

'Ma Bell' does indeed have a heart

In an exclusive interview with the Herald, Robert L. Harrison of Bell Canada commented on company policy and attitudes affecting our Halton Hills area, part of the "Northwest Resident District" under Mr. Harrison's management.

Bob Harrison has been with Bell Canada 18 years. He was transferred last year from Cornwall to the modern and efficient centre at 2 Fieldway Rd. in Elobicoke. Mr. Harrison is a direct man, pleasant and informative, with the assurance that comes from many years insight into management. Well organized with most information either directly on hand or quickly located, he gave the impression of a man that doesn't make too many errors.

We asked Mr. Harrison about the mileage rebate that will be coming to rural customers in the Halton Hills area. (See story on page 1). "It is company policy to up-date and reassess our accounts every three years. It was during the course of this regular reassessment that the errors in the mileage charged were located," he said. Other areas in Bell's Northwest District to be affected by the reassessment are Castlemore, Bolton, Kleinburg, Woodbridge (to a lesser degree) and Palgrave.

Harrison reached for one of the large binders of regulations regarding Bell's tariff, as set up by the department of transport. Quickly reaching the information he wanted

he pointed out that, according to the strict letter of the tariff, Bell is not obliged to rebate customers.

Replacing the volume he was quick to add, "Bell feels ethically and morally obliged to correct any errors. I personally couldn't have it any other way." It was at this point in the interview that one of the not-too-frequent but full and warm smiles occurred as he added, "Imagine what would happen if we didn't."

"One cannot generalize on something like a credit rebate" he said. In some districts overbilling has occurred and in others underbilling is the case. Of the 210 accounts involved in mileage rebate in the Georgetown exchange of 877, more than half were overbilled. He produced a map that showed the boundary areas and how the mileage rate was set up beyond these areas.

"When we discovered the error in mileage we had the figures rechecked by an

experience roadman. With certain accounts we had him go out and clock the mileage exactly to eliminate any further possibility of error." Pointing to an area that shows when Glen Williams became part of the Georgetown exchange he showed how customers could be charged from outside the extended area. "On a borderline area where the customer is within either rate, the policy is to take the lower rate," he said.

As Mr. Harrison continued it became apparent that, as with many other services, the public generally sees only one half of the picture. The customer is not always the one who is the victim.

An example of the type of abuse some people give the phone service was that of a couple only three weeks in Canada. With a familiar look of exasperation Bob Harrison explained that "in less than three weeks the couple had run up \$5,000 in long distance charges. By the time the information came in and we disconnected the service, the couple was long-gone."

Bob Harrison spoke sincerely of the type of cases that personally concern him: the aged who place long distance calls abroad, or are a very long distance from their children or relatives, who out of loneliness Bell tries to protect for their own sake. "We try to explain how much it is costing the customer, and try to get them to cut down on the calls for their own good." One customer he recalled, had

spent over \$700 in one month "and that's a lot of money to a pensioner."

Another area of abuse to the phone service is that of "telephone mania" or the "telephoneaholic". These are the people who misuse the service to fill a void or a need in their own lives. The lonely and the hurting. When they get upset they get on the phone. Difficulties arise when the customer is on a party-line, a shared service.

"Trying to assess who is at fault is the hardest," he said. "There are always two completely different versions of who is to blame". Again reaching for a book on department of transport regulations Mr. Harrison pointed out the rule as set down by the department. It was explicit: when the service is abused the service shall be disconnected.

"Our most difficult decision comes when the customer pays the account regularly," he said. "Our best method is to try to accommodate them with a private line. When this is not possible our last resort is to disconnect the service." He leaned forward as he spoke, "We try to be as fair, and as ethical as we can. I personally bend as far as I possibly can where the customer is concerned, but indeed there are limits."

"The telephone gives anonymity, unfortunately some abuse this, and, in the rates established, we all pay for this abuse. We

care and we try, what more can a company do?"

Impressed with the lengths Bob Harrison went to explain company policy we asked if all Bell executives were as obliging. He commented, "I hope I don't sound too enthusiastic, but Bell provides some of the best management training programs in Canada - in fact we have people from outside of Bell who come to see our system and how it works."

Reaching into his desk he produced some folders on the company's management training programs. The courses were many and varied designed to provide peak efficiency in management to provide peak production for a very progressive corporation, a corporation that provides a service most of us could not do without; a corporation that is 96 percent Canadian owned and, as of July of this year, will have severed all ties with A.T. & T. in the States.

Bob Harrison was a man who reflected his company's image; progressive and well-informed. Yet he still came across as a man who cared. He didn't try to impress, it just worked out that way.

By Gerry Landsborough

People on the Inside

Have you ever wanted to know what's going on on the inside, behind what you read in the papers? Have you ever wondered what makes a successful businessman? What it's like to be the figure in the middle of a controversy? Why some people can persevere in the face of overwhelming odds, and others not quite make it?

In this new regular feature The Herald will present a series of interviews with those on the inside. A series on and about the people in your community? The successful; the dynamic; the controversial; the innovators; the unusual and the bizarre.

People from all over Halton Hills, and people whose decisions affect your community. People who in some way contribute, adding insight into what makes their system work for them.

A feature about people. People you might know, or perhaps have never heard of. People on the inside, a series of and for the community of Halton Hills.

Norval water system approved by province

The Norval Community Association learned last Tuesday night that the provincial government is prepared to pay a 75 percent capital subsidy for the watermain extension project from Georgetown to Norval.

Marie Carney, executive member of the water committee for the association, explained the estimated costs involved in the water extension.

According to a report prepared by a Toronto engineering firm, the estimated costs of the project will be between \$400,000 and \$460,000. Each homeowner in the village will have to pay a maximum of \$110 per year for an estimated 20 years, to pay for the remaining costs of the project.

Mrs. Carney reported that, based on four persons to a household and each household using 72,000 gallons of water a year, the cost for the actual water would be about \$40 a year.

Despite the costs involved facing the residents the installation of the water extension would save them money when paying for their fire insurance, she noted. An example is that a family with a \$30,000 fire insurance policy with approximate yearly payments of \$134 would save \$50 because of the installation of fire hydrants.

A 100,000-gallon storage facility costing \$80,000 is also planned for a site adjacent to

the Georgetown town limit and Highway 7. However, Mrs. Carney noted that, "this storage tank is not critical to the operation of the Norval system and could be considered as a second stage."

Len Cox, a guest at the meeting, suggested that every resident in Norval be contacted and their opinions of the extension heard.

"You have to get a majority decision on whether the residents want to pay for this system. The town council can't go ahead and make the request simply on the strength of this body. The consultants have recommended that the Georgetown water supply system be extended westward to service approximately 110 homes and businesses in Norval as well as 49 units in the Willow Park mobile home development. The addition would consist of an eight-inch watermain which would be connected with the existing Georgetown system at Hwy. 7 and Delrex Blvd. An eight-inch main will carry the water from Delrex, along Hwy. 7, under the Silver Creek bridge and along to regional road 19. Six-inch watermains will service the village core.

The association decided to carry out the survey Mr. Cox suggested before making any formal applications to town council.



SPEAKING to members of the Norval Community Association meeting, Julian Reed noted he is disgusted with the water situation in Norval. Jokingly Julian holds up a water filter which could be used but only on a temporary basis.

Government might aid light improvement

At a Tuesday meeting of the Norval Community Association, Ken Gould, executive of the association's lighting committee, presented a chart illustrating the proposed lighting improvements for Norval.

The chart, drawn up by Ontario Hydro, explained the costs involved in updating the street lights.

For 18 175-watt and 14 250 watt mercury lights, the cost of the lamps and installation would be approximately \$10,500 with operating costs of approximately \$765.

Mayor Tom Hill, a guest at the meeting, suggested sending a representative of the association to Queen's Park to speak with the minister of transportation and communications. Mayor Hill suggested that perhaps the government might make a contribution towards these new lights.

Mayor Hill offered his services to the organization. "If I can be of any assistance to possibly go with a representative to Queen's Park, don't hesitate to call."

Each executive of the various committees in the Norval Community Association presented a report of their committee's progress over the past two months.

Tom Pettigill presented the constitution of the organization and on a vote by the members was accepted.

Randy Fendley reported on the success of the first winter carnival held at Norval School. Bonfires, horse rides and hockey games were the highlights of the outdoor activities. Indoor events held in the building included films, dancing and a chance for informal conversation.

Hugh McFarlane, president of the association, commented on the usage of the school and the property. "We've been trying to get the school property for a community centre since it was closed. If any organization in the community has the occasion to use the school, by all means use it. The more we use this facility, the more evidence it will be that we do need a

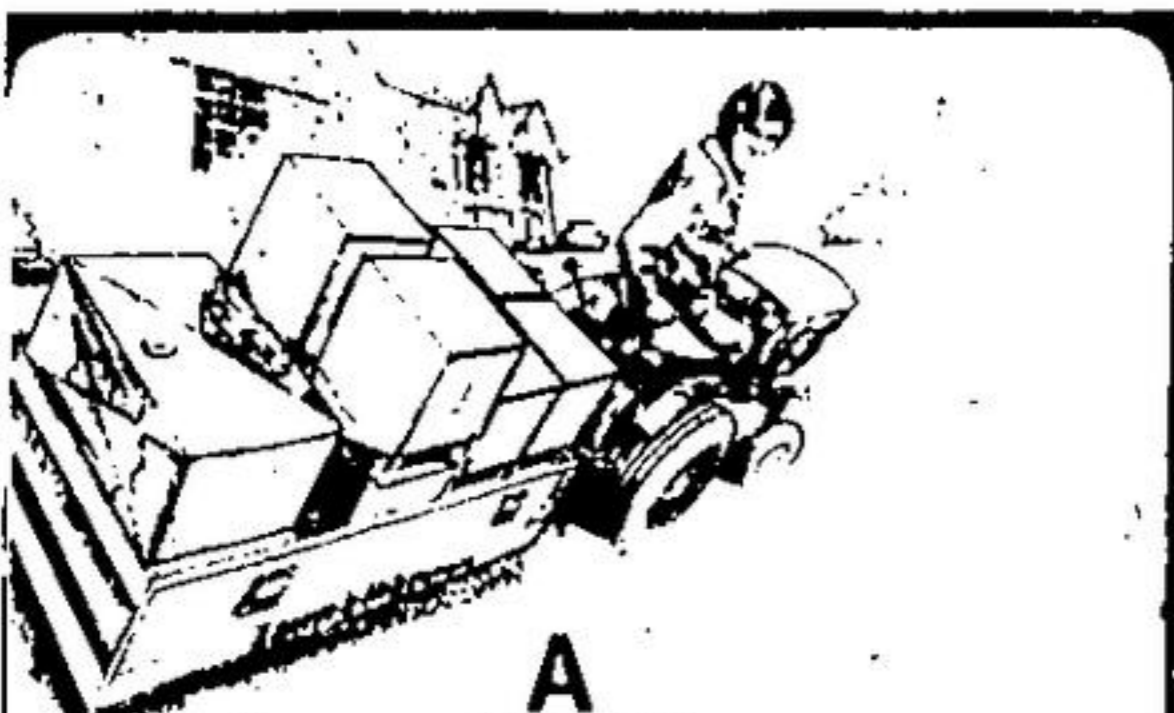
community centre." Julian Reed suggested that the residents sit tight on the whole issue of the Norval school. "We're able to use the school at will and we're not inhibited in any way. The whole thing is being looked after quite adequately by the board of education."

Bob Crawford, in charge of the beautification committee, stated that he is aiming his efforts in two main directions. He will try to organize gardening competitions for juniors and adults along with a possible award for the 'Best Lawn' in Norval. His second aim is to try and unify street

signs in the community and possibly erect a 'Welcome to Norval' sign at the entrances.

Stressing the importance of support, Michael Lawlor stated, "without membership we don't exist. We need a strong membership. We are asking \$2 per year for each family. Without some type of funds, we cannot function."

Mr. McFarlane summed up the meeting with a note of encouragement. "I have high hopes for this association. Hopefully we can strengthen the community spirit. I'm asking for your continued support. Let's be a good small, well-knit community."



A beautiful lawn. A reasonable price.

Lawn-a-mat® is a national company which offers professional, automated lawn care. With the help of a unique lawn combine, your Lawn-a-mat man seeds, fertilizes, aerates, power rolls and applies weed, insect, and fungus controls - seven operations in all, four treatments a year, for just 4c a square ft. annually (4,000 sq. ft. minimum).

Get Acquainted Offer: To introduce you to lawn-a-mat professional lawn care, a special offer provides you with:
1. Seeding (1 lb. for every 1,000 sq. ft.)
2. Fertilization - Turf-Master Plus Plus
3. Power aeration (up to 4,000 sq. ft. each additional 1,000 sq. ft. \$7.50)
4. Power Rolling

\$34⁹⁵

Act Now. Call **Lawn-a-mat**
Call 457-7043

SONY
Complete Line Sales & Service Authorized Dealers
WIGO
TELEVISION AND APPLIANCES
40 Main St. 877-3374

LIMESTONE
ALL SIZES A & B GRAVEL FILL AND TOP SOIL
'BUD' HAINES
3 DURHAM ST.
877-3302 877-4593

TORONTO
-- BY BUS
Low Fares - Good Any Day
One Way \$1.80 - return \$2.45

BUY "10 TRIP TICKETS" AND SAVE MONEY!
GEORGETOWN - TORONTO
10 RIDES \$15.30
Tickets have no expiry date and are transferable

SPRING TIME TABLE
effective April 27th
REGULAR SERVICE UNCHANGED
COMPLETE DAILY SERVICE TO TORONTO FROM GEORGETOWN WEST

6.25 a.m. - exc. Sat. & Sun.	11.45 a.m.
6.45 a.m. - exc. Sun.	2.20 p.m.
X-y-u/ a.m. - Sat EXPRESS	5.00 p.m.
9.10 a.m.	6.35 p.m.
10.10 a.m. - exc. Sat & Sun.	8.45 p.m.
	10.20 p.m. Sun.

X - Via Yorkdale Centre
LEAVE GEORGETOWN EAST 4 MINUTES LATER
Most westbound trips from Toronto run via Inlington Subway Station-Bay No. 4
5:20 p.m. Commuter trip from Toronto Toronto now leaves at 4:50 p.m.
FOR COMPLETE SERVICE TO GUELPH-KITCHENER-LONDON-OWEN SOUND See Time Table No. 6
TORONTO AIRPORT EXPRESS SERVICE RUNS FROM ISLINGTON SUBWAY STATION
Tickets and information at

Gray Coach
Georgetown West Moore Park Texaco Telephone 877-9981
Georgetown East Delrex Plaza Restaurant Telephone 877-9194

Firemen wanted

If you always wanted to be a fireman, now is your chance. The Georgetown Volunteer Fire Department has openings for new recruits interested in fire protection and prevention.

If you are in good health you could qualify to join the 40-member force that serves the Georgetown area.

"We prefer people living and working in town," said Fire Chief Ken Bulckema. "This way we can have more available help when needed."

Each Thursday at 7:00 p.m. members of the fire department meet for practise

sessions in fire fighting and rescue. These drills also serve to train the new recruits in the techniques of salvage, rescue and first aid, ladder work, fire behavior, ventilation, and the proper use of fire fighting equipment.

"As yet we have no set crews," added Chief Bulckema. "When the alarm sounds every available man comes running."

Members of the force carry radio controlled "beepers" that signal that a fire call has been received by central dispatch.

"In the future," according to Chief Bulckema, "set crews may be established to man the seven trucks covering the Georgetown area."

Baha'is celebrate

The Baha'is of Halton Hills will observe the Feast of Ridvan from April 21 to May 2. The Feast of Ridvan commemorates the twelve days that Baha'u'llah, Prophet-Founder of the Baha'i Faith spent in the Ridvan garden before leaving Baghdad. The first, ninth and twelfth days of

the Feast of Ridvan are specially commemorated as Holy Days.

It was in this garden that Baha'u'llah announced to several of His followers that He was the Promised One whose coming was foretold by all the Prophets of the past.

WIN THE GREAT CANADIAN FAMILY ADVENTURE

Padding down the Yukon River. Panning for real gold. Camping out under the skies of the mighty Yukon Territory. You could experience all this and much, much more if you win Buildall's Great Canadian Family Adventure! C.P. Air, the airline with the beautiful orange service, will be flying all the winners to Whitehorse and from there on, it's pure adventure. Get all the contest details at Buildall - your great Canadian building supply centre.

WALLPAPER

Canadian Home Decorating Days are here!
APRIL 15 - MAY 15

Choose from a wide selection of prepaste wallpaper, in the quiet atmosphere of our show rooms. Color co-ordinate with samples of arborite, wall panelling and floor coverings which are readily available.

30% OFF STOCK WALLPAPER TILL MAY 15th

20% OFF ALL SPECIAL ORDERS OF 4 SINGLE ROLLS OR MORE ALLOW 2 DAYS FOR DELIVERY

Above prices good till April 30th or as indicated

BUILDALL TOP QUALITY PAINT AT AFFORDABLE PRICES

And water base available over 600 colors to choose from.
Satin Latex \$8⁴⁵ Gal. \$2⁸⁵ Qt.

OLYMPIC STAIN REDWOOD
Semi-Transparent Stain. Ideal for new lumber. Colour tones & protects in one coat
REDWOOD ONLY \$11⁹⁵ Reg. 14.95

LIGHT FIXTURES

CHOOSE FROM A WIDE SELECTION OF INDOOR & OUTDOOR FIXTURES.

15% OFF ALL STOCK LIGHT FIXTURES

MACKENZIE BUILDALL ASSOCIATE STORE

CHARGEX USE YOUR CHARGEX FREE DELIVERY

GEORGETOWN
8 James St., Phone 877-220/
Mon.-Wed. 8-6, Thurs.-Fri. 8 a.m. - 9 p.m. Sat. 8-5
ACTON
12 Church St., Phone 853-1660
Mon.-Fri. 8 a.m. - 6 p.m.; Sat. 8-5