

Contact

March 1980

First in First-Aid (see page 52)



RAPIDLY INCREASING COSTS FACING OUR INDUSTRY

AT a recent meeting of the Joint Co-ordinating Council for England and Wales, Sir Francis Tombs, Chairman of the Electricity Council, drew attention to the difficult situation which faced the industry as a result of rapidly increasing costs.

In fixing financial targets for the electricity and gas industries, the Government recognised the under-pricing of gas (*particularly to domestic supplies*) and envisaged gas prices rising in real terms and at a rate faster than electricity prices.

For the year 1980/81, the Secretary of State envisaged tariff increases of about 17 per cent. for both industries, followed by further increases in October of five per cent. for electricity and ten per cent. for gas.

This initial step towards correcting the under-pricing of gas is welcome and should help in establishing the sales position from which our future investment decisions must flow.

However, the pressure of rising costs, both outside and inside the industry, shows every sign of reducing the effect of the gas increase by forcing us to a tariff increase greater than five per cent. and perhaps earlier than October.

The external pressures include higher costs of oil and coal, reduced sales because of the economic outlook, high interest rates, high inflation and con-

struction delays. Internal pressures include the effect of last year's wage settlement and difficulties in collecting electricity accounts.

We have little control over the external cost increases and the restoration of our competitive position, on which our future development programme rests, must rely mainly on our own efforts to use manpower and resources more efficiently.

The recent Government action on gas prices should give us an opportunity to restore our competitive position in the interests of our customers and our staff. But unless we examine internal costs and achieve economies throughout the industry, the opportunity could be lost. The situation demands an understanding and active response.



Electricity Council Chairman, Sir Francis Tombs, right, is congratulated by Mr. Stanley Heather, Vice-Chamberlain of the City of London, after receiving the Freedom of the City from him at the Guildhall earlier this month.

WE GET LETTERS...

A Great Crosby (North Mersey District) lady writes:

"I wish to bring to your notice the kind attention given to me by Mr. Duddle during recent dealings with MANWEB. He was extremely helpful and I greatly appreciate this fact."

Kind, helpful gent. was **Jim Duddle** (sales representative).

From a lady living in Walton, Liverpool—

"I would like to express our

appreciation of your electrician Tom and apprentice Brian, who did the re-wiring. They were conscientious and efficient workers who cleaned up before they went home."

The other names of "Tom" and "Brian" who put another feather in the North Mersey cap, are **Prendegast and Murray**.

A nice thank-you letter to Clwyd assistant demonstrator Christine Hughes from a sixth form student at a Colwyn Bay school:

"I should like to thank you on behalf of Shona, Christine and myself, for coming to demonstrate both microwave cooking and

labour saving devices. The loan of the microwave oven was very beneficial to us, and we would be very grateful for the loan of it anytime in the future."

"I wish to thank you for your letter in which you concede an extended period of time for payment of my electricity bill. You are obviously aware of the difficulties we O.A.Ps are having in meeting our obligations, and I certainly appreciate your generous gesture."

The generous gesture was made on behalf of the Board by Miss Anne Spencer a debt control clerk in North Wirral District.

Contact

THE STAFF MAGAZINE
OF THE
MERSEYSIDE AND
NORTH WALES
ELECTRICITY BOARD

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CLOSER LINKS

WHEN the customer gets his quarterly bill, it comes from MANWEB. More often than not, he pays it over the counter at his nearest MANWEB shop. To the average person, the area Electricity Board is the electricity supply industry and, unless he lives in the shadow of a power station, his ideas about where and how electricity is made are likely to be more than a little woolly.

He knows that the price of electricity (like that of everything else) seems to rise with clockwork regularity. He is about to be reminded once more of that painful fact. But the paramount importance of rising power station fuel costs in this process are not always clearly understood.

With the object of presenting the electricity supply industry picture as a coherent whole—hopefully to the benefit of us all—MANWEB and the North-West Region of the CEGB will be moving into closer co-operation at exhibitions and shows throughout the area this year. The MANWEB side of the story will also be told at the Region's power station information centres, visited by tens of thousands of people every year.

Plans are afoot to increase our understanding of each other's work. As a first step, CEGB exhibits are being displayed at our Head Office.

The fortunes and problems of both sides of our industry are inextricably linked. The challenges facing us demand that every employee—whatever his or her job—should be convinced, committed and, above all, well-informed. It is hoped that the closer ties now being forged will do a good deal to help achieve these objectives.

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.

Another Great Win for MANWEB First-Aiders

THE very successful MANWEB Head Office first-aid team suffered so many set-backs in their preparations for this year's District Competition, held recently in the restaurant at Head Office, that at one stage, a few days prior to the event, it looked as though they would be unable to enter a team.

Mr. Dave Roberts, a stalwart of the team, suffered a heart attack a few weeks ago and he was not able to take his place in the team. Then they lost another member of the squad, when Mr. Harry Longden took up an appointment in Saudi Arabia. He flew out there on the day of the competition!

Former team member Miss Sybil Timmins returned to take Harry's place and, to complete the team, in came Mrs. Pauline White. Until this time, she had only acted as a 'casualty' in team practices.

Now they required a reserve to complete their line-up, so, three days before the competition, Mr. John Shallcross was persuaded to fill the breach after many years of 'team' retirement.

However, this did not put an end to their many troubles, for Miss Timmins became ill and was not able to take part in any of the team practices leading up to the final test. Team captain Mrs. Sybil Cooper was much relieved when her colleague was 'signed off' by her doctor in time to take part in the competition.

OUR COVER PICTURE shows the MANWEB winners of the top trophies in this year's District First-Aid Competition. The leading ladies are, from left to right: Mrs. Pauline White (clerk, Salaries), Mrs. Sybil Cooper captain (principal assistant, Revenue), Miss Sybil Timmins (administrative assistant, Superannuation) and Miss Elizabeth Jones (clerical assistant, Revenue). Holding high the "Reserves Cup" is winner, Mr. John Shallcross (2nd engineer, Technical Drawing Office).



MANWEB Chairman Mr. Ben Hastings, left, congratulates Mr. John Shallcross after Mrs. Hastings has presented John with the 'Reserves Cup'.

Despite all their trials and tribulations, the team ran out overall winners with a score of 322½ points, beating 17 other teams from Norweb, the CEGB and MANWEB.

For this great achievement, the MANWEB Head Office team took the District Rose Bowl—yet again. It has now been engraved with their name every year since 1971!

Helping to lift the points total, Miss Elizabeth Jones earned a maximum 60 points in her individual test. This high mark is very rarely achieved at this stage of competition work.

Completing the team's outstanding success, Mr. John Shallcross walked off with the magnificent trophy in the Reserves Competition.

Presentation of Awards

It was most appropriate that our Chairman, Mr. Ben Hastings, presided at the prizegiving ceremony, with his wife, Mary, presenting the awards.

Mr. Hastings said how pleased he was to see so many competitors and supporters and he applauded the new idea of joint competitions. Commenting that he found the tests "quite spellbinding", Mr. Hastings continued, "I am sure that the teams will appreciate that competition work will increase their efficiency and interest in first-aid work."

"This is a real worth-while pursuit, valued by industry and very often receiving praise from the police and general public for the help given at scenes of accidents."

Mr. Hastings hoped that increasing numbers of staff in our industry would take up first-aid training.

Dr. W. M. Elder (Regional Medical Officer, CEGB), on behalf of his fellow adjudicators, said

NORTH WIRRAL DISTRICT CHALLENGERS

The team, from left to right: Miss Anne Hart and Miss Elizabeth Cullen (clerks, Accounts), Mr. Thomas Hardy, captain (chargehand meter reader/collector), Mrs. Margaret Dunsford (clerical supervisor, Accounts) and Mr. Roy Rawsley, reserve (storekeeper).



that in order to diagnose and treat patients, first-aiders should always listen very carefully to what the patient had to tell them. He went on to advise that all casualties should be handled very carefully and gently.

"Pay attention to the surroundings too," he added, "they may often give a clue as to what had happened to the patient."

Dr. Elder closed his remarks by thanking the talented members of the 'Casualties Union'—"who performed their parts so realistically"—and to the timekeepers and officials. His final vote of thanks went to the competitors who, throughout a very long day, had been under a great deal of stress and strain.

In the Men's Section of the competition for the Merseyside and North Wales District a team from the Board's Liverpool District put up a very creditable performance. Also from Lister Drive came our only representatives in the "Novices Competition".

Battling against an apparently invincible team from Head Office in the Ladies' Section, a team from our North Wirral District did very well in this, their first major competition.

Now our winning team are hoping to be free from further troubles as they prepare for the National Finals to be held at Musselburgh, near Edinburgh, on 26th March.

We wish them every success!

LIVERPOOL DISTRICT TEAMS

In competition for the first time, Messrs. Robert Hilton, Paul Wharmby and Wilfred Murray (all electricians).



After the trauma of the tests, team captain Mr. Jeff Cleugh (joiner) left, chat with his colleagues, from left to right: Messrs. Alex. Eden (electrician), Edgar Payne (electrician) and George Deakin (joiner).



HONORARY MEMBER

During the proceedings it was announced that Mr. Arthur Priest, Secretary of No. 9 and No. 12 DJAC's, had been admitted as an Honorary Member of the Order of St. John, in recognition of his many years of service with the Electricity Supply Ambulance Centre.



Aberystwyth

A happy shot in the Pier Street shop. From left to right: Roy Pugh, Chris Jones, Sue Davies, Dilwyn Evans, Eve Townley ('Girl from MANWEB') and Ray Hughes (District Sales Supervisor).



Barmouth

Making a lovely picture is Eve with bubbling Rhian Williams, our youngest shop supervisor.

ON TOUR AROUND ABERYSTWYTH DISTRICT WITH OUR "GIRL FROM MANWEB"



Towyn

Still 'in command' at Tywyn, Dilys P. Jones, left, and her colleague, Beth Sylvester-Roberts are happy to meet Eve.



Dolgellau

Eve wishes success to new supervisor Linda Jones. On the day she called, Eve also met Eira Williams, who keeps the shop neat and tidy, and Wyn Williams (sales representative).

... and Machynlleth

Popular shop supervisor Cliff Roberts with his staff Christine Davies, centre left, and Wendy Fuller, welcome Eve to their domain . . .



. . . and in the offices above the shop, Eve met and talked with engineers, from left to right: David Williams, Tom Jones and Ivor Evans.





A panoramic view of our Aberystwyth District Office.

Record Year of Achievement for Aberystwyth District

AT the joint annual conference for MANWEB and CEGB staff employed in the Aberystwyth area, Mr. Glyn Dodd (*Group Manager*) congratulated our District colleagues on their achieving excellent results during the year under review.

He said that the District's unit sales increase of 6.5 per cent. compared most favourably with the Board's figure of 2.7 per cent. Sales to industrial customers, up by a record 17 per cent., and sales of appliances, up 24 per cent., were also above the Board's average.

The contracting account, against fierce competition, had increased by a massive 31 per cent.—“a very fine effort.”

A happy duo, Messrs. Geralt Jones, left, and Eric Roberts.



On the engineering front, Mr. Dodd commented on the major schemes of extension and renewal which had been completed during the year. He informed his audience that £400,000 had been spent on strengthening and maintaining the supply network throughout the District.

“Storms in this particular part of Wales had necessitated staff working long, arduous hours,” he said. “On behalf of the Board, I now take this opportunity to thank all the teams, and their support staff, for work well done.”

He made a brief comment on the serious problem of thefts of electricity—“in Aberystwyth as well as in Liverpool”—and concluded his remarks by again offering his thanks to all members of the Aberystwyth District staff for the hard work in their record year of achievement.

Earlier, Mr. Maurice Cropper (*Manager, Rheidol power station*), as Chairman of the joint conference, invited the respective secretaries of Nos. 10 and 26 LAC's, Messrs. John O. Hughes and Ted Ll. Jones, to report on the work of their Committees.

(Continued overleaf)

More smiles from Mrs. Jackie Lewis, Mr. Colin Appleton, Mrs. Eve Townley and Mr. Mark Tracy.





Enjoying their drinks, from left to right: Miss Gloria Griffiths, Messrs. Robin Bradshaw and Andy Stubbs, Miss Iona Evans and Mr. Keith Jones.

Then, the first of the two guest speakers, Mr. Trefor Jones, a member of the No. 6 Electricity Consultative Committee, made a few comments on the Customer Care programme from the customer's point of view.

He said that he appreciated the difficulties experienced when dealing with so many people and listening to complaints. He went on to classify customers into three types—the *tepid*, the *warm* and the *boiler*!

Mr. Jones spoke of telephone techniques, manner of approaching customers and the importance of the simple word 'sorry'—"*which often turns a boiler into a warm or even tepid type.*"

He concluded by thanking the Board's staff at shops and offices for the ready help always offered to him as a customer and as a member of the local Consultative Committee.

The final speaker was Mr. Jim Kennedy, Public Relations Officer for the North-West Region of the CEBG, who spoke of their direct contact with many thousands of electricity customers.

He explained that these were the visitors on organised trips to power stations along the nature trails

and on fishing trips to the lakes and reservoirs. He stated that of the 270,000 people visiting the Region's projects last year—most of them in Wales—they had 15,000 paying customers at the Rheidol power station alone.

With the 45 part-time guides throughout the Region backed-up by engineering and administrative staff, he said that their 'visitors' policy offered the opportunity to tell many thousands of people of the work being done by the generation and distribution boards.

Mr. Kennedy announced the new joint venture between the Region and the local electricity boards in presenting an integrated message via exhibition stands at special events and at the information centres.

Turning to the topical question of nuclear power, he said that in order to gain public confidence in the safety of the nuclear power programme and support for new power stations, many methods, including films, exhibitions, specialist speakers and literature, were being used to disseminate information through the media and to all classes of electricity customer.

Obviously a most successful conference for Mr. John O. Hughes, seen here with the ladies from Rheidol power station. From left to right: Gwen Morgan, Jean Davies, Eirlys Davies, Muriel Wallis and Dorothy Robbins.



"A fully informed nuclear power message has to be put forward in a variety of ways," he said. "There is no single effective way to win the argument."

Mr. Kennedy closed by saying that ignorance and mistaken idealism all too often stole the headlines.

An 'Open Forum' session produced some excellent questions from the staff before Mr. Dai Jones (*No. 28 LAC*) voiced a vote of thanks to the two speakers.

Everyone then adjourned to partake of liquid refreshment, bringing another successful joint conference to a convivial conclusion.



Talking Notes

NICE ONE CYRIL!

AN UNKNOWN Gas Board workman in Liverpool almost certainly owes his life to the quick thinking and lightning reactions of 62-years-old **Cyril Vernon**, a cable warden who recently joined MANWEB from the CEGB in the 132,000-volt takeover.

Quick-thinker Cyril Vernon in the hole he will always remember.



Between Lister Drive and Lockfields grid substations in Liverpool runs an underground 132kV cable, surrounded by nitrogen gas under pressure, within a steel pipeline.

It seems that a Water Board employee, digging in Edge Lane, drilled through the outer pipe. Hearing the hiss of escaping gas he assumed that a gas main was involved, and called in the assistance of a gang of Gas Board workmen who were working in a nearby street.

Along came the Gas Board man, who continued drilling the hole in the outer pipe to take a suitable repair plug. Inside lurked our cables carrying 132,000 Volts!

Meanwhile, as luck would have it, quick-thinking Cyril was in the control room at Lister Drive (eating his lunch) when the "cable pressure falling" alarm sounded. He dashed outside to the pressure gauges and saw that the gas pressure was rapidly collapsing.

Realising that something was seriously wrong, he shouted a request for the cable "switch-out" procedure to commence, leaped into his van and tore off through the streets of Liverpool along the cable route. Again, as luck would have it, he knew the route like the back of his hand.

Reaching the excavation site, Cyril jumped into the hole and dragged away the Gas Board workman just as the drill had cut through the outer pipe. It

really was a split-second rescue, as it later transpired that the drill had just begun to bite into the actual sheath of the cable itself.

A check on the log of events, carried out later, suggested that the cable was not made dead until some minutes after Cyril arrived on the spot, saving the man with the drill from almost certain death.

Cyril, who recently completed 30 years' service with the industry, began as a linesman's mate at Warrington and has spent the last 15 years becoming an expert on the extra high voltage cables below the city streets.

He is married with a grown-up family, enjoys gardening, and has played darts for his local team for the past 30 years. His home is in Warrington.

Curry and Chips?

It was an assignment with a difference for Mid-Mersey District energy sales demonstrator Jane Fairclough when she was called on to visit a newly-arrived Runcorn family to show them how to handle the new electric cooker supplied by MANWEB.

New customers were Vietnamese family Mr. Hung Trung La, his wife and their two chil-

dren, aged seven and four, grateful for the home offered to them by Runcorn Development Corporation. The Trung family arrived in Britain by air, after selling up their coffee business and travelling by boat from Vietnam to Hong Kong.

Mr. Hung speaks only a little English, and his wife none at all. Despite the communications barrier, Jane managed to "get through" about the cooker.

"Back in Vietnam they had an electric cooker—but not as sophisticated as ours," said Jane. "I thought he would have problems with the timer, but he has mastered this and is very grateful to MANWEB for our services."

Vietnamese rice-based dishes are the main output from the new cooker at the moment, but the Hung family are developing a taste for English chips, and Sunday roast dinners. Mr. Hung is determined to try more traditional Northern dishes, so hot-pots and tripe and onions may one day be on the menu!

Looking forward to a happier life, Mr. Hung has already got his sights on a job with a local zip-fastener firm, and has visited his first English pub—which he thought pleasant, but pricey! Don't we all?

Junior Cook of the Year

During the next few months, the Electricity Boards and Tricity will be looking for the best young cook in the country. Part of the first prize will be a two-week holiday in the South of France, with cookery tuition by French master-chef Roger Verge at his famous restaurant, Moulin des Mougins. Parents or two companions may accompany the winner.

The competition is open to boys and girls between eight and 16. Entry forms will shortly be available through schools and from MANWEB shops.

Competitors will be asked to create and submit their own menus. The 150 youngsters who think up the most imaginative menus will be asked to cook them at 15 regional finals, one of which will be staged in Liverpool for entrants from the MANWEB area. Allowances will be made for age.

Prizes at the intermediate stage of the competition will include Tricity cookers, Ferguson portable TVs, food mixers and cookpots. The school attended by each regional winner will get a Moffat microwave cooker.

Regional winners will compete in the national final to be

Pictured, below, are the prizewinners in the Annual Snooker and Pool Tournament held recently at Sealand Road for members of MANWEB (Chester) Sports and Social Club. From left to right: Emyr Miles and Mike Edwards (Snooker Doubles finalists), Mike Mole and Dowell Jones (Snooker Doubles Champions), Ray Jones (Snooker Individual Champion), Julie Williams (Ladies Pool Champion), Harry Foreman (Club Chairman), Lynne Worrall (Ladies Pool finalist), Trevor Coates (Men's Pool Champion), Richard Bromley and Brian Carmen (Pool Doubles Champions), Dave Lewis (Men's Pool finalist), Ray Gambell (Pool Doubles finalist). Harold Mayhew (Snooker Individual finalist) and John Roach (Pool Doubles finalist) missed our photocall.



held at London's Savoy Hotel in September. The judges will be Roger Verge, Silvino Trompetto (also a master-chef), with Gwen Conacher and Valerie Collins, chief home economists of the Electricity Council and Tricity Cookers respectively. The first three prize-winners will receive microwave cookers while the second prize-winner will also receive a music centre.

Extended Boundary

From time to time, our store-keeper at Mold depot, **Mr. Eric Keen**, picks up the telephone and receives calls from places as far away as Belgium and Denmark.

It was not until he checked the number being dialled that he found the automatic GPO equipment was dropping one digit, so that when the caller dialled 03752—the subscriber's number—the code registered 0352—our Mold code number.

It turned out that the five-figure number belonged to an importer-exporter in the South of England.

Appreciation

At its meeting a short time ago, the General Purposes Committee of the Merseyside and North Wales Area Electricity Consultative Council received a paper on the results of consumer opinion surveys carried out by MANWEB.

The Committee members were pleased to note the good opinion which consumers have of the Board and officially pass on to all staff their appreciation of the efficient and courteous service which is provided for the customers.

Down Under

A fond farewell party was held at the Clubhouse in our North Mersey District recently, when friends and colleagues showered gifts upon **Mrs. Joan Turner**, who was emigrating to Australia with her husband,

Phil, to join their daughter, Beryl, and start a new life.

Joan has been a good worker for the Board. Her warm personality promoted a fast and easy flow of paper-work between the Board and local authorities when she worked in our street-lighting section. Then she moved over to the illegal abstraction section and again she proved to be a great asset.

She was the District's No. 1 first-aider and for many years dealt with all manner of emergency calls from her colleagues, from broken fingers to heart attacks.

Joan left with the sincere wishes from her North Mersey District colleagues for a happy and successful future "*Down Under*".

Cricketers Wanted

With the cricket season not too far off, the Head Office Cricket Team are looking for recruits to their team squad. They play in the Chester and District Midweek League. Pre-season nets have been arranged to sharpen up the players at the Northgate Arena.

Anyone who knows how to hold a bat or bowl a ball is very welcome to the net practice. Further information is available from **Cliff Houlbrook**, telephone H.O. 2945, **Mike Boxall**, H.O. 2065, or **Amyln ab Iorwerth**, H.O. 2148.

Re-Appointed

Still very active in retirement is chairman of our Clwyd District Retired Employees' Group **Mr. E. Emyln James**, from Mold, who has just been re-appointed as a member of the Clwyd District Manpower Committee.

Activity in other organisations include the Clwyd Family Practitioners' Committee and the Welsh Joint Education Committee.

CHESTER & HEAD OFFICE RETIRED STAFF ASSOC.

After a very successful first year, the Association will hold their

ANNUAL GENERAL MEETING

in the Sports Room at Head Office, Sealand Road, Chester at 2.30 p.m. on **Wed., 30th April, 1980** for the election of officers and committee members and to discuss the programme for the coming year.

All former members of the Board's staff who worked or now live in the Chester area are welcome to attend. Subscriptions £1 p.a.

Secretary: **Mr. Del Hall**, 127 Hartington Street, Handbridge, Chester.

Badminton Tournament

The venue for this year's MANWEB Badminton Tournament was the Deeside Leisure Centre. Teams from North Mersey, Dee Valley, Clwyd and North Wirral Districts, plus Head Office, competed in this 'strictly for fun' event.

There is however, a serious side to it—that of confirming the form and selection of members of the MANWEB representative squad for the Electricity Supply Industry Championships being organised by the Eastern Electricity Board this year.

The MANWEB competition at Deeside was organised by **John Foster** of North Wirral District and **David Booth**, Head Office.

Pictures on our back cover show some of the action during the competition.

ON OUR EXHIBITION STANDS



AT LLANDUDNO AND

Above: Civic dignitaries and guests are entertained on the MANWEB stand at this year's Welsh Resorts Catering Trades Exhibition staged at Llandudno recently. In our picture we see, from left to right: Mrs. Eve Townley, our 'Girl from MANWEB', Councillor Liwelyn Philips (*Mayor of Aberconwy*), Mr. Russell Gradwell (*Chairman, Llandudno Hotel and Restaurant Association*), Mrs. Formstone (*Mayoress of Colwyn Bay*), Councillor J. T. Williams (*President, Llandudno Hotel and Restaurant Association*), Councillor Glyn Jones (*Mayor of Llandudno*), Councillor R. Formstone (*Mayor of Colwyn Bay*), Mrs. Philips (*Mayoress of Aberconwy*) and Miss Christine Hughes (*energy sales demonstrator*).

Right: It was rather unusual to see an electricity board represented with a stand at the World Disc 'A' Fair Eighty Exhibition held in the Convention Centre at Southport recently.

Amid the trade stands flashing with hundreds of multi-coloured high-powered lights and the ear-bending amplified sounds of pop music, MANWEB staff quietly got on with the job of directing their spotlight on the safety-first aspect in the installation of electrical equipment in club, pub, theatre and restaurant.

Despite the distractions around them, Miss Margaret Boyle (*demonstrator*) and Mr. Ron Harper (*2nd engineer—Development*) looked happy enough when this picture was taken.

AT SOUTHPORT



MID-CHESHIRE DISTRICT LONG SERVICE PRESENTATIONS



Forty-year men with our Chairman. From left to right: Messrs. Norman Walsh, Bill Penhall, Ben Hastings (Chairman), Roy Ellis, Geoff Osborne and Les Waltmaier.

At a special ceremony held a short time ago at a Crewe hotel, members of our Mid-Cheshire District staff who had qualified for their long-service awards received Certificates from MANWEB Chairman, Mr. Ben Hastings.

He said that he envied the long service men, who had worked in our industry during the pioneering days of taking supplies to remote areas. *"Thanks to your efforts, electricity is here to stay—even though it is often taken for granted."*

To those receiving their first long-service award—the 20-year staff—he assured them that the future looked very bright.

"There is a challenge ahead on the fuel front," he went on. *"Electricity is going to have to bear the energy burden of the world as coal, oil and gas run out. Already with oil scarce, we have had a modest upsurge in business enquiries."*

Mr. Hastings remarked on the appreciation our customers have for the real work done in our industry and spoke of the satisfaction gained by staff doing a job that was so valued by the community.

He then offered the Board's thanks and best wishes for the future to all the long-service staff. In this, he included the wives of many of the recipients, closing

with the quip: *"Behind every successful man stands an astonished mother-in-law!"*

Chairing the proceedings, Mr. Norman Maden (Group Manager) called on each of the District Officers to introduce the long-service members of staff in their respective sections. Later, he thanked Mr. Harold Allman (principal assistant—Administration) and Mrs. Pauline Platt (typing supervisor) for handling the arrangements for the ceremony.

Some of our sharp-eyed readers may notice that Mr. Norman Walsh, appearing at the Mid-Cheshire presentations as a recipient of a 40-year award was also pictured in last month's 'Contact' receiving another long-service presentation at Head Office.

Although he tried the disguise of wearing his glasses on the picture taken at Head Office and then discarding them at Crewe, his very youthful looks belie 80 years' service — although the pension would be most acceptable!

The explanation is that Norman, who is District Commercial Engineer at Mid-Cheshire, is on secondment as Marketing Manager at Head Office—hence his two appearances. At the Crewe ceremony, he went along to acknowledge his Commercial colleagues who were receiving their Certificates.

(continued overleaf)

MANWEB Chairman Mr. Ben Hastings, centre right, congratulates Mr. Rob Woodall on his 30 years' service. District Officers, Messrs. Mike Metcalfe (DAO), left, and Graham Zeiher (DE), right, flank other 30-year men, from left to right: Messrs. Eddie Hollinshead, Eddie Spruce, Norman Davenport, Gerry Greenhough, Bob Scott, Tom Johnson, Ken Leather and Eric Smith.





Some of our Mid-Cheshire District 20-year staff, pictured here with our Chairman and the organisers of the presentation ceremony. From left to right: Mrs. Pauline Platt, Messrs. Barry Westwood, Steve Davies, Ken Foster, Ben Hastings (Chairman), Fred Percival, Gordon Edge, Frank Penk and Harold Allman.

RECIPIENTS

40 Years Messrs. Roy Ellis (1st engineer—System), Geoffrey Osborne (senior draughtsman), William K. Penhall (installation inspector, retired) and Leslie Waltmaier (chargehand electrician).

30 Years Messrs. Norman Davenport (2nd engineer—Installation and Service), Gerald Greenhough (linesman), John Edgar Hollinshead (Commercial Supply Engineer), Thomas D. Johnson (p/a Consumer Accounts), Kenneth Leather (jointer), Kenneth W. Pawson (storekeeper), Robert S. Scott (chargehand

mechanical fitter), Eric Smith (1st engineer—Production), John Edward Spruce (electrician), Robert H. Woodall (System Engineer) and Edwin Worrall (foreman meter reader).

20 Years Messrs. Frederick J. Broadhurst (electrician), Stephen J. Davies (installation inspector), Gordon A. Edge (jointer), Kenneth Foster (chargehand electrician), William Palin (linesman's mate), Frank Penk (2nd engineer—Installation and Service), Fred Percival (jointer's mate) and Barry A. Westwood (electrician).

Support for Nuclear Power

SPEAKING at the Annual Dinner of the British Nuclear Energy Society in London recently, Mr. Frank Chapple, General Secretary of the EETPU, said that the opponents of nuclear power were against most of the functions and purposes of an industrial society.

"They seem to be totally unaware that even their ability to protest about the ills from which we undoubtedly suffer would be either curtailed or unable to be expressed in a non-industrial, non-technological society.

"Hysterical voices of environmentalists, ecologists and sundry political opportunists exploit public ignorance. They rewrite all of our known experience with nuclear energy, embellishing every detail, exaggerating every mishap and, behind this smoke-screen, they skilfully conceal the fact that the logical outcome of their policies will, at worst, leave us with a shortage of energy around the year 2000, and, at

best, lead us first to stagnation and then to a reduced standard of living. This is sometimes euphemistically described as a low energy strategy.

"The media's needs to sensationalise the nuclear option in order to maximise public interest is a bonus for the anti lobby, and combatting this ill-assorted camp is made more difficult for the advocates of nuclear power because we are currently not short of energy.

"Of course, it will be easy enough for us to arouse public interest when vast areas of the country have their electricity cut off because of the need for load-sharing due to the shortage of energy—and therein lies the reason why we must not lose the battle over nuclear power.

"Fred Hoyle, in his book *"Nuclear Energy or Extinction"*, disposes of the arguments against nuclear energy with an unusual variety of calculations. He has even evaluated the risk involved in smoking one cigarette a day, as well as that of living too far from your place of work, which increases your risk of an automobile accident."

In conclusion, Mr. Chapple said: "Those of us with responsibility in the energy field must take a more active role in combatting the apathy about energy. History may forget the 'anti-nuke' lobby, but we will never be forgiven."



The busy scene outside our new supershop at Llandudno on opening day.

NEW SUPERSHOP AT LLANDUDNO

Business Booms on Opening Day

MANAGER of the MANWEB shop in Llandudno for the past 26 years, Mr. Tom Lee, is delighted with his new superstore at 48 Mostyn Street in the heart of the busy town-centre shopping area.

He was overwhelmed with business on opening day—15th February—but found time to welcome Mrs. Eve Townley, our 'Girl from MANWEB,' who went along to wish Tom and his staff 'Good Luck' and record sales in their new premises.

MANWEB provided the first electricity shop in Llandudno when, in 1948, we opened showrooms at Mostyn Broadway in premises which were previously used as a ballroom and, during the war, as a military garage. For many years these premises served our purpose but in recent times, we decided to look for another property sited in the town centre.

After much searching, we found a property ideally sited, large enough for our requirements and with the potential for conversion into a modern and efficient shop.

Our Civil Engineers moved in and, after demolishing much of the dilapidated interior structure, fitted new steel beams and columns to strengthen the building and provide an open sales area with easy access from street level with no steps to bother our elderly and infirm customers.

Because of the age and condition of the premises, its rehabilitation presented difficult structural problems for our civil engineering department. Much of the design could only be finalised as work progressed, so that planning had to be done 'on site' and in stages.

From start to completion, the work has been managed by Mr. David Brown (*Civil*) with drawings prepared by Mr. Dennis Perrin (*Technical Drawing Office*). The main building contractor for the Board, Messrs. Frank Tyldesley Ltd. of Llandudno, co-operated wholeheartedly with our civil engineering staff throughout this very complex contract.

As the premises were sited in an area covered by a Conservation Order, our staff have liaised closely with the Local Authorities on the external appearance of the building.

All the effort has been worthwhile, for we now own a very substantial property in the heart of the best shopping section of a very busy town.

The interior finish has been designed with minimal



Longest serving member of the shop staff Miss Ena Davies (*salesperson*), pictured behind the cash desk.



Brisk business in our latest shop. In the foreground we see a customer being 'signed-up' by Mrs. Linda Thomas (*part-time salesperson*) and Mr. John Hughes (*Marketing representative*). Behind them, energy sales demonstrator Miss Christine Hughes talks to a customer while another sale is being sealed in the background by Mr. John Lunt (*Marketing representative*).

Inside a busy shop

Even with the comprehensive range of electrical appliances on display in our new supershop at Llandudno, there is still the feeling of 'space' around you. Our picture, *below*, shows part-time salespersons Mrs. Jean Young, *left*, and, in the foreground, Mrs. Shirley Woodyatt chatting with a customer.





Shop supervisor Mr. Tom Lee has a welcome for Eve, our "Girl from MANWEB".



From left to right: Messrs. Bill Wakelin, Dennis Perrin and David Brown.

maintenance in mind, with easy-clean surfaces throughout. The selling area, all on the ground floor, is tastefully lit by surface-mounted fluorescent tubes fitted on a suspended ceiling.

There is a large storage area in the basement and a staff room and toilet block at the rear of the premises. The layout incorporates separate entrances for 'Let' accommodation for commercial offices on the first floor and a domestic flat on the second and third floors.

In addition to the usual extensive display of a wide range of domestic electrical appliances and a cash point where customers can pay their electricity accounts, there is a quiet area set aside and equipped with a table and chairs where customers can talk over

their individual electrical problems with members of the shop staff. Advice on many of today's points of interest, such as home insulation and the wise use of energy is freely available.

Regional Sales Controller Mr. Bill Wakelin, who was born in Llandudno and began his working life in the town, commented: "We are delighted to offer a very comprehensive service to our customers in the very centre of the shopping area. Many people, especially the elderly, will find our new supershop handy and most attractive, with the staff ever helpful."

All in all, and after a great deal of hard work, MANWEB have a great asset in the new shop at Llandudno which, no doubt, will help us fully realise the sales potential in the area.

The first 200 customers to spend £50 or more at our Llandudno shop were presented with a MANWEB Teddy to celebrate the opening. Our picture shows 'Girl from MANWEB' Mrs. Eve Townley among the stock—now all gone, we are pleased to report.





A first-time ever picture showing all members of our Construction staff at Head Office, taken on the occasion of a special lunch to mark the retirement of Mr. G. B. Williams, seen here (seventh from right) as he receives a farewell handshake from Mr. Stan Roberts.

RETIREMENTS

Mr. G. B. WILLIAMS

Enjoying two farewell ceremonies to mark his retirement, Mr. Glyn Bowen Williams (*Principal Engineer—Construction*) at Head Office was first invited along to a special lunch at a Chester hotel, where all his colleagues in the department wined and dined him. Then, on the following day at Head Office, an official ceremony was held, when tributes were paid to "G.B.'s" long and loyal service and a farewell gift of a quartz carriage clock from his many friends throughout the Board was presented by Mr. Stan Roberts (*Assistant Chief Engineer*).

"G.B." began his career in our industry some 44 years ago when, on his 21st birthday, he went to work for the former North Wales Power Company. "The best birthday present I have ever had," he commented. His first job was selling lighting and socket outlet installations, with an offer of a gleaming, new electric iron to seal the deal!

In his spare time, "G.B." became a part-time fireman and this came in useful when, during the war years, he was the fire prevention officer responsible for the safety of sub-stations and depots scattered around North Wales.

After the war, he studied in the evenings and on Saturday afternoons to gain his HNC. He then transferred to the engineering side and held posts in the former Wrexham District prior to his transfer to the former Area 4 Office as Operations Assistant. Here he became involved in the early stages of live-line working techniques. He later became Area Construction Engineer, prior to taking over his job at Head Office.

"G.B." is a keen 'do-it-yourself' enthusiast and likes wood-carving. In retirement he intends to travel as much as possible and no doubt his plans include a trip to see his daughter in Canada.

Mr. H. S. SMITH

One of our most popular characters working at the Queensferry depot, storekeeper Mr. Harry S. Smith of the Plant section, retired recently, after more than 23 years' service with the Board.

During the last war he was with the Pioneer Corps and had a spell on rescue work in the Liverpool blitz. Later he worked for the R.A.F. at Sealand, before joining the Board in 1957.

Many tributes were voiced by colleagues who had found Harry even-tempered, kind, considerate and a great person to work with.

It was also suggested that his farewell gifts of a

At our Queensferry Stores, Mr. Peter Falcon, centre left, wishes Mr. Harry Smith many years of happy retirement.



Eric McDonnell and his wife Amy.



OSWESTRY DISTRICT Long Service Staff

Group Manager, Mr. Norman Maden, recently presented Long Service Certificates to members of our Oswestry District staff who had qualified with service of 20, 30 and 40 years. Our photograph, below, was taken at the ceremony and shows, from left to right, front row: Messrs. Jack H. Leach (20 years), Eric Field (30 years), C. Geoffrey Brunt (30 years) and Norman Maden, Mrs. W. Vera Lewis (20 years) and her husband, Cecil C. Lewis (30 years). Back row: Messrs. Eric Wainwright (30 years), W. Stanley Holloway (20 years), H. Edward Large (30 years), C. Ivor Powell (20 years), David R. Richards (20 years), J. Brian Smith (20 years), W. Henry Blackwell (30 years), Leslie S. Lovell (20 years) and Sid W. Warburton (30 years).

Oswestry District Long-Service staff with Group Manager Mr. Norman Maden (seventh from right).



RETIREMENTS (continued)

pair of binoculars, a wallet and a set of hedge-trimmers would come in very useful when it was disclosed that a number of nudists had applied for a camp site close to Harry's home in Ffynnongroew. With the hedge-trimmers being used on the right hedge and the binoculars focussed in the right direction, Harry would be in for a most interesting retirement!

Mr. E. W. McDONNELL

The long-serving supervisor of the MANWEB shop in Old Swan, Liverpool District, Mr. Eric McDonnell retired recently. He had completed 44 years in the electricity industry.

He joined Liverpool Corporation and served an apprenticeship as an electrician, completing this just before the outbreak of war. He served in the Army during the hostilities, making use of his training as an electrician. He returned to the Liverpool Corporation in 1946, transferring to MANWEB two years later when the industry was nationalised.

Three members of the staff unable to attend the ceremony were Messrs. Frank Reese (30 years), C. Vic Richards (20 years) and Frank H. Sanderson (40 years).

To mark the occasion, the District's tame poet, Mr. Henry Blackwell, a recipient of a 30-year award, put pen to paper and wrote . . .

From my brief experience, I have understood
You can't do too much for a firm that is good.
But on the other hand, I think this quite sad,
You will never do enough for one that is bad.
So I would like to thank MANWEB for this

Long Service Award,

For letting me work here, for so long and so hard,
The going's been tough, we've all had our slice,
We've made a fat profit, for just a lean price.

(LYNNE PRICE)

If Lady Luck should forsake us, and with problems
we're laden,

We can always ask Chester for another fair maiden.
(NORMAN MADEN)

It was in 1954 that he took up selling in the Board shops, taking over at Formby shop as supervisor a year later. He moved to the larger Old Swan shop, which, in Eric's time there, was moved to even larger premises to accommodate the growing trade.

Eric and his wife Amy have one son, who is married, and a grand-daughter. At a family party attended by friends and colleagues, he was presented with a fitted travelling case by Liverpool D.C.E. Mr. Bob Hodson, which will be well used, as Eric and Amy enjoy travel and have crossed the Atlantic to visit relatives several times.

Mrs. B. PETERSON

Mrs. Beryl Peterson, a senior saleswoman at Garston shop, retired recently due to ill-health. She started work for MANWEB 18 years ago as a part-time saleswoman at Old Swan shop.

District Sales Supervisor Mr. Tom Saladine made a presentation to Beryl of a gold chain and gift vouchers from her colleagues in the Board.



ON THE BADMINTON COURTS

Pictures by Mike Hall
(Head Office)

