from which he has now retired.

## Mr. R. A. BOYLING

SHORTLY after completing his half-century of service in the electricity supply industry, Richard Arthur Boyling retired from his job as a craftsman electrician based at the Whitchurch depot in our Oswestry District.

Arthur began his working life with the former North Wales Power Company and, a few years later, on the outbreak of war, he joined the Forces. He served with the Eighth Army in North Africa and became one

of the famous "Desert Rats".

Returning to his job in Whitchurch, Arthur eventually transferred to MANWEB and carried on to complete his 50 years.

Friends and colleagues were gathered at a local hotel to give a farewell, and present Arthur with a parting gift.

Arthur and his wife, Hazel, have two lovely daughters, Kathleen and Carol. He is keenly interested in music, particularly the "Big Band Sound" of the '30s and '40s, and has a collection of records of this era.

## Mr. W. GIBBS

THE depot foreman in North Mersey District, Bill Gibbs, has retired after 48 years in the electricity supply industry.

He started working for the Liverpool Corporation Electricity Supply Department in 1937. Two years later he joined the TA and went to a fortnight's camp, during which time war was declared and he became a member of the Regular Army. However, his first posting was to Crosby.

After an eventful war service, working on the secret radar installations and in the Middle East, he returned to the Corporation and eventually became

a member of MANWEB staff on nationalisation.

He worked in contracting, installation inspection and substations and was a charehand fitter, before being appointed as depot foreman responsible for maintenance of plant, buildings and the Bridle Road IED system, in 1972.

Bill and his wife, Ada, are awaiting the arrival of another grandchild for them to spoil. Bill will be happy to take the newcomer's picture with his new camera, which he received with other photographic equipment from his colleagues as a parting gift. To keep fit in retirement, he has just taken up golf.

A parting handshake from Stan Gordon, centre right, to Bill Gibbs on his retirement



## Mr. W. A. DAVIES and

## Mr. J. A. MATTHEWS

TWO charehand craftsmen overhead lines in our Oswestry District, Billy Davies and Jack Matthews, have now retired on ill-health grounds.

Billy first joined the Board in 1950. He then left us for a short period before returning to continue his service.

Jack, too, joined us in 1950, and was with the Welshpool Construction team. Later he transferred to District Office.

Both men—who are related by marriage—were presented with timepieces as parting gifts from their colleagues.

## RETIREMENT NOTICE BOARD

### LIVERPOOL RETIRED EMPLOYEES' GROUP

#### ANNUAL DANCE

SATURDAY, 29th MARCH, 1986

8.00 p.m. to 11.30 p.m.

in the Clubhouse

Thingwall Road, Liverpool

Club Trio — Bingo — Raffle — Spot Prizes

Tickets £1.25 (includes free buffet) obtainable from:  
Don Murray, 88 Halewood Drive Liverpool L25 9NA  
(051-428 7865)

George Barr, 7 Mildenhall Way, Liverpool L2 2SR  
(051-487 9890)

or pay at the door

Proceeds in aid of the Retired Employees' Welfare Fund

### RETIRED? EX-NALGO?

REG Keen, secretary of the MANWEB (Nalgo) Retired Members Section, sends a message to all retired staff who were Nalgo members prior to retirement.

Anyone who did not take out life membership on retirement can now be accepted for life membership—irrespective of when they retired—at a nominal cost of £5.

Further information from Reg, at 2 Oakfield Avenue, Chester CH2 1LQ (Chester 381332).

### MID-CESHIRE DISTRICT RETIRED EMPLOYEES' ASSOCIATION

#### 12th ANNUAL MEETING

to be held in

District Office, Macon Way, Crewe  
on Wednesday, 16th April, 1986

DURING the past year, members of our Mid-Cheshire District Retired Employees' Association have enjoyed outings to Shugborough, Rufford Old Hall and Southport, Port Sunlight Village, a pantomime at Manchester's Palace Theatre and a great Social Evening at the Rolls Royce Club in Crewe. After entertainment at the

"Palace", the visit to Port Sunlight Village was voted as being top choice. Excellent guides contributed to the outstanding success of this particular trip and, according to Chairman George Currie, they had some difficulty in getting the ladies out of the Lady Lever Art Gallery!

# CONTACT FREE ADS

## FOR SALE

**AQUARIUM**—47 ins x 17 ins x 17 ins, with all accessories. £45. Tel Chester 372788 (M. V. F. Mager).

**CALOR GAS HEATER**—With bottle. Three heat settings. Push-button ignition. Almost new. £25. Tel Chester 671667 (F. Mealing).

**CARAVAN** — 1977 Sprite Alpine S, 12 ft 3 ins. 4/5 berth. £800. Tel Frodsham 33862 (D Ellams).

**CAR RADIO/STEREO CASSETTE PLAYER**—Six push-button, pre-set. Six watts per channel. Stereo balance control. Tape spillage protection. Virtually new. £50. Tel Liverpool internal 594 or 051-632 2769 (after 6 p.m.) (Ron McShane).

**COLOUR TV** —Hitachi remote-controlled. £150. Tel Chester 372788 (M. V. F. Mager).

**GOLF CLUBS**—Wilson Sam Sneads Woods—1, 3, 5. Irons—3, 4, 5, 6, 7, 8, 9. Pitching wedge. Sand wedge. Putter—Green Killer II. Plus bag (red and white, Wilson). Cost £242. Used twice. Accept £150. Also Stylo matchmaker golf shoes, worn twice. Size 8. £15. Tel Deeside 819634 or H.O. internal 2788 (S Larkin).

**PRAM**—Mothercare—brown corduroy with extras. Excellent condition. £50. Tel 051-630 3872.

**VIDEO RECORDER** — Sony Betamax soft-touch. £150. Tel Chester 372788 (M. V. F. Mager).

**HAND-KNITTING** — Tailored to your requirements with your choice of wool and pattern. No job too large or too small. Tel Ruabon 820840 (E. E. Moran).

## HOUSE

**BANGOR**—A substantially-built semi-detached residence situated in one of the most popular areas of the City. Commanding superb

views across Port Penrhyn to the Great Orme and Penmaenmawr. Brick construction under good slate roof, with rough rendered and painted elevations. Freehold. Mains services. Vacant possession. Rateable value £173. Price £31,500. Tel Bangor 362071.

## VEHICLES

**ESCORT**—1600 GL "X" registered (1981), radio/cassette, alarm, tow-bar and electrics. Good runner and well maintained. Taxed and long MOT. £2,300 ono. Tel 051-489 4108 (after 5 p.m.).

**ESCORT**—1300 L, three-door saloon. "V" registered. Lots of GL extras. 17,000 miles. £2,850 ono. Tel 051-428 1551 (George Barr).

**MOPED**—Batavus Pronto "B" registered. £195 ono. Tel Head Office internal 2263.

## HOLIDAYS AT HOME

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

**CHWILOG** —Near Pwllheli, self-catering modernised country house to let, in peaceful, quiet position. Near to beaches. Apply to Mrs. A. Roberts, "Derlwyn", Chwilog, Pwllheli, Gwynedd. Tel. Chwilog 558.

**LLANDUDNO**—April Court, small family-run hotel, close to town centre and all amenities. Home cooking, friendly atmosphere. Bargain Easter Break—three days BB and evening dinner £28. Children welcome at reduced rates. Tel Llandudno 77898 (David Williams).

**TALACRE BEACH**—Luxury eight-berth caravan. All mod. cons. Electricity and gas, colour TV, flush w.c. and shower. On site with clubhouse, with swimming pool, tennis, bowls, etc. Tel. North Mersey internal 172/174 (Sue Wilson).

**SOMERSET**—A modern and spacious ground-floor flat for four people in the village of Berrow, situated on the Somerset coast within easy reach of Weston-super-Mare, Cheddar Gorge and the beautiful Quantock countryside. Tel Alan and Jean Fear, 0278 786899.

## HOLIDAYS ABROAD

**COSTA BRAVA** — Privately-owned two-bedroom apartment, with swimming pool, at Estarit, a delightful fishing village only 300 metres from the sea. Flights arranged. Tel: H.O. internal 2140 (Denise Barlow) or Chester (0244) 28506.

**COSTA DEL SOL** — Fuengirola/Marbella. Studio apartment, sleeps three. Magnificent views. Shared pool. Near beach. Also available two-bedroom apartment. Flights arranged. Tel: Runcorn 76294 (Tom Johnson).

**COSTA DEL SOL** — Benal Madena, between Torremolinos and Fuengirola. One-bedroom apartment. Magnificent pool. Sea and mountain views. Flights arranged. Tel: H.O. internal 2808 or Chester (0244) 41097 (Joe Flanagan).

**FRENCH RIVIERA** — Cote d'Azur. Six-berth mobile home to let. Fully equipped, shower, toilet, cooker, fridge. Easy reach of Monaco, St. Tropez, Nice and Cannes. On-site swimming, tennis, shop, bar. 18-hole golf course six miles. Discount for electricity supply industry staff. Booking for 1986 now. Tel: 0544 267579 (M. Williams, Midlands Electricity Board).

**TENERIFE** — Playa de las Americas. Studio apartment to let. Sleeps 2/4. Swimming pool. Quiet location near exciting resort. Flights arranged. Tel: H.O. internal 2140 (Denise Barlow) or Chester (0244) 28506.

**TENERIFE** — Playa de las Americas. Luxury apartment in superb location. Two bedrooms, Terrace, pool. Tel: H.O. internal 2386 or Chester (0244) 674871 (Grace Littler).

**YUGOSLAVIA** — 10 days (7 nights) coach holiday. 24 May to 2 June. £145 plus £10.50 insurance. Tel: New Crane Street internal 419 (G. S. Postle).

## WANTED

**DOGS**—Young female poodle, dachshund, King Charles or similar cross-bred dog suitable for young child. Tel 051-678 8873.

**ELECTRIC KILN**—About one cubic foot, for china painter hobby. Tel 051-677 5813 or Liverpool internal 474.



Gwynedd District Manager Doug Willacy, right, presents a framed commemorative certificate to Susan Ponton, as her headmaster, John Roberts, works on the school's new computer keyboard. Art master Selwyn Jones, left, holds the calendar containing Susan's picture. Filling half the desk is the special birthday cake waiting for the first cut

## SUSAN'S PICTURE WINS £500

GROUP winner in The Electricity Council's National Picture Competition for Schools, Susan Ann Ponton, aged 14, a pupil at the Syr Hugh Owen Upper School in Caernarfon, won a prize to the value of £400 for her school, in addition to receiving over £100 for herself.

A disc-drive micro-computer was chosen by school headmaster John Roberts, and this was officially handed over by Gwynedd District

Manager Doug Willacy at a ceremony held recently.

This coincided with Susan's 14th birthday and, as a further treat, she was surprised with a huge cake, beautifully decorated and baked by Alison Williams, the manageress of the Taylor-plan canteen at the Board's District Office.

Susan's prize-winning painting, "Electricity by Night", has been reproduced and adorns the September page of the current Schools Calendar.

## STOP PRESS—FROM THE BOARD ROOM

A MAJOR building and shop-fitting scheme to completely modernise our Frodsham shop was approved by the Board in February.

The present shop—at 100/102 Main Street—was acquired in two stages during the 1950s, and the sales areas are considered to be fragmented, badly-proportioned and not allowing the development of the full potential of the shop.

The shop is in a conservation area, which prevents us from installing a modern shop front combining both properties, but it is now planned to carry out major internal structural alterations to produce one large retailing area, and to instal internal toilets so that the staff will not have to cross the back yard to the existing facilities.

Total cost is expected to be £127,000, and the job is expected to be finished by the end of March.

THE autumn boom in appliance sales slowed down during December as people found lots of other things to spend their money on, but they still showed an increase of five per cent over the 1985 figure.

Microwave and split-level cookers, washing machines,

space heaters, fridges, cleaners and clothes driers all did well. Total increase for the first nine months of the financial year (April-December) stood at 17 per cent, with microwaves, clothes driers and space heaters leading the field.

SALES of electricity to our industrial customers were up by a massive 21.7 per cent during December, compared with the same month the previous year. The main causes of the boom were big increases in demand from paper-making, motor manufacturing and chemical firms.

THE expenditure of £2-million on additional and replacement MANWEB vehicles was approved by the Board at their February meeting.

Our transport fleet amounts to more than 1,700 vehicles and items of mobile plant, all of which are replaced on a varying rolling programme.

Coming up for replacement during the next financial year are 238 light and medium vehicles, 25 lorries and Land Rovers, 26 trailers and containers and 13 items of mobile plant. They will cost an estimated £1,780,000.

Additional transport requirements for increased commercial activity, at an estimated cost of £120,000, are four Metro cars for Head Office Load Development section, two appliance delivery vehicles and six containers for North Mersey, Liverpool and Dee Valley Districts, and seven Escort vans for statutory duties on Merseyside.

THE purchase of a laser printer, to extend the printing facilities offered by the Board's central computer at Head Office, was approved at the monthly meeting of the Board in February. It will cost £115,000.

The two "impact" printers which we now have are not able to cope with the amount of work needed, and the new printer, based on laser technology, will be a very versatile addition to the printing facility.

### DESIGNATED DIRECTORS

THREE of the Board's Chief Officers are now designated as Directors. Jim Fisher is the Engineering Director, Peter Hopkins the Commercial Director and John Roberts, Financial Director.

Assistant Chief Officers at Head Office are also re-designated as Managers of their respective sections.

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.