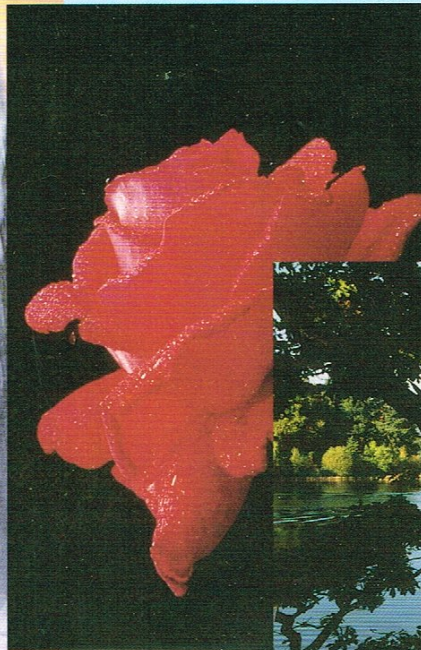
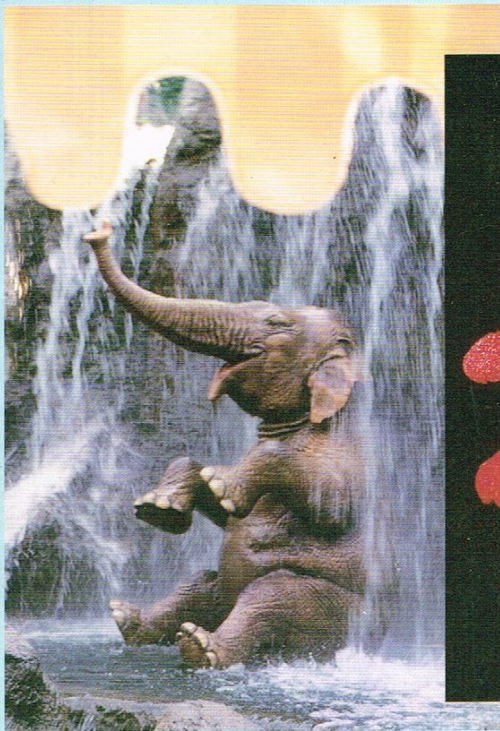
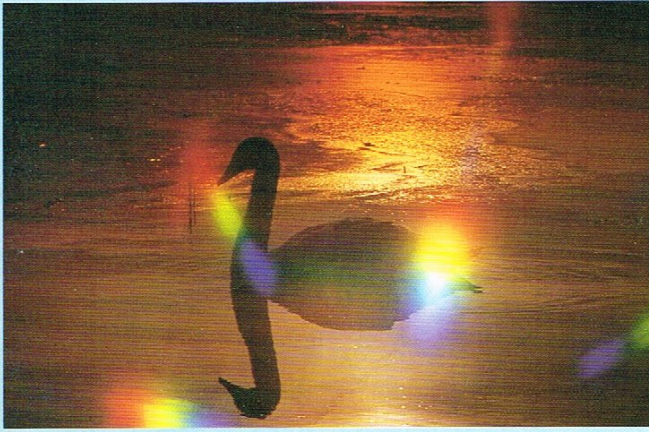




DECEMBER 1989

Waterview



FROM THE EDITORS

Welcome to the latest edition of Waterview and our apologies that it has been a whole year since the last issue. We, like everyone else in the water industry, have been buried under the paper which privatisation has posted through our letterbox. However, our New Year's Resolution is definitely to bring out the NEXT edition early in the spring.

We hope you like our cover. We decided to leave behind the usual Father Christmas/Snow/Bells and holly and celebrate the photographs which were entered in our special competition. Thanks to all who entered - we didn't receive as many as we would have liked but all the entries were much appreciated and caused the judges lots of heart-searching.

The entries were judged on originality, composition, adherence to the theme (water!) and interest and impact. The eventual winner was Allen Bellamy (Hampton Loade) with his tranquil view of Lake Windermere. Close second was Mike Farrow (Control Office) with his pastoral scene at eventide.

See you in the spring - in the meantime, we wish you a happy Christmas and New Year.



From left to right: Angi Robson, Carole Hodgson and Ron Perks



Allen Bellamy (1st) Mike Farrow (2nd) and John Harris (Company Secretary)



"Buried Under Paper"



RAFT RACE

Off we set one Sunday morning,
 All awake (although still yawning.),
 We little thought as we left shore,
 What lay ahead, what was in store.

A raft race it was supposed to be,
 But we weren't there for victory,
 We knew we'd make it for sunset,
 But not without first getting wet.

The water pumps were on full bore,
 We wished we'd stayed upon the shore.
 The eggs were flying past our head,
 Why didn't we stay at home in bed?

And then we lost complete control,
 And all clung tightly to the pole,
 We beheld this awful vision,
 Of a major bank collision.

But things didn't turn out quite as drastic,
 The landing rope was all elastic,
 And as we came out of the fern,
 We made a brilliant ten-point turn.

And then the rapids came in sight,
 So we rowed on with all our might.
 A crew ahead appeared distraught,
 And sank below - or so we thought.

They then shot up below our raft,
 And as they struggled out, we passed.
 And left them stranded on the shore,
 'Cos off we paddled with **their** oar.

And then we saw the finish line,
 So on we rowed, though just in time.
 To catch the other South Staffs crew,
 And get a thorough soaking through.

At last the feat we had achieved,
 (We must admit we were relieved),
 Despite the rumours you may hear,
 DON'T LOOK OUT FOR US NEXT YEAR...

Wendy Woo
 (Wendy Gladstone)
 Tipton Area Office



Flights of Fancy — Pigeon Racing

Pigeon racing in the British Isles, although not a spectator sport, is enjoyed by a quarter of a million enthusiasts, who own around eight million birds between them. Every Saturday, from April to September, an average of half a million pigeons, race from official liberation points to most towns and cities, flying distances ranging from seventy miles to over six hundred miles.

Although racing for prize money, a special system of pools is also in operation but the average "fancier" enjoys the sport for it's pleasure and excitement rather than any profits, breaking even on the season is the most one can expect.

Descended from the rock dove "Columbia Livia", the pigeon retains the habit of it's ancestor, avoiding trees as a nesting place. The name pigeon comes from the Latin "pipio", literally a nesting bird that pipes or cries out. History does not record when man first domesticated the pigeon but it must have been at a very early period.

One of the earliest known records of domesticated pigeons dates back to the 5th Egyptian Dynasty, about 3,000 B.C., when it was recorded that birds were raised as table birds. Pigeons were certainly used to convey messages by the Egyptians, the Greeks, Romans and generally throughout the Middle East, their main assets being their speed and power of finding their way home when released a long way from home. Julius Caesar used pigeons, in his conquest of Gaul, for carrying messages recording troop movements. It is certain that the ancient Greeks released pigeons, carrying messages of peace, at the opening of the Olympic Games, and birds have continued to play their part in the revived games.

The Romans probably brought the domesticated pigeon to Britain, birds were kept in closed towers where they were fattened on bread chewed by slaves. During medieval times, every monastery, abbey and manor sported a dovecote, where birds were bred for their meat. Killing of the birds by commoners entailed severe penalties. When root vegetables became available to feed cattle and stock through winter months the pigeon became less important as a source of fresh meat.

Reuters News Agency was based on an efficient pigeon service. Paul Julius Reuter its founder, carried pigeons with him on coach journeys and in 1815 reported on the outcome of the Battle of Waterloo, the news scoop was scribbled on a piece of paper placed in a metal tube attached to a pigeon's leg and carried to his home in Calais and then on to London. Fortunes were made from Stock Exchange dealings by using birds to carry information from France, pigeons carrying news arrived in London from mid-day onwards, beating the Paris mail by ten hours.

Not only did ancient armies use pigeons for communication work but the service was continued in both World Wars One and Two. In the First World War the rule was laid down that all machines reconnoitring over the sea must carry pigeons as few aircraft were equipped with radio instruments.

Birds were bred and supplied free to all branches of the military authorities by racing pigeon organisations. Many birds were dropped by parachute into occupied Europe to enable members of the resistance movements to send secret messages to the Allies giving information such as launching sites of flying bombs.

Air crews returning from bombing raids who ran in to problems, or ditching in the English Channel or the North Sea would release birds to give their locations. The Dickin Medal, is the V.C. of the bird and animal world, of fifty awards during the war time period, thirty one were awarded to pigeons for their heroic action. The following was reported in the "Racing

Pigeon" one of two weekly publications of the sport; The 26th Dickin Medal was awarded to a bird called "Cologne" who was used in conjunction with the R.A.F. Station Bottesford. The bird, who was four years old, was carried on over 100 operational flights by bombers. In June 1943, the bird took part in a raid over Cologne in Germany where the aircraft was shot down. A month later, on July 16th, the pigeon arrived home in Bottesford, having fled with a broken breast bone which had healed, and over which new feathers had regrown. The Middle East Pigeon Service received two Dickin Medals, a pigeon called "George" who saved the lives of four airmen whose aircraft came down in the Mediterranean and a six month old bird called "Princess" who fled a distance of 500 miles from Crete to Alexandria delivering an important message from British agents who were in need of a replacement transmitter part.

The practise of racing pigeons, where it has become the national sport, began in Belgium in 1818 when an active racing club was formed at Herve, it's first race was from Frankfurt in Germany, since then the sport has spread to all parts of the world.

Pigeon societies existed in England in the 1850's but it was not until 1871 that pigeon racing began in this country when a race was organised with Belgian birds from London to Ostend. With the railways agreeing to carry pigeon traffic, long distance racing became possible, replacing the shorter distance racing, when the birds were transported by horse and cart.

Queen Victoria, although keeping an ornamental aviary at Windsor Great Park which contained pigeons, refused to allow the royal name to be used in connection with the sport, her son the Prince of Wales, later to become King Edward VII did show an interest, and set up a loft of pigeons in 1886, which was a gift of King Leopold of Belgium. A few years later, his son, King George V, then the Duke of York, took an interest in pigeon racing and presented five Kings Cups for annual competition, these are used for the premier races in England, Ireland, Scotland and Wales, in England this is flown for by the members of the National Flying Club in a race from Pau, a distance of 640 miles to this area although this distance is considerably more to the north of England.

In an effort to organise the sport on a better scale the National Homing Union was formed in 1897, by this time so many clubs had been formed that a governing body was required. Pigeon racing gained popularity from this time onward, with the Royal family showing an interest, the title of the governing body changed to the Royal National Homing Union. The title changed to it's present name, the Royal Pigeon Racing Association in the 1970s with headquarters at Cheltenham. Her Majesty Queen Elizabeth, continues the royal tradition in showing a keen interest in pigeons and has Royal Lofts.

Members of clubs are required to become members of the R.P.R.A. to enable them to compete in racing, clubs combine and form federations to obtain cheaper forms of transportation for the birds to racepoints and for improved organisation.

Old bird racing commences in April, from Swainswick, approximately 78 miles to Dudley and continues on to Frome, Wincanton, then Weymouth prior to races from the continent at Rennes, Nantes and Saintes ending in July. Young bird racing starts in July and is confined to birds bred in that particular year, the age of the birds competing in these races are around 16 weeks old at the start of their season.

Flights of Fancy

CONTINUED FROM PAGE 4

Identifications of ownership is established by metal rings, two million are issued and registered by the R.P.R.A. each year, without it the bird cannot be raced. The ring is placed on the birds leg prior to its being ten days old, after this time period the size of the foot prevents this operation being done.

Birds are normally paired or mated in February and March, courtship begins with the cock bird strutting up and down in front of the hen, spreading his tail feathers, bobbing and spinning around, blowing his crop. Five or six days later the cock drives the hen bird to nest and his temperament changes from a loving mate to being over aggressive, chasing her about the loft, pecking her head and denying her time to eat and drink until she lays her first egg.

Between the eighth to tenth day the hen lays her first egg in the early evening, followed by a second egg some forty two hours later. Both birds sit on the eggs, the hen at night and her partner during the office hours of the day.

Two days prior to hatching, the embryonic squabs begin chipping the eggs with their egg teeth, completing full circles and pushing with their feet until head and shoulders break the shell in two sections. After eighteen days the eggs hatch, the young birds, completely helpless, blind for the first six days are fed by a milky secretion, formed in the adult birds crop by the hormone prolactin, and called pigeons milk. The squeaker develops rapidly after this initial stage of helplessness. At a later stage, soft grain is pumped into the squeaker by both parents, followed, after a further eight days, by hard grain.

At around twenty six days old, young birds are fully fledged and encouraged to fend for themselves and are parted from the adult birds soon after.

At the earliest possible time young birds are encouraged to venture outside the loft to picture their home and surrounding area. At six weeks they begin to fly and soon are darting around the sky. When young birds begin to clear off, hours pass and you think they are lost, the time has arrived for serious training. First they are taken short distances and liberated, distances are then increased daily until they are at the forty or fifty mile mark, when the birds are ready for competition.

Bird are basketed for inland races on Friday nights, each one officially rung with a race rubber by means of equipment, called a ringer, which expands the rubber band allowing the pigeon's claw to be inserted, the rubber released, and the leg withdrawn. The rubber is countermarked both inside and outside, the numbers being noted on an entry sheet, which also records the birds ring number, colour and sex. The tag recording the secret race rubber numbers is placed in an envelope and sealed by a club official. At the end of marking all of the entry sheets and envelopes are locked away until the checking procedure begins after the race has been flown.

Each member competing in a race has a clock for recording the time of the bird arrival, this clock is set and checked against a master clock, each members clock is sealed to prevent fraud, by affixing a special numbered metal seal.

Each members loft is pin pointed on an ordnance survey map and the R.P.R.A. accurately, to within a yard, calculate the distance in miles and yards, from each racepoint to be flown. The distance is calculated, by computer, on the Great Circle System, an extremely complicated formula which allows for the curvature of the surface of the earth.

Pigeons are transported to the race point by pigeon transporters, usually owned by Federations, with a Convoyer in charge to look after the well being of the birds. Road transport was introduced on a large scale in 1961 after Dr. Beeching's axe fell on the railways, pigeon traffic was considered unprofitable. Weather forecasts are obtained along the line of flight and these being favourable the pigeons are released by the Convoyer, clubs are then notified of the time of liberation by a Federation official.

When the pigeon arrives home, the rubber is taken off the birds leg and placed in a metal capsule which is then placed in a timing clock. A lever is struck or a key turned on the clock causing the internal printing mechanism to record the birds time of arrival.

Clocks are normally checked on Saturday night at the club house, they are struck off and checked against a master clock, to determine if the members clock during the race time has lost or gained and variation factors are recalculated for each clock. Seal numbers on the clocks are checked prior to them being opened and the times registered are read by a clock official and recorded in a register.

The rubbers from the metal capsules are checked against the race entry sheet and the tag numbers. Secretaries, after making corrections for slow or fast clocks, taking into consideration the members distance from loft to racepoint, and liberation and arrival time of the pigeon, enters the figures into a programmed computer or calculator and the end product is a velocity expressed in yards per minute. The winner of the race is the pigeon with the highest velocity. Velocities vary and are dependant on weather conditions and wind direction, speeds of over 2,000 yards per minute have been recorded. In some of the longer races pigeons regularly spend fourteen hours on the wing, an average velocity of 1050 yards per minute or a speed of 35 m.p.h. in a 500 mile race.

How does the pigeon find his way home? a considerable amount of research has been carried out on the subject and many possibilities have been put forward but the solution remains one of natures secrets. It appears to be a mysterious sixth sense and remains an enigma which will never be solved.

Amongst the various ingenious but unsubstantiated theories put forward are; The eye of the bird, controlled by six muscles, giving all-round vision is thought to be camera able to take pictures which are stored in a type of computer brain.

That the ear of the bird contains canals which have developed a sensitive directional "memory".

A part of the birds eye called the "pecten" is thought to be a navigational instrument using magnetic fields to determine direction. It is thought that the pigeon, with a good memory and an internal clock, uses the sun as a compass. Knowing the position of the sun at its home region at various times of the day and year, it is able to determine it's location by "reading" its clock as we would use a wrist watch.

The sport is reported to be on the decline and becoming too commercialised, the high cost of lofts at £200, clocks £200, pigeon food £15 per 50kg, is blamed for it's loss of popularity. Birds can be purchased for as little as £10 but the worlds most expensive pigeon is three year old Dutch bred "Emerald", bought for £77,000, this year, by Michael Massarella. This bird, purchased for breeding will never race again.

Every flying club or homing society is controlled by strict rules to deter any chance of fraud and although there is keen competition, at the end of every race the owner of the winning bird is always congratulated by fellow members. Clubs contain an above average share of witty and knowledgeable characters, companionships and friendships abound, and novice new members receive friendly help and advice, gift birds and loan of racing equipment.

Prior to being raced every pigeon is ink stamped on three flights of it's wing, so if one drops in, pick it up, it does not bite, give it a drink of water, it will probably soon clear, if not telephone the number stamped on the wing. If you feed the bird it will sometimes tend to remain.

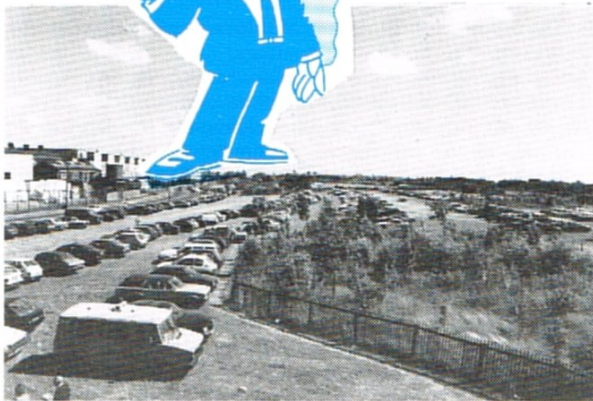
Despite the decline statement, club continue to flourish in the Midlands and will do so into the next century, pigeon racing, which has become an art and a science, will continue for as long as people have a love of pigeons and pigeons have a love of home.

Brian Williams
Tipton.

THE SOUTH STAFFORDSHIRE WATER COMPANY



OPEN DAY





Byelaws and Regulations 1854-1989

The earlier history of all water undertakings shows that they were continually faced with problems of waste, and later with misuse and contamination of their supplies, for these reasons they sought preventative statutory powers.

One of the earliest Acts giving power to prevent waste, due not only to defective piping but also the primitive methods of storage adopted, was the Manchester and Salford Act of 1823: "In order to prevent as much as possible the wilful and negligent waste of water, every person supplied with water shall provide a proper cistern to hold such quantity of water as shall be deemed sufficient, and to provide the same with a ball and stopcock fixed to the pipe supplying water from the main or service pipe". Further to this it stated that the apparatus was to be kept in good order and water was not to be allowed to run to waste when a cistern was full. In the event of neglect to provide a cistern, ball and stopcock the Company were authorised to cut off the water until the necessary apparatus had been provided.

Water regulations were first issued by the South Staffordshire Waterworks Company in 1858 and were updated in 1862, 1868 and 1897, these booklets also included details of varying water charges, the last of these regulations booklets was published in 1907.

To quote from the 1858 edition, "No cisterns for storage of water, for domestic use, will be necessary, but cisterns must be provided for water closets and for supplies of a peculiar kind, it having been found in practice that, where water closets have been supplied by pipes direct from the main, foul air and impurities have occasionally flowed back into the street pipes when the water is stopped for laying on services or repairs, thereby causing much annoyance to the Companies as well as the inhabitants".

This statement was followed by the five regulations.

1. The owners and occupiers must, at their own expense, lay down and maintain all the service pipes connected with the Company's mains, or distribution pipes and apparatus required for their use, of the strengths and descriptions and subject to the following rules.

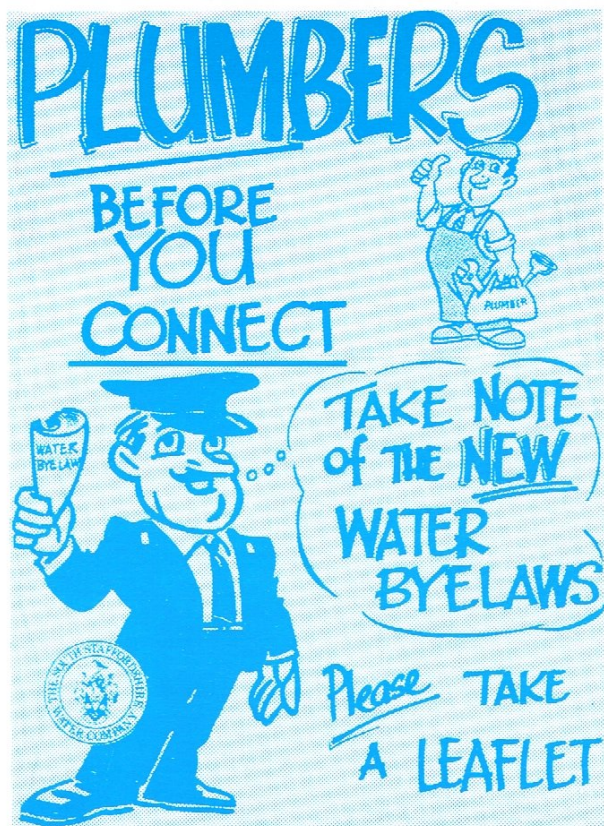
No pipes or cocks must be used until they have been inspected and approved by the appointed officer of the Company.

The water closets must be of the kinds known as the "Pan Closet," or the "Self acting Closet" and must be provided with a full and complete apparatus comprising service cistern, basin, trap, etc., excepting that the Self acting Closet may have substituted for the pan or service box, a double valve, to let down a regulated quantity of water.

2. The water supplied must not be allowed to run to waste, either wilfully or by neglect, nor must it be used for any other purposes, or to any greater extent than shall have been agreed for.

3. No pipes must be attached to the works of the Company, or to any pipes or apparatus connected therewith, nor must any alterations of pipes, or extensions of the supplies of water, be made without the consent of the Company.

4. The supply and use of water for purposes of trade and manufacture, must be open to inspection and admeasurement whenever required.



5. The Company, if required, will undertake to lay on the necessary service pipes and apparatus at the expense of the owner or occupiers, at the same time, they would prefer such business being done by the plumbers of the town, who are willing to perform the work. For the protection of the interest of the public, as regards the proper execution of the plumbers work, and to enable them to acquire the requisite knowledge of the state of the service pipes and apparatus, the Directors have determined not to recognise or employ any plumber until he shall have signed an undertaking to comply with these rules and regulations, reserving to the Company the power of erasing from the list of authorised plumbers the name of any one who shall evade the same or refuse to act in strict conformity therewith.

All applications to be made to the Secretary at the Company's Offices, Castle Chambers, High Street, Birmingham.

By order of the Directors,
Josiah Churchill.
Secretary.

December 1858.

Regulations as distinct from byelaws, may be defined as being special rules made by a sanitary or other authority by virtue of particular powers conferred upon it and applicable only to a limited area or class of people within its jurisdiction. The main distinction being that a regulation could not be enforced by a penalty, because

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there was no statutory authority behind it but could be enforced by withholding of some concession or sanction. Penalties were quoted in regulation books but were enforced under Local Improvement Acts. During the 19th Century the Company were guided by the Water Clauses Acts of 1847 and 1863, which were later incorporated by Section 57 of the Public Health Act of 1875, plus their own Act of 1866 and the Burton on Trent Act of 1861. Regulations contained clauses which specified that work was to be carried out to the satisfaction of the Engineer, Surveyor or by a plumber approved by the water authority or company.

Byelaws may be defined as supplementary legislation, framed by water undertakings under statutory authority, for the guidance of the consumers of the area under their control, ordering something to be done or not to be done and accompanied by some sanction or penalty for its non observance with the force of law for its legitimate operation, it must not conflict with the laws of England and must not be unreasonable. The Company's authority to make Byelaws was obtained in their Act of 1909.

Through the years many infringement cases have been tested in court, mainly to set examples and to direct the attention of the plumbing trade in general to the existence of regulations and byelaws, a majority of cases were proved - At Dudley Magistrates Court in 1867, George Perks a plumber was charged with connecting a pipe from the Wesleyan Chapel, Mable, Dudley on to the Company's main without the necessary consent as required by Regulation Five of the 1862 Company's Regulations. He was found guilty and convicted, there was no fine but the defendant was ordered to pay all the court costs.

Occasionally a case was lost on a technicality. In 1885 at Dudley Magistrates Court, Alfred Guest a plumber was charged with making an alteration to a service without the consent of the Company. A ball valve in the w.c. cistern had been removed so that water was continually running into the w.c. pan. According to Statute the prosecution failed because the offence was not laid before the Court within a period of six months of the offence being committed.

An effort to gain uniformity, in Regulations and Byelaws, started in 1903. The Worshipful Company of Plumbers were responsible for calling what proved to be the inaugural meeting of the Joint Standing Committee on Water Regulations at the Guildhall, London. The Conference attendance and the widespread interest which evoked amongst Water Authorities, Engineers, Architects and other interested parties proved there was an existence of a general desire to co-operate for codifying and standardising the byelaws and regulations in common use throughout the United Kingdom. The Committee under the auspices of the Institution of Water Engineers was incorporated by licence of the Board of Trade in 1908 and during that year it issued a Model Code of Byelaws and Regulations. A new Model Byelaws was issued in 1912 and a second issue in the same year contained revised specifications which was supplemented in 1913. During the period to 1920 the water industry took every available opportunity to express dissatisfaction at the inadequacy of the current byelaws and were loathe to accept them. Statutory

Powers obtained from private enactments gave them greater means of control than the Model Byelaws. In 1919 the British Waterworks Association took over the powers and duties of the Incorporated Joint Committee on Water Regulations which was wound up in voluntary liquidation.

A draft series of byelaws and regulations, including a specification of pipes and fittings was drawn up by the B.W.A. Standing Committee on Water Regulations in 1921, this was ultimately submitted to the Ministry of Health with a request that it should be substituted for the 1911 edition of the Model Byelaws.

Strong objections were made to the Minister from property owners, fittings manufacturers and other interested parties and the document was rejected. One of the byelaws strongly objected to, was a provision requiring an eighty gallon storage cistern.

Following on from several meetings with the Minister of Health, The Right Honourable Neville Chamberlain MP., representatives of the British Waterworks Association and opponents of the Associations, a Committee was set up with all sides represented to advise the Minister on questions relative to specifications for pipes and fittings. The Committee consisted of twelve, two Ministry officials, four manufacturers, three water engineers and three plumbers. On this Committee sat F.J. Dixon the Company's Engineer in Chief who had been instrumental in the Company becoming a member of the British Waterworks Association in 1918.

At a meeting of the Directors of the South Staffordshire Waterworks Company in March 1921 the "Specification

CONTINUED ON PAGE 10



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of Standard Pipes and Fittings" was adopted throughout the Company's area of supply, it contained 41 Regulations. The document was later embodied in the byelaws, but until that time its specification could not be enforced.

Fred J. Dixon prepared a draft copy of a Code of Byelaws in 1926, for submission to the Ministry of Health, in accordance with Section 40 of the South Staffordshire Waterworks Act of 1909, such byelaws to incorporate the Model Code of Byelaws as presented to the Minister of Health and these were published in 1928.

All water fittings were tested and stamped prior to fixing, for this purpose a testing station was set up at Wood Green, Wednesbury, and this operation continued until the 1950s when the British Standard Kite Mark on fittings was accepted.

The 1928 edition of the byelaws remained in force until 1938, just as a campaign was being mounted to produce a comprehensive revision of the byelaws, the second world war intervened.

The Water Act of 1945, for the first time brought uniformity into the law relating to the making and enforcement of water byelaws. The Act repealed the Waterworks Clauses Acts of 1847 and 1863. New editions of the byelaws appeared in 1956, 1966 and 1980, each which has been based on the Model Edition of the time.

Powers to make byelaws are found in Section 36 (3) of the 1973 Water Act and sections 17 and 19 of the Water Act 1945. Section 2 of section 19 requires that it shall be the duty of any undertakers, by any such byelaws are made, to enforce those byelaws.

In 1987 the Company submitted an application to the Department of the Environment for confirmation of the new model byelaws, these replace the 1966 edition which were technologically considered out of date and

inhibiting progress in the plumbing industry, also a number of the byelaws were considered ultra vires (beyond ones powers). Incorporated in the new document, which became operative from the 1st January 1989, are the changes in technology and include the use of unvented systems, the prohibition of lead in any potable water supply and the prevention of contamination. The number of byelaws has been increased from sixty one to one hundred and one.

Inspectors to enforce the regulations and byelaws were employed by the Company from its earliest days, the first being William Darlington in 1865, closely followed by John Hurst and Samuel Woodhall earning £1-2s-0d for a seven day week, although some of the regulation work was delegated to the watermen. Other Fittings Inspectors of note, during the last forty years, have included, George Eades (Cannock), O. Whittall, Harry Oldnall (Walsall), Pat Wright, Phillip Smith, Bill Stokes, Les Hill, Jack Chater (Tipton).

Of today's Water Regulation Staff, the descriptive title having been changed in 1981, Geoff Ford is the longest serving with 27 years in the Department, followed by Brian Briggs and Brian Williams with twenty four years each. Probably the Company's greatest authority on byelaws was Bernard Hawkey, a Technical Assistant, who died at the early age of 43 in 1971. He was a prolific writer on byelaws and plumbing matters and a well known voice on the subject in this country.

To quote from an appreciation of Bernard published in the News Review in 1972; "He was planning for the day when his ideas on modern plumbing would become every ones. Perhaps they may yet become his permanent memorial." The widespread acceptance of the unvented hot water and heating systems in this country, of which he was an advocate, is one of the changes that would have pleased him.

B.J. Williams and J. Van Leerzem. 1989

CHRISTMAS FUNDRAISERS



Christmas 1988, various members of the Company were given a celebration lunch by the Company as a thank you for their efforts in raising money for charity. Well done one and all.

"Lin, Knock Up some leaflets for open day!!", Came the cry...

... 2 Days later; after many 'Sound Ideas' had been filed under "R" for rubbish, inspiration finally arrived amidst the usual chaotic and confused atmosphere within the customer services section. Hence, the following

A SORRY TALE

Oh woe is me !! - am I the first
To have a water tank that burst ??
The water down my stairs cascaded
But "wellie-clad" through it I waded.

Then I had a nasty thought -
Stop tap repaired ?? I know I ought.
No such luck - the tap's still stuck
I'm well and truly in the muck !

So off I sped to use the 'phone
I dialed the number with a groan
"South Staffs Water ??" I then ask,
"I have for you a mammoth task"

"May I take your name and number ?"
"Then we'll get you out of lumber"
"Have you tried to stem the flow ??"
"Please tell me how, for I don't know !!!"

"My stop tap's broken beyond repair"
"Now I'm busily pulling out my hair !!!!"
"Now, now, don't fret - We have the cure"
"Not much longer need you endure"

"You need to find your main stop tap"
"But will that help me bridge the gap??"
"For I know not where that tap is found !!"
"The main stop tap's located underground"

"Underground ?!! - Just whereabouts ??"
"I'm sorry, I did not mean to shout"
"That's o.k. - I understand"
"It's difficult not to be off-hand"

"The stop tap is on the path outside"
"The path near the road ahead of my drive ?"
"Yes, that's the one - look for a cover"
"Roughly six inches square - there may be others.."

"Once I've found the cover, what should I do ?"
"I'm sorry but I just haven't a clue"
"Lift the cover then turn the tap"
"But careful now...."

..."Thank you - I'll try that straight away
Lord knows what'll happen if I delay !!"

Our customer then leaves the 'phone
To find the main stop tap
Location previously unknown...

In a little while our customer returns
For a plumber she now yearns.
Supply now stopped, the tank needs mending
For a pipe has burst and appears to be bending !

Without further delay a plumber we'll send
To correctly repair - not 'make 'n mend'
The invoice later on will follow
Not now to add to all your sorrow...

The moral of this sorry tale
Of a damp customer clad with mop and pail
Is ALWAYS maintain your internal fittings
Then in a large puddle you'll not be a-sitting!!!

REMEMBER:-

**IF YOU'VE PROBLEMS WITH YOUR WATER
RING US NOW! - YOU KNOW YOU OUGHT' A !!!
WALSALL (0922) 22271**

**apt lines penned by Lin Stone
to prove that Humour still abounds in Customer
Services**

Employment Training is Working at South Staffs

Since September 1989 the Company has entered into an agreement with Walsall Chamber of Commerce to participate in E.T.

E.T. is designed to help and encourage people who have not been employed for some time to gain experience, retrain, to achieve practical qualifications, to gain confidence in using computerised office equipment and to go forward to permanent employment.

We involve E.T. personnel in searching back into our Archives and manning the ever popular "Water Bus". Both these schemes have enabled trainees to use computers, write letters, file, meet the public and generally be part of the work place. Walsall Chamber of Commerce regularly monitors trainees and formulates action plans to suit the individual. Performance and standards of training are also examined by outside inspectors and reports have always been satisfactory.

After working on the bus or delving into our Archives, trainees have been successful in obtaining jobs with their newly acquired skills .

Our "Water Bus" continues to be in great demand. In fact we are booked up well into 1990 and well over 45,000 school children have already been on board.



**PHOTO: Mrs J. Davis
Miss L. Smith
Miss F. Causer
Mr P.L. Redmond Supervisor
Employment Training.**

Thanks to Jason Garrattley, one of our E.T. trainees, we have a very informative story board comic "Suzie and South Staffs" - Water and Safety. If you want a copy please contact Angi Robson at Green Lane.

A presentation night at Walsall Chamber of Commerce was held on 23rd November 1989. Trainees from the company's Employment Training project receive awards for achievements leading to full time employment.



Work Appreciation

An exercise in knowing what the other fellow does

Part of the duties of the Company's Watermen involves work which is instigated by the needs of the Revenue Department. These tasks include investigation and reporting on supply situations, meter reading and the disconnection of supplies in cases of non-payment. In the past contact on these issues has generally been confined to documented requests and responses, systemised messages through a computer terminal and the occasional, but impersonal, 'phone call.

In order to help with this interdepartmental involvement David Caldicott, redistribution Manager, invited Andrew Scudamore, Revenue Manager to bring along members of the Revenue team to a meeting with the Watermen. At this meeting it was agreed that communication and understanding would be improved if the Watermen and Revenue personnel were more aware of the work each other did and the problems encountered in doing it.

Tony Morris was asked to co-ordinate an exercise in work appreciation and he drew up a programme for the Watermen to visit and see all facets of the work undertaken in Revenue Department, including cash receipt and processing, measured/unmeasured customer accounts and the recovery section. Two day-long sessions have already been held, attended by ten Watermen, who have indicated that they found the experience both interesting and informative, and considered that it would be useful when dealing with Revenue queries in future. It also introduced them to pretty faces (there are some good looking men in Revenue) which were formerly unembodied names or faces.

The next step in the programme will be for Revenue personnel to visit the Area Offices and accompany Watermen during the course of their duties. We anticipate this will be quite enlightening when they encounter a supply system which, to a great extent and of necessity, is a product of evolution, as against the developed office systems they are familiar with.

It is hoped that this example of "hands across the Company" will be emulated in other areas. Knowledge of the other guy's work and an understanding of his problems will make us more sympathetic to his requests and perhaps even make us a little more tolerant of his apparent shortcomings.

Alan Lander



ASSET MANAGEMENT PLANNING

An essential ingredient of this government's proposals for the privatisation of the water industry are estimates of future capital expenditure on utility assets, both underground and above. The Asset Management Plan (AMP) covers underground assets namely mains, excluding valves and hydrants, and communication pipes whilst the surface Investment Requirement (SIR) covers the remaining assets ranging from computers to reservoirs.

The new PLCs will be regulated by a similar system to that for British Gas using $RPI \pm K$ system of price control. It is obvious that the level of K and the prices that will exist at the time of privatisation are key factors to the success of the utilities. Both the AMP and SIR projections will be used to establish the initial values of K and consequently they are of great importance to the Company's future. The Company has therefore invested a significant amount of time and effort over the past seven or eight months into developing its asset plans and almost everyone in the company has been involved in some way.



BELOW GROUND

Pictured Left to Right are Andy Wachnianin, Dave Oakley, Nick Curtis, Jack Carnell, Mike Bowen and Knowle Cotterill.



ABOVE GROUND

Pictured Left to Right are Tony Morris, Dick Keay, John Parrish, Tim Wedge and Kevin Davies.

The final drafts of the Company's AMP and SIR were submitted to the Department of Environment on schedule for 31 March 1989. Last Friday, 21 April 1989, the company were subjected to the first of a number of "challenge" meetings by Binnie and Partners, who are the governments advisers and consultants and who are responsible for final cross-certification and validation of AMPs and SIRs. This process will continue for the next couple of months and prove to be a time of interest and activity.

Neither the AMP nor the SIR make for particularly light reading, however I recommend them to those who are concerned for the Company's future. There have been a number of copies distributed so if you wish to borrow one you should contact your departmental head.

M.P. Bowen 24 April 1989.

THE VOICE

from our Southern

The events of the first three weeks can be described as encouraging, ranging from the winter here, which would put any of our summers in the UK to shame, to alcoholic delights of buying a round of drinks, comprising of whisky and soda, gin and tonic and two beers for less than £1.50, to the accommodation provided by the Water Utilities Corporation. But to start at the beginning, Jill and I arrived after a superb journey from Gatwick to Gabarone in a MacDonald Douglas DC10. Travelling Club Class certainly has its advantages. We had leg room, a choice of menu and, would you believe, real knives and forks with bone china tea service. The weather for the journey was not so important as we travelled mainly through the night. However, the sunrise over the African Continent at 35,000 feet was simply magnificent. Later on in the journey we made what appeared to be a number of manoeuvres in order to capture the sight of the Kariba Dam in Zambia. We broke our journey to land in Lusaka, Zambia at 8.30 am local time on Saturday 15 April 1989, where we exchanged passengers and flight crew. After an hour, we again took off, bound for Botswana. Now we had spare seats on the plane so both Jill and I moved to separate window seats, where I mentioned earlier, we had a wonderful sight of the Kariba Dam. Trust me not to have my camera loaded with film but perhaps on the way back I will try to remember.



We touched down in Botswana at Sir Seretse Khama airport at 11.00 am - right on time courtesy of British Airways Crew. The morning was fine and dry and the site of this large aircraft parked alone on the tarmac was impressive, as last time I came, my 'hop' to Gabarone was on a forty seater turbo prop plane of South Africa Airways from Johannesburg.

Our first introduction to Botswana was the inevitable Passport Control and Customs clearance. The airport being fairly new, was reasonably spacious, that was, until the DC10's contents was disgorged and the Passport Control area soon became clogged with bodies. Several forms and



several queues later we emerged through Passport Control only to queue, once again, in the Customs hall where all passengers completed another form and waited their turn to 'speak' to the Customs personnel. Paper work and 'red tape' is definitely a part of the system and, although we had no difficulties in clearing Customs, it took us in all one hour and at 12.00 midday, we emerged the other side of the Customs Hall to be greeted by a beaming Ron Lawrence and the Water Utilities Corporation Secretary, Mpo Seboni.

First things first, we sat down there and then to enjoy a very welcome cold beer, it was only later that we found out that the Corporation Secretary was there armed with telephone numbers in case we had problems entering the Country, for although we had some paperwork with us, we hadn't got all paperwork. Ron very smoothly piled us and our luggage into the waiting car and drove us to the Gabarone Sun Hotel where, after settling in for a whole 30 minutes, we emerged downstairs to the pool side bar, we managed to down another welcome beer over a chat about the events of the last few weeks, both home and abroad.

The first week at the Hotel was intended to be spent finding our feet and, to try and sort out some of the inevitable problems we were bound to meet setting up home and establishing ourselves in a new country. So, using the Hotel as a base, we set about the tasks.

First, a bank account, (never let me hear anyone say anything bad about the UK banking system). Oh how efficient our banks are, you might not think so, but try and open a bank account in Botswana. I queued, only to be told at Barclays Bank that I had to make arrangements to open an account. The first appointment was for the following week so I duly made the appointment and left. The following evening, Jill and I and the Souths Staffs team comprising Andrew Scudamore, Steve Coathup and Ron Lawrence were invited to the home of the Chief Executive of the Water Utilities for a dinner party. A splendid meal taken outside,

OF BOTSWANA

African Correspondent

around his pool, with all the trimmings one would expect from the 'bosses' hospitality. Later on in the evening we moved indoors to consume the now obligatory drink or two and to move around gracefully in a form of dancing, punctuated by conversation. Jolly useful, however, because at that dinner was the Managing Director of Barclays Bank in Botswana who, having listened to my plight, offered to assist. We exchanged telephone numbers and the following morning I duly rang him and, whilst I was on the phone, he made arrangements for me to go in to open an account. I left immediately to find the point of contact at one of the many service points and then continued to open my Barclays Bank account. I say my account because in Botswana you do not have joint accounts, and so once again I am in control, briefly, of the Bryan household income and expenditure, albeit in cheque form.



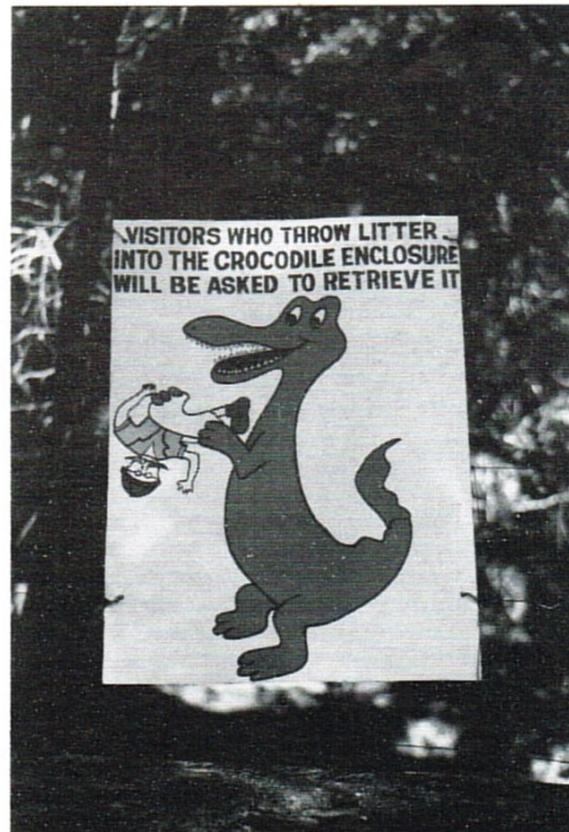
Even with the introduction of the MD of Barclays bank the procedure to open an account involved three deck clerks and, yes you've got it, queues, and some 45 minutes later, I emerged from the Bank the proud owner of a Botswana Bank account, together with cheque book, suitably endorsed with my account number. From that day to this I have managed to live on the remains of the travellers cheques, not able to bring myself to queue again to cash a cheque. However, this is again part of everyday life and, come pay day (21st of the month), it is normal practice for employees to leave their place of work, for as long as it takes, in order to cash their cheques, I have that pleasure to come.

During the first two weeks here, we have had a very sociable introduction to life in Botswana and a lot of help from a number of people. It was nice re-establishing contact with Chris and Stella, who I met when I was here in February, they are now our near neighbours and already we have shared some really good times with them. We have also received a lot of support from Peter Collins and his wife Karen. (Peter is the Deputy Chief Executive and also the Distribution Engineer - sounds like a good job title to me - but perhaps not.

Talking about introductions, we were invited by Peter to attend an event at Moth Hall, Chris and Stella also attended and we arrived to find that Moth Hall was the home of the Capital Players Amateur Theatre group, but on this evening there were no dramatics, just a social gathering with liberal splashings of intoxicating liquor, music, a sing song around the piano and a few movements thinly disguised as dancing. The same thing happened on this occasion as happened 5 or 6 months ago. I was standing there with a pint in my one hand and a cigarette in the other and this voice comes from behind me and says, "How do you fancy joining the Capital Players?". "Sounds a good idea", I replied and the next thing Jill and I are enrolled as fully paid up members. You may recall it was about the same set of circumstances that caused me to be here in Africa. I really will have to stop responding to people who say 'How do you fancy'. Who knows where it will get me next time.

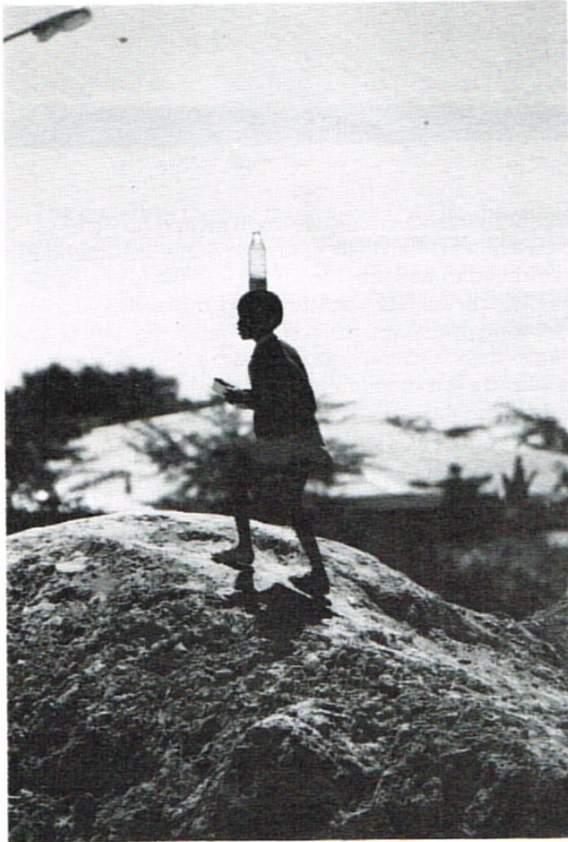
However, Jill and I are now under strict training, three nights a week, in the chorus line for an Old Time Music Hall which will be staged during the week starting 19 May 1989.

CONTINUED ON PAGE 18



THE VOICE OF BOTSWANA

CONTINUED FROM
PAGE 17



We have had quite an introduction to the climate here starting on the Saturday night of arrival with a splendid aerial show of lightning, where the sky continuously lit up for seconds at a time. This went on for 40 minutes or so, but no thunder or rain. The following week to ten days we witnessed grey days, some torrential rain, but mostly blue sky and sunshine, hot, but not too hot as this is now the African winter period, and what a lovely time it is too. Where the mornings have a freshness and nip to the air but by 9.00 am the air is beginning to get hot with the sun beaming down from a clear blue sky. It gets dark very quickly and by 6.15 pm it is pitch dark and, from that point, the temperature falls to allow the formation of a heavy dew on the vegetation and houses. So far we have not needed to put on additional clothing, although, once we have acclimatised and the winter has moved on we may, at some point, require a coat or even some heating in the lounge if it gets really cold.



The land is, at present, very green but over the winter period the rainfall will be virtually nil, so the vegetation will dry, go brown and die-back, although many of the cultivated flowers will remain in blossom throughout the year.

We moved into our Corporation bungalow on the works site after eleven days at the Gabarone Sun Hotel and that included arranging Customs clearance and delivery of our freighted personal belongings. Most people tell us that this must be some sort of record. (Our thanks go to Keith Hodson and team at South Staffs end for their work in pushing the carriers, both UK and South Africa end), as it is not unusual to have to wait weeks or even months for delivery of personal belongings.

Well I should end this introduction now to allow you to move on to the next article. I look forward to sending the next episode when I will let you know details of the country, the people and the Water Utilities Corporation. Oh yes, and I'll try not to say 'Sounds like a good idea' too many times until then.

John Bryan

All photos by kind permission Andrew Scudamore



The Day we got Blood from Stones



In October 1988 and March and October 1989, the National Blood Transfusion Service visited Green Lane and, yes, got blood from two stones, Peter and John!

It will no doubt come as a great shock to you all to hear that the Company has a shortage of willing "bleeders".

For the past 3 years we have been host to the Mobile Blood Collection Unit. For those of you who have somehow managed to miss the publicity about giving blood, it is pointed out once again that it's to the tremendous work of the Blood Transfusion Service that many sophisticated surgical techniques now in practice owe their success.

If you didn't give blood at the last three sessions, please think seriously about giving next time. It needs at least 60 pints of blood to start a transplant operation and a leukaemia patient needs up to 6 pints of blood every day for a week's treatment. The next transfusion carried out at a hospital near you could be for someone you know or even for a member of your family.

Not all the volunteer blood donors are Company employees. Our thanks go also to the employees of Dairycrest Ltd and Crabtree Ltd who helped to make up the numbers of volunteers needed to ensure that over 100 pints were collected by the Transfusion Service.

The numbers of blood donors attending the mobile unit is steadily increasing:- 126 in October 1988, 139 in March 1989 and 149 at the last session in October 1989, with 25 new donors amongst them. A letter expressing grateful thanks from the National Blood Transfusion Service was received, together with a plea - could they come again on April 3rd 1990?

So-see you on the table in April! You have been warned. Be there - you can spare a pint and it may save someone's life.

WHAT A SPECTACLE!

The Company offered its services to help transport 1,000 pairs of spectacles to Malawi. Canon Bob Jenkins arranged the collection of unwanted and "outgrown" spectacles in this country and they were very gratefully received in Malawi where they will help those for whom a pair of spectacles would normally be prohibitively expensive. Alan Evers is handing them over, watched in the background by Christina and Ted Gadsby.



Lucky Winner

Julie Oakley of Financial Accounts receiving her prize of a £200 Travel Voucher from Horizon Travel Manager.

Julie was the lucky winner of the draw from the Company employees who sent for Horizon Holiday Brochures.

The draw was undertaken by Carole Hodgson and witnessed by the whole of personnel section.

The Ancient Family of the Scudamores

Did you know that Andrew Scudamore, the Company's Revenue Manager, has an illustrious and infamous line of antecedents? This is a light-hearted look at his family tree.

The originator of the seat of the Scudamores lived at Kenchurch Court, Herefordshire and was an illegal immigrant, Sir Alexander Escudamour who had hitched a lift across the English Channel with William the Conqueror in 1066. Another Scudamore settled at Upton Scudamore in Wiltshire.

Wally, or Sir Walter Scudamore, fought in the Crusades and another served King Stephen. Sir Phillip and Sir John Scudamore were Owen Glyndwyr's principal generals in the Welsh Border Wars of 1390-1410. Phillip was taken prisoner and beheaded in 1409; John Married Owen Glyndwyr's daughter Alice. Who got the best deal?

Sir Morrys and Sir Henry Scudamore went with King Henry V to fight in France. Whilst at the battle of Mortimers Cross three Scudamores (who supported the Lancastrians' cause - the wrong side, of course) got their heads cut off on Candlemas Day in 1461 and two more of them, James and John, were knighted on the field of battle at the siege of Calais.

Not bad - four beheaded. I wonder if this is the reason why the Scudamores are not as tall as they should be?

The Scudamores have been Members of Parliament for hundreds of years and Sheriffs of Somerset, Wiltshire, Dorset and Herefordshire. True blue, of course, not socialist red.

A certain Sir John Scudamore, styled "Skidmore of the Court" was a gentleman usher to Henry VIII and, would you believe, "Esquire to his Highness's Body".

The Scudamore were renowned for their chivalry. Sir James Scudamore was referred to as "The Noble Scudamore" of Spenser's "Faerie Queene". He unhorsed twenty knights in succession - yes, unhorsed, not unfrocked. He was not that type of faerie.

Viscount Scudamore was ambassador to the French court and his brother, Marquess of Worcester, was the defender of Hereford. The Viscount introduced the famous Herefordshire cattle into the county and was the most eminent man Herefordshire has produced.

There is royal blood coursing through our Andrew's veins: Frances Scudamore married the Duke of Beaufort and her daughter became Duchess of Norfolk.

Royal blood in the Company - that's why Andrew never gave blood at the last session: it's a different colour from ours. They even had a man of the cloth - the Revd. W. Scudamore. Coming up-to-date, Peter Scudamore, the champion National Hunt Jockey, is a direct descendant of Andrew.

But, topping all the achievements of the Scudamores are the daring deeds of Andrew as a member of THE ROVER PACK team on the recent team building exercise held in appalling weather conditions. Sir Alexander would have been proud of Andrew's chivalry, courage and fortitude. His ancestors only went on the Crusades or fought a war. OUR Scudamore went TEAM BUILDING.

Ron Perks

Debbie and Adam are in the mood for Dancing



Debbie Selvey, who joined the Company in 1983 and works in the customer accounts section of the Revenue Department, has always been a keen dancer. She started dancing when she was eight years old and passed all her medal tests with flying colours.

When she was fifteen, Debbie started to enter ballroom dancing competitions. Eventually, she met a young man called Adam (who had been dancing since he was nine years of age!) and they became dancing partners. They were later to become permanent partners and have now been married for five years.

Debbie and Adam travel all over the country to dance and their love of dancing has also taken them overseas. They have represented England in team matches in Guernsey, Austria, Holland, Italy, Germany and Spain. Involved in competitions most weekends, they have been awarded many trophies during their dancing career, but they are most proud to have won the Gloucestershire Ten Dance Championship, the Warwickshire Open Championship and the Gerald Eyre Memorial Trophy. As one of the top 24 amateur couples in the country, they have recently been selected to attend a weekend training session at the Crystal Palace.

Debbie and Adam spend many hours practising and take lessons not only in Birmingham but also in Leicester, Watford and London in order to improve their expertise. It is an expensive hobby for as well as the cost of travel, they have to pay £16 per hour for lessons (they have three a week!) and Debbie pays anything up to £700 for a ballroom dress. However, they feel that it is all worth while. Not only do they get tremendous enjoyment from their dancing, they are also very proud to be able to represent their country.

From Russia with?

In my possession I have a small silver bowl and a gold cross. On the cross are two initials, 'I.V'. which are an abbreviation for Jesus is Risen'.

One may ask what is special about the two objects, where are they now, and where did they originate from.

One day in 1924 both items were special gifts to a small boy, the bowl is a Christening Bowl and the cross was tied with ribbon to the boys wrist.

Where was the ceremony being held? The name of the town is ORDZHONIKIDZE and it is situated in Southern Russia at the foot of the Caucasus (BOLSHOI KAVKAZ) mountain ravine. The mountain KAZBEK (16,646ft) overlooks the town and the river TEREK flows through it.

FATHER

The small boys English father had recently been released for the second time from prison after being accused of being a British spy by the Russian secret Police known in those days as the O.G.P.U. (now K.G.B.).

The Police had intimated that there would not be a 'third' time and the father along with the (now) two boys could leave the country immediately, the mother must remain. The Authorities refusing to recognise the marriage to a British subject.

Communications in the twenties were bad, there was no British representatives in that part of the world and in any case all letters to England or the British Embassy in Moscow were destroyed by the O.G.P.U. Help was therefore requested from the Norwegian Legation in Moscow in dealing between the Russian Authorities and London.

Several years went by, the older brother died from lack of medical attention and a further brother born.

NEW BABY

When the new baby was only six weeks old a letter was received from the Norwegian Legation informing my father that a tacit agreement had been reached with the Russian Authorities. The agreement was that once again only the father and the boys could leave the country, but how could a six weeks old baby be parted from its mother? Obviously what had been overlooked by the Russian Authorities was that one of the 'boys' had died and whilst there were still two boys, one was only a baby.

It was decided that all the family would try to leave immediately. The house and contents were left in the care of relatives and what could be carried, packed into suitcases.

Very late one evening the family, surrounded by a few relatives, met at the local railway station for a last goodbye. For the father it meant possible freedom, for the mother the last time she would ever see her family and country.

The train was boarded amid apprehension and the journey across Russia to Moscow began. Conditions on the train were primitive, food was cooked in the carriages, or whenever a town was reached, food could be bought at the side of the track if one had any money. The journey to Moscow lasted about two weeks. At every major town all luggage was searched, items were destroyed or just taken by the searchers. As well as the searchers, identity papers such as they were, were carefully scrutinised, and I believe there were some very anxious moments.

It had been anticipated that upon arrival in Moscow, money and passports would be available at the British Embassy. This was not to be, until confirmation was received from London nothing was forthcoming.

LATVIA

It was then decided to take a further train to RIGA which at that time was the capital of an independent state called LATVIA. When the train reached the Latvian border my father was elated, my mother hysterical with apprehension, in fact she asked the border guards if she could ever return to Russia.

Several days were spent in RIGA, awaiting the arrival of the necessary documents from London. Money ran out and to buy food it was decided to pawn a silver cigarette case which had been carefully hidden the whole time.

My father was walking to the Pawn Shop when he met a messenger from the British Consulate, who informed him that the family had been recognised as British subjects and some money could now be borrowed.

Passage for everyone was booked on a small ship which carried timber to Scotland. Finally in September 1929, the ship docked in Dundee.

Down the gangway, penniless, walked one free man, a bewildered wife, a curious boy and a baby, to face an unknown future in a new country.

For several years my mother kept up a correspondence with her mother in Russia, but pressure was being put upon the whole family (in Russia) to cease correspondence. Eventually in 1939 my mother received her final letter.

Of all the possessions left, not one item was recovered, however the bowl and cross survived and finally found their way to a house in Sutton Coldfield. The name of the small boy in question was - **VILLI VINTER (Bill Winter EMD)**

Weddings



Julian Winders (Sutton Depot) to Breda Oshea
27.05.89 Olton Friary

Andrew Willmott to Sandra Adams (Revenue)
01.07.89 Kidderminster Registry Office



Barbara Price (Revenue) to Shawn White
02.09.89 St Marks, Great Wyrley.



Sarah Blastock (Revenue) to Ashley Morris
23.09.89 St Pauls, Wood Green

Engagement

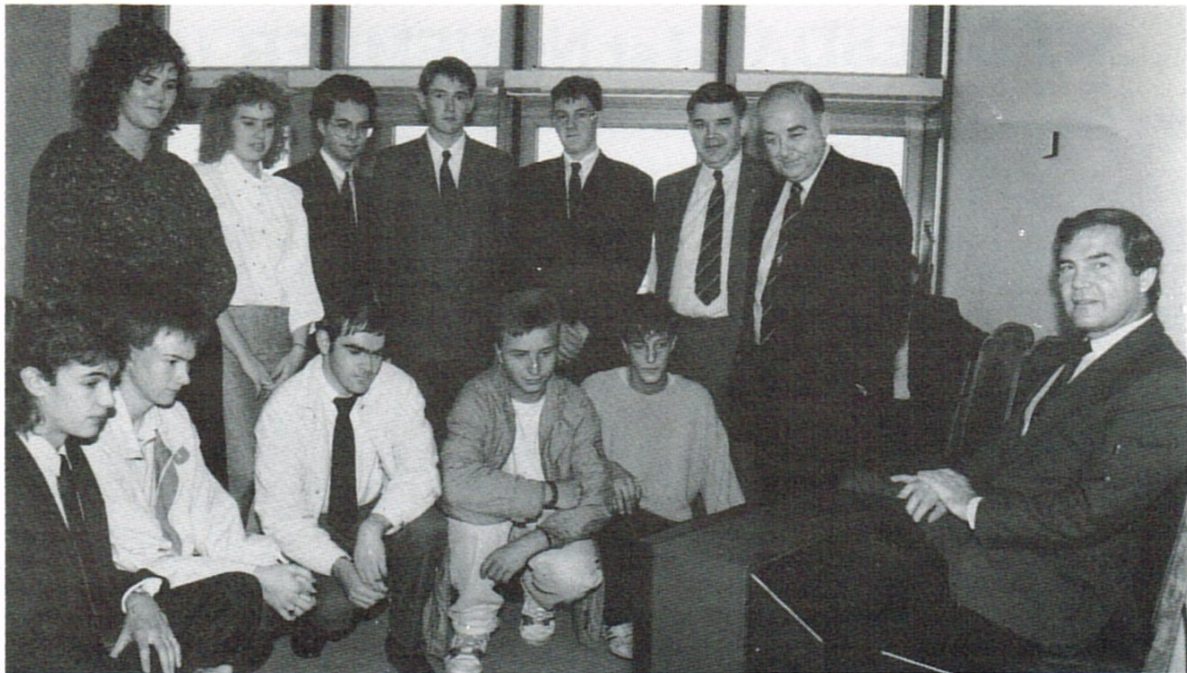
Gary Cotterill to Julie Oakley on 5.8.89.
Proposed wedding September 1990.

Honours

Denise Brown daughter of Mick Brown (Burton Depot) obtained a 2.1 Honours Degree in Zoology from the Lady Margaret Hall Oxford University gone on to U.E.A. Norwich to obtain her Doctorate.

Marie Withers (Tipton Depot) obtained a B.A. Honours 2.1 Business Studies Part time study exceptional achievement.

Welcome to new Employees



School and college leavers who have been taken on as trainees within the Company include five commercial apprentices, four mechanical and electrical apprentices and three trainee engineers. All are attending courses at local colleges as well as receiving intensive in-house training.

Jim Carter, in welcoming the trainees, said that the Company recognised the importance of efficient and well-trained employees and placed emphasis on a structured approach to development.

OBITUARIES

ERIC BAILEY

Eric Bailey died on the 15th December 1988 at the age of 59 years and is sadly missed. He retired from the Company on the 31st December 1985 after 40 years' service.

Eric spent all his working life with the Company and we publish a tribute to him written by Fred Langston, a life time friend and colleague:-

Eric Bailey-what can one say? I first met him in January 1946 but I got to know him better after he completed his National Service.

So began a long and harmonious friendship. He was a man well respected by all who had the privilege of knowing and working with him. Eric was a caring and conscientious employee and his knowledge of trunk mains in the Cannock area was second to none.

Many times his knowledge proved to be invaluable in organising and expediting repairs so that supplies could be restored to normal.

In recent years Eric's health deteriorated and he had difficulty in walking, but his sense of humour never deserted him.

If an expression was befitting to anyone -

**Eric Bailey was indeed
"A Company Man"**

JACK BILLINGHAM

Sadly, Jack Billingham died on the 30th March 1989 at Holbeche Nursing Home, Wall Heath, at the age of 66 years, after a long illness.

Jack joined the Company on 9th May 1938 and on his retirement on 31st May 1981 had completed 43 years service. He worked in the Revenue Department and was a senior collector at the Old Hill office. On the closure of the collectors' office he became an outside representative responsible for the districts of Sandwell and Dudley. He was a recognised expert on the collection procedure and regularly gave lectures on the subject at Burn Hall.

Jack was a founder member of the Company's Home Guard Unit and on 6th December 1941 he joined the Grenadier Guards on active service. He had a distinguished war service. A Tank Commander, he was wounded and taken prisoner in September 1944 after the Battle for the Nigmevan Bridge, the battle which was immortalised in the film "A Bridge too Far". Jack was forced to walk to Poland to a prisoner of war camp. He returned to the Company in 1946 after repatriation.

He was an active man in the community, a school governor and also involved in local politics.

Jack Billingham was a character in every sense of the word and will be greatly missed by his friends and colleagues.

Presentations by the Chairman

WEDNESDAY 1st NOVEMBER 1989



Our Chairman, Mr. E. J. Thompson, offered his warm congratulations to the following employees, thirteen of whom received awards for 25 years' service with the Company, and Robert Stokes who received his Apprenticeship Deeds. After the presentation, the employees and their guests enjoyed an excellent lunch in the Board Room.

Name	Job Title	Department/Location
Twenty-Five Years' Service		
1. Rod Bloodworth	Senior Electrical Engineer	Engineering Services Department
2. Graham Blundy	Superintendent	Walsall Area Office (Sutton District)
3. George Cartwright	Assistant Yardman/ Store Keeper	Cannock Depot
4. Barry Comes	Water Service Operative	Cannock Depot
5. Chris Cresswell	Yard Foreman/Store Keeper	Burton Depot
6. Ken Irons	Painter	Structures and Building Maintenance
7. Richard Keay	Technician Engineer	Engineering Service Department
8. Ron Lawrence	Source and Pumping Manager	Operations
9. Brian Peach	Waterman	Walsall Area Office
10. Ron Raybold	Water Service Operative	Cannock Depot
11. Sam Walker	Pumping Station Attendant	Northern Group
12. Gail Winfield	Clerical Assistant	Northern Area Office
13. Peter Worthington	Purchasing Assistant	Administration Department
Apprentice Deed		
14. Robert Stokes	Mechanic	Transport Department

The Retirement of Horace Astley

Horace Astley, took early retirement from the Company's employ on 31st March after 43 years, 8 months service, all of his working life spent at Tipton Depot. During that time, he has ventured out of Tipton on three occasions during working hours, once to Springsmire, Dudley and twice to Green Lane, Walsall.

School days were spent at Burnt Tree and later at Park Lane, Tipton where he became head prefect. Horace left school, excelling at maths and english, at fourteen years

of age on 29th July 1945. Walking along the canal towpath at the rear of Tipton Depot that day, he picked up courage and went into the office and asked the Superintendent, Squire Davenport for a job, and started work two days later as a Junior Clerk writing defective fittings notices and answering the telephone. From Monday to Friday he worked eight am till five pm and on Saturday eight am till noon for a salary of £40 per annum.

In November 1949, he fought for the King and country in the Army Pay Corps, stationed at the "holiday camp" at Devizes, dodging the muck and bullets, returning to the Company's employ in December 1951.

Horace must hold the Company's attendance record, in his 44 years service he has only spent four days away sick, the last day off was in 1968.

Bachelor Horace takes an interest in all sports, listening to the radio, music and walking and will spend some time in watching cricket and improving his snooker play during his retirement. Perhaps he may get a television set.

A presentation was made at Tipton on Friday 31st March, John Bryan described Horace as a quiet, efficient, reliable employee and colleague worth his weight in gold, a sentiment endorsed by all.

On behalf of the personnel of the Depot, he was presented with a stereo radio cassette player, audio tapes and a cheque. Dave Hinde presented a letter of appreciation from Mr. Carter.

Horace will no doubt make the occasional visit to the Depot, where he will be missed by the lads in the yard for his helpfulness, by the staff in the office for the cakes, chocolates, sweets, Teddy Grays herbals, newspapers etc. and by all for his generosity, wit and cheerful disposition. Everyone at Tipton wishes him a long, happy and healthy retirement.

Minnie Bethall Retires



Au Revoir to Bill Winter

Bill Winter, the Company's Senior Electrical Engineer, retired in March.

Bill first joined the Company in January 1971, left in 1974 but came back to the fold in December 1975. He maintained the highest professional standards throughout his career within the Company, and his ability in the Electrical Engineering field was second to none. He undertook the onerous task of writing and producing the Company's Electrical Safety Rules, and his design and supervision of the Electrical Installation at Green Lane ensured that it was of a very high standard.

Bill and his wife, who retired at the same time, have two daughters and he will now have more time to carry out repairs on their cars, to enjoy his garden and to pursue his interest in Engineering History.

Bill deserves a very long and happy retirement.

For those who missed the privilege of knowing Bill Winter and the hardships he suffered as a young man, we are reproducing an article by Villi Vinter, first published in 1981.

Best Wishes Ron



Ron Groom pictured with Ron Lawrence

Cannock Area Retirement Party



On 27th January Cannock Area held a buffet dance to celebrate the retirement of three of our long serving members. (100 years between them). With this in mind I decided to invite all of Cannock Area retired members and their wives, also former Cannock members who have found their niches elsewhere within the Company.

Two of the three, Eric Yapp and Albert Jones retired on health grounds and were unable to collect their gifts at the usual depot ceremony, and it was with pleasure that we welcomed Albert and his wife Dorothy, and Eric, who's wife unfortunately was not well enough to attend, to collect a carriage clock as a further memento from their friends.

The third member of our intrepid trio is Henry Childs (honorary member of the Northern Gritters), one of the companies most experienced supervisors who along with his wife June accepted a gift of a food processor.

It is with regret that we sever working links with our long standing friends but we at Cannock would wish all of them a long and happy retirement.

The evening proved very successful and a repeat is already in hand sometime near Christmas.



Retired Members' Annual Outing

This year, the retired members visited the Gloucester Docks Complex on Tuesday 25th July. It was a fine day and there were plenty of activities to choose from - a visit to the Robert Opie Museum, where the various boxes, packages and posters transported us back a good few years, to the Waterways Museum or a stroll round the docks themselves. We returned to an old haunt for an excellent tea - Cheltenham Racecourse. Our thanks to the Board of Directors for a lovely outing and a most enjoyable day.



STARTERS

NAME	DATE STARTED	DEPARTMENT
Tim Fletcher	December 1988	Administration
Barbara Hill	December 1988	Revenue
Pam Seeland	December 1988	Administration
Antonia Walker	December 1988	Administration
Mark Hargrove	January 1989	Operations
Philip Reeves	January 1989	Operations
Matthew Jenkins	January 1989	Revenue
Bruce Collins	February 1989	Administration
David Fifield	February 1989	Engineering Services
Lloyd Brammer	March 1989	Operations
Mike Turrell	April 1989	Water Quality
Carla Sealey	April 1989	Engineering Services
Peter Barnett	April 1989	Engineering Services
Kenneth Parish	June 1989	Computers
Joy Wigglesworth	June 1989	Revenue
Ian Mitchell	July 1989	Engineering Services
Sarah Dutton	August 1989	Revenue
Faqir Masih	August 1989	Computers
Stephen Cockbill	September 1989	E.S.D.
Sarah Morris	September 1989	Revenue
Christine Owen	September 1989	Water Quality
Ian Wells	September 1989	Operations
Dean Tomlinson	September 1989	E.S.D.
Stuart West	September 1989	Operations
Christopher Haines	September 1989	E.S.D.
Neil Whistance	September 1989	E.S.D.
Denise Price	September 1989	Personnel & Admin
Denise Johnson	September 1989	Personnel & Admin
Andrew Mack	September 1989	Personnel & Admin
Darren Foster	September 1989	Personnel & Admin
Jason Vigrass	September 1989	Personnel & Admin
Simon Phillips	September 1989	Operations
Eileen Smith	September 1989	Revenue
Lorraine Whittle	October 1989	Revenue
Simone Jones	October 1989	Operations
Sean Smith	October 1989	Engineering Services
Shirley Papavamava	October 1989	Administration
Christopher Yates	October 1989	Water Quality

LEAVERS

Name	Date Left	Department
Mark Robins	March 1989	Computers
Chris Rea	March 1989	Operations
Steve Perry	April 1989	Operations
Paul Donaldson	April 1989	Computers
Claire Heather (nee Love)	May 1989	Revenue
Jane Nunn	May 1989	Revenue
Sue Rayment	May 1989	Revenue
Lloyd Brammer	May 1989	Operations
Antonia Walker	June 1989	Administration
Linda Knowles	July 1989	Revenue
Pamela Seeland	August 1989	Administration
Dave Wrighton	September 1989	Operations
Martin Tyas	November 1989	Water Quality
Clive Kent	November 1989	Personnel
Nick Curtis	December 1989	E.S.D.

RETIREMENTS

Henry Childs	Dec 1988	Operations N.A.O.
Bill Winter	Mar 1989	E.S.D.
Horace Astley	Mar 1989	Operations
Irene Phillips	June 1989	Operations
Tom Ellwell	June 1989	Operations
Ray Ellis	July 1989	Operations
Ray Whitehead	July 1989	Operations
Gordon Cheshire	Sept 1989	Revenue
Beryl Bacciochi	Oct 1989	Revenue
Steve Seager	Nov 1989	Operations

DEATHS IN RETIREMENT

NAME	DATE DIED	DATE RETIRED
Wally Flood	9.10.89	14.10.87
Cyril Morley	9.11.89	6.1.84
Walter Keeling	17.9.89	25.4.78
Bill Hunter	10.7.89	30.6.76
Jim Creagh	19.7.89	11.2.81
Alfred E.W. Morcom	11.7.89	31.3.81
Ernest Horobin	23.6.89	15.1.75
Tom J Stretton	13.5.89	14.1.76
Arthur E. Marsh	3.5.89	15.8.64
Bill P Apted	24.4.89	31.8.81
Jack Billingham	30.3.89	31.5.81
Albert Raffety	3.2.89	31.8.81
Ben Willis	26.1.89	1.4.77
Cyril Gilbert	25.1.89	25.10.68
Harry Gretton	20.1.89	30.11.79
Sam Taylor	5.12.88	31.3.67
Eric Bailey	15.12.89	31.12.85
Bill Bayliss	15.12.88	24.2.76
Thomas Smith	5.12.88	13.12.67
Peter Yates	5.12.88	31.8.83
Norman Pinson	9.11.88	16.9.68

BIRTHS

Jack and Marie Camell	9.6.89	Boy-Michael John	8lbs 9oz
Rose and John Russel	5.4.89	Boy-Liam	9lbs 12oz
Kay and Pete Lynes	23.8.89	Boy-Adam, George Thomas	7lbs 8oz
Tim and Karen Noblet	19.9.89	Girl-Grace Elizabeth	7lbs 5oz
Diane and John Lee	8.9.89	Boy-Adam	4lbs 15oz
Tracey and Charles Yardley	26.10.89	Boy-Lewis Charles Anthony	7lbs 7oz
Anne and Noel Quinn	30.10.89	Girl-Joanne Marie	8lbs
Anthony and Lorraine Caperer	9.11.89	Boy-Joseph	8lbs 11oz
Linda and Nick Harvey	27.7.89	Boy-Dominic Thomas	7lbs 10oz
Anna and Art Cummings	28.1.88	Girl-Nadia	5lbs 14oz
Jonathan & Alison Usher	12.5.89	Girl-Aimee Louise	7lbs 2oz
Mike & Joanne Turrell	17.8.89	Boy-Jack Michael	8lb 3oz
Ted & Christina Gadsby		Girl-Gabriella	7lbs

A Quick Look at 1989

February Community school open day - children love the magic tap and the waterbus.



February A new five year lease agreement is signed between the Company and Blithfield Anglers Limited. Last year, 30,000 rainbow trout reared by the Company were caught by the anglers!

March Ancient oak woodland at Shenstone is saved through the intervention of a local preservation society - the Company plants a tree as part of a larger scheme to re-vitalise the woodland at Malkins Coppice.

May Jim Martin is awarded £750 for a cost-saving method of taking water samples from reservoirs.



May Pupils from Wednesbury Oak Junior School star in a video about fluoridation made at Hampton Loade by the British Fluoridation Society. The film is to be used by health authorities for educational purposes.



May George Stevenson, Euro MP, visits the Company to see how we are dealing with nitrates.



June A dozen students from Princethorpe College near Leamington Spa spend a week at the Company as part of a work experience programme.



A Quick Look at 1989

June Two A Level students from Pool Hayes School, Willenhall complete two working models of the water cycle as part of a design project. The models will be used to show young children the complex nature of water supply.



June Open Day on Sunday 25th - record crowds numbering 6,000!

July Edwina Currie pays a visit to see how we deal with nitrates. She sees the electro dialysis plant at Pipe Hill and the pilot ion-exchange plant at Little Hay.



August Peter Griffith leaves for Botswana to take up the post of Deputy Chief Executive/Manager Operations with the Water Utilities Corporation.

August For the second year running, the Company wins the "Walsall in Bloom" competition for the industrial premises category.



September The Council of the Institution of Water and Environmental Management are entertained at Brindley Bank on 11th September. Members and delegates to the IWEM conference at the Metropole visit Green Lane later the same week to see for themselves the new technology described in the MD's paper to the conference.

September The Company's leaflet "The Facts About Your Water" is circulated to our 1 1/4 customers and receives wide acclaim.

November We host the launching of a video made jointly by Walsall Education Department and the Department of Education and Science in London and the Minister, Alan Howarth, is present. The video tells the story of how five Walsall schools linked with local industry on projects designed to enhance the schools' curricula. The Company's link is with Willenhall Comprehensive whose pupils carried out a water project.

November We are voted one of the top ten transport workshops in the UK in the "Workshop of the Year" competition run by the journal "Transport Fleet" in conjunction with the firm of Sachs Auto Components.

INTO THE NINETIES



After what seem like years of speculation, the new brand of privatisation is now upon the water industry. It will bring about changes and challenges but this must not blind us to the fact that our main task will still be the same: to ensure that we supply high quality water to our customers at the most economic price. Coupled with this is the need to give a cheerful and enthusiastic service at all times.

Recent years have seen a marked development in the Company's use of new technology, a subject which was deservedly celebrated this year during the Annual Conference of the Institution of Water and Environmental Management. Delegates who visited the Company to see our new technology in action were appropriately impressed and did not hesitate to say so. We all like to have our talents recognised and I am sure you are as proud as I am that we are receiving such wide recognition of our achievements. I hope that by now most of you have had the opportunity to see the video which was made in the Company: it was itself quite an innovation and a subject of admiration.

We never rest on our laurels - nor can we afford to do so in today's fast moving world. Only this morning I have pushed the button which set in motion the first full scale nitrate ion-exchange unit of its kind in Europe - at Little Hay. This novel and exciting development proves yet again the Company's willingness to experiment and innovate.

I am always aware that "the Company" means each and every one of us, playing our part, doing our best and never losing sight of our main objective. Modern technology, like every other aid, is not an end in itself, only a means by which we can improve our service. I am sure we shall all bear this in mind in the changes which the future will inevitably bring - in the New Year and in the years to come.

In the meantime, my thanks to you all and my best wishes to you and to your families for the coming Christmas festivities.

JIM CARTER
Managing Director

