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Recent developments that threaten the very existence of IBEDC (AMCON, tariff review, 100% NBET/ MO bill, sector illiquidity among others) in 2022 and beyond informed the emplacement of the FY 2022 Strategy Development Committee to identify specific strategies with implementation road maps required for surviving in 2022.

The mandate from Management is that there must be a deliberate and collaborative implementation of the Committee's resolutions to ensure the survival of IBEDC and the assurance of our collective employment.

This edition of IBEDC VOICE is dedicated to buttressing the core pillars recommended by the committee and how key enablers signposted will engender responsibility for result. We also feature a special on safety to commemorate the various international events, Our regular columns, Legal Perspective, DISCO 4 Women, Spotlight and more are packed with insightful information.

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Rethinking The Business Model

Nigeria's economic climate is hemorrhaging under high inflation and unfriendly exchange rates. With respect to the power sector in Nigeria, Lack of gas supply, insufficient transmission and distribution infrastructure and sector illiquidity remain major challenges. From Generation to Transmission and Distribution, the sector is in dire need of infrastructure upgrade to meet the energy needs of the populace. IBEDC as one of the 11 DisCos in Nigeria has its fair share of these challenges.

FY2022 STRATEGIC INITIATIVE

IBEDC has historically struggled with the specter of high ATC&C losses due to the nature of our franchise (large coverage area), lengthy feeders, dilapidated equipment and customer's reluctance and/or inability to pay for service enjoyed. For instance, our ATC&C losses was 56 % in 2020, it was 52% in 2021, which means for every N100 worth of energy IBEDC bought from the value chain, we can only account for N48. The ATC&C loss recorded at the end of 2021 was a far cry from the target of 18.6%. Furthermore, the continued implementation of capping of estimated billing is detrimental to us. IBEDC has close to 1 million unmetered customers, and by NERC regulation, these customers can only be billed based on pre-set units of energy irrespective of hours of supply and their actual usage. This has led to increases in ATC&C losses as unbilled consumption translates to commercial losses for IBEDC. , through Central Bank of Nigeria CBN, the FGN has made available loans to all Discos to pay any shortfall in their energy bills, but this loan comes at a cost (9%) and no Disco should have to utilize it.

Initiatives DNA
**Simple
Smart
Easily Implementable
(SSE)**

In addition, NERC has reviewed our Minimum Remittance (MR) to our power suppliers (Nigerian Bulk Electricity Trading-NBET & Market Operators-MO) upward to 100%. This means IBEDC must pay NBET and MO fully for energy supplied. These are daunting challenges that can swallow up any business that is not constantly evolving and re-strategizing to survive and perhaps thrive under these icy and unfavorable circumstances.

The Management set up the **FY 2022 Strategy Development Committee** to identify specific strategies with implementation road maps and key enablers required for sailing through the

murky waters in 2022. We are therefore retooling our processes, sharpening our focus better and

resolutely pursuing four core pillars that are simple, smart and easily implementable:

- **Reduction of ATC&C losses to 40% by December 2022**
- **Allocation of a minimum of 80% of the energy received from the grid to customers on bands A-C**
- **Ramp up monthly collection to N15.8bn**
- **Meet 100% of Market obligation (NBET bill)**

Mantra
"Responsibility for Results"

Let us examine each of the four pillars put in place to better position the business and how we hope to achieve optimal performance:



1
Achieve ATC&C of 40% by December 2022



2
Allocate 80% of our Grid Energy drawings to feeders on Band A - C



3
Ramp up collection to N15.8 billion December 2022



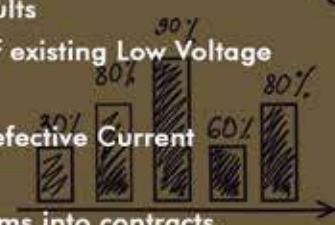
4
Meet 100% of Obligations in 2022



1
Achieve ATC&C of 40% by December 2022

Ten strategic initiatives have been identified as key enablers to achieve ATC&C of 40% by December 2022:

1. Resolve virtual overloading of distribution Transformers (DTs) - Through redistribution of loads & transformer load balancing, elimination of loose joints on all feeders and proper rating .
2. Provision of fast moving materials for quick resolution of faults
3. Metering Maximum Demand (MD) Customers-Installation of existing Low Voltage Maximum Demand Meter (LYMD)
4. Procurement of High Tension meters and identification of defective Current Transformers for replacement.
5. Review meter Installer Contract- We will insert sanctions terms into contracts.
6. Replacement of Faulty Meters-Immediate replacement/repairs of faulty meters by contactors.
7. Meter Asset Provider Scheme (MAPS) Ramp Up -Application for new connections to be approved only when accompanied by MAP registration and payment. Ensure certification of meters by issuing warning letters for any wrong certification.
8. Energy Accounting-Quick resolution of all Advanced Metering Infrastructure (AMI) visibility issues on Distribution Transformer meters. DT readings to be the basis for billing customers.
9. Growing Billing Efficiency by 28% Every Month-Special campaign to bring all consumers into billing net.
10. Energy Management-Procurement of ladders for service centers for connection and disconnection exercises. Setting customers' response scorecard as monthly targets for



Customer Relationship Officers (CROs) and Team Leads. Recruitment of additional Commercial Line Workers. Thursdays are dedicated for verification of customers' payment loyalty and disconcertion of erring customers. Periodic checks of indebted customers by Revenue Protection Officers to reduce receivables.



Allocation of a minimum of 80% of the energy received from the grid to customers on bands A-C
On the allocation of 80% of Energy Drawing on Band A-C,

Five strategic initiatives have been identified as key enablers, they are:

1. Business Education on Feeder Management- Training of Technical and commercial staff on the impact of feeder management and profitability
2. Underserved Clusters of Maximum Demand (MD) customers-Identification of clusters of underserved MD customers for proper energy allocation and mandatory 95% collection efficiency on investment made.
3. Allocation of Dedicated Feeders to Underserved MD Customer- through counterpart funding for projects
4. Speedy Completion of Sagamu Interchange Axis-To harness business opportunities inherent in the area.
5. Outage Management on Premium Feeders- Daily dissemination of information on outages on feeders and corrective actions taken at all levels.



Conscientious implementation and actualization of the strategies highlighted under the first two pillars highlighted above will serve as catalyst in achieving the remaining pillars two (Ramp up Monthly Collection to N15bn and meet 100% Market obligations)

The Management through the committee has also incorporated and highlighted people management strategies to harness and encourage employee engagement activities, for efficient collaboration, ownership and accountability. Some of the activities, assignments and exercises include:

Exco Roadshow - The Executive Management Staff will have scheduled and unscheduled visits/ town hall meetings at the regions and the fields to get firsthand information on issues affecting staff on a monthly basis.

Monthly Communication - The COO's desk shall disseminate business scorecard to all staff on a monthly basis.

Staff Sensitization - Awareness on industry development & critical business success factors through.

Training of Staff - Staff shall be trained on Accountability for Optimal Performance & ATC&C loss Reduction, and there shall be sensitization/training on Payment Channel

Short Term Incentive Scheme- This is directed to teams as against the use of individuals, to be developed and implemented from the second quarter of the year

Monthly Tracking- There shall be a monthly functional deliverables based on strategy deliverables and timely financial analysis of proposed strategies to advise management

We expect this roadmap to help us stay in business in 2022; ensure we fulfil the commitment made to our customers through the Performance Improvement Programme PIP, and to help us chart a better work culture for IBEDC going forward.

In summary, we believe that IBEDC's greatest asset is the extremely competent and dedicated human capital that the company has been blessed with. In this vein, we are certain that this year will see a positive turnaround in the company's fortune as all hands pitch in as usual to implement the above strategies.

“RESPONSIBILITY FOR RESULTS” IN OUR HANDS

God bless IBEDC

CONFLICT MANAGEMENT

IBEDC and it's CUSTOMERS (part 1)



LEGAL
PERSPECTIVE

All over the world, customer satisfaction is an important issue for most organizations as they strive to maintain their market equity, stay competitive, and improve the quality of products and services. When customers are satisfied, the relationship with the organization is strengthened, collaborative and profitable. Accordingly, the satisfaction of customers is critical to the development of a long-term relationship and guarantees the financial performance of the organization. Nevertheless, when a product does not meet the expectation of the customer, the customer is said to be dissatisfied.

The Nigerian Electricity Regulatory Commission NERC ("The Commission") in its Customer Complaints Handling Standards and Procedures, 2006 Regulations has mandated every distribution licensee company to establish at least one customer complaint unit within its area of operation to address customers' complaints and the lessons learnt from customer complaints should be incorporated into the company's operational procedures. The Commission also established a customer complaint unit to address unresolved customers' complaints with the Distribution Company ("Dis-Co") and possibly mediate between both parties.

The dispute resolution mechanism process encompasses the following key stakeholders:

Customer: A person who buys a product or is endowed with the capacity to buy a product or service that is offered for sale through a company or any of its marketing representatives.

Customer behavior: An act of an individual that is in response to a buying decision, as well as the mental and physical processes that accompany the decision to buy.

Conflict: Conflict is defined as an outcome of customer behavior and service provider relationship. It is an integral aspect of customer/service or product provider hence, a conflict is the manifestation of resentment, misunderstanding, or negative attitudes arising from interactions between a customer and a service provider.

Conflict management: Conflict management is defined as strategies that are employed by stakeholders to limit the negative dimensions of conflict, as well as increase the potential for maximizing the positive dimensions of conflict.



Customer's present different levels of complaint that require varying degrees of resolution, however when the customer is not satisfied with the resolution or decision of the Disco, the customer can channel their grievances to the NERC Forum. (Note that the distribution licensee may also refer to the NERC FORUM to make a report or seek mediation between itself and its customer).

Customers are required to first file their complaint before their DisCo (in writing). If customers are not satisfied with DisCo's resolution of their complaint or experience delay beyond the regulatory timeframe in resolving their issue, they may escalate the complaint to the Forum for resolution.

The NERC Forum is an ombudsman with regulatory powers of intervention in utility-customer relations. It is the Commission's mandate that all customer complaints at the first instance must be resolved within 15 working days after which, if the customer is not satisfied, can seek the intervention of the NERC FORUM. All complaints must be in writing and in the case of a non-literate; an officer of the distribution licensee shall record the complaint and insert a statement indicating that he/she recorded the complaint.

Please note further that the FORUM is not the last resort for a customer to seek redress if unsatisfied with the decision of the NERC forum. At this point, a customer may appeal the Forum's decision to the Commission. What happens if a customer is still unsatisfied with the decision of the Commission as a primary regulatory agency?

(To be continued)

Lead Regulatory Standards & Compliance

Barr. Yejide Teslimat Olarinde

Metering Just Got Easier with **Mobile MAP!!!**

Get metered in 24hrs

Customers in **Ota, Sango, Abeokuta, Ibadan & Oyo Area**



 **25th April - 8th May, 2022**

 **9am Daily**

3 Phase Meter
N117,910.69
Single Phase Meter
N63,061.32
Including VAT



HOW TO GET METRED

1. Customer Registration:

Customer creates a MAP meter application profile and obtains a MAP ID. Customer can visit any Mobile MAP location for registration **(9am daily, Monday to Saturday)**.

3. Payment Notification:

Customer is notified to make payment on MAP ID after successful customer **site verification and evaluation**.

5. Teller/Transaction receipt presentation:

Customer presents Online/POS payment receipt or Teller from the Bank as proof of payment to the Mobile MAP team.

7. Meter Installation:

Meter is assigned to Installer for immediate installation. MOJEC team/installer uses IBEDC MAP Track app (MSMS) for meter capturing.

2. Technical Evaluation:

IBEDC Technical team visit customer for technical evaluation for meter readiness.

4. Payment:

Customer makes payment using MAP ID generated at registration. Payment can be made online on MSMS portal, banks (Interswitch platform) and POS (Interswitch agent).

6. Payment Confirmation:

Customer payment is verified by Mobile MAP team.

8. Meter Verification & Set-up:

IBEDC programs the meter within 24-hours.

BEHIND THE ROLE **with** Engr. Gabriel Olaifa

I encourage teamwork, innovation, dependability and professionalism”

My name is Gabriel Olaifa. I am the Ag. Technical Manager for Ibadan Region. My role is to coordinate the technical activities in the region to ensure a high degree of reliability/availability of equipment and facilities. I also work with relevant parties to coordinate routine and specialized operation for various maintenance related programs, provide in-depth expertise and insight in resolving technical glitches. May I gladly inform you that I execute all my duties and technical operations in compliance with safety rules, policies and procedures (smiles). My slogan is “Stop, think, and ask, is it safe? before carrying out any technical operation.

I love singing songs of praise to God whenever I wake up on daily basis, to appreciate God for His mercy before the morning devotion with my family. After the usual morning routine & school runs – which I do occasionally if my wife is not available, it is straight to work.

My day at work starts with network monitoring, and that’s not a job for the faint hearted, I must confess. Because the network within my area of coverage is time consuming and require a lot of perseverance and commitment, as some customers call even in the middle of the night to complain about one issue or the other. Therefore, my night-time is also my work time. It is also important to state here that there are occasions where availability of supply to our Industrial customers may not necessarily mean that the supply is useful for their operations, on such occasions; I do not have a resumption or closing time, until there is a solution to the problem.

However, despite all these challenges, I find time to relax by cracking jokes with my colleagues, discussing trending sport activities in vogue and I always find time to eat Amala whenever I take my short breaks. To be candid, I love Amala and Gbegiri soup like “kosinkan” and won’t mind to eating it every day of the week.

To be honest, I prefer smart cool color outfits, which complement my profession as an Engineer. At my leisure, I love spending time with my family, since I spend the best part of my day working. I won’t trade the bonding time with my kids for anything.

An atmosphere of strife is a major turn off for me and I try to avoid such unhealthy situations. I encourage teamwork, innovation, dependability and professionalism. If I were a car, I will like to be a Mercedes Benz Jeep, because it is a great luxury large SUV car, and as a short and portable man, I love BIG things (laughs).





POLICY WATCH:

REWARD

IBEDC CONDITIONS OF SERVICE SECTION 6.4, PAGE 58

Reward is when one gets compensation/benefit(s) in recognition of services, efforts, or achievements. Reward is associated with hard work that produces exceptional results. Employees who work hard will achieve the following;

- ☒ Build Character
- ☒ Get Results
- ☒ Draw Attention and be Recognised
- ☒ Get new Opportunities and greater Challenges to achieve more
- ☒ Create an avenue for others to benefit from

Our Conditions of Service has provided some guiding principles on how employees can be rewarded; Please you can refer to page 58-60 of the IBEDC Conditions of Service from Section 6.4.1

6.4.1 The Company shall operate a performance driven culture, and as such, compensation will include a performance-based component as defined for each grade level.

6.4.2 The Company shall adopt incentive schemes which outline instant rewards for attainment of defined levels of achievement of specific targets and performance ratings of the employee(s).

A. Performance Based Pay

Performance pay shall be used to reward performance as follows -

- a. The Company will decide on a cut-off point for ratings eligible for performance pay and will communicate it to all employees. Employees below the cut off ratings will not be entitled to performance-based pay for the appraisal period.
- b. Amount due as payment shall be communicated to eligible employees and shall be paid at the end of the financial year.

B. Bonuses

Bonuses may be given in recognition of individual or team contributions, whilst profit sharing shall be as approved by the Board on attainment of corporate targets.

- a. All Employees are entitled to the thirteenth (13th) month pay in December as part of the Company's bonus scheme.
- b. Achievement of Company or performance milestones or targets may translate to employees' participation in profit sharing and performance-based pay. This shall be at the discretion of the Company.
- c. Efficiency bonus for Motor Vehicle drivers is a job commitment bonus. The bonus is designed to encourage motor drivers to ensure accident-free driving and proper care of vehicles they drive.

C. Awards

- a. The Company shall improve employee satisfaction by recognising and rewarding sustained excellence, outstanding contribution and exceptional performance via employee recognition schemes. The Company shall initiate a Long Service Award scheme and issue a Service Testimonial to employees who attain the milestones of 10, 15, 20, 25, 30 and 35 years of meritorious service.
- b. Outstanding Performance Award and Commendation Letter(s) shall be given where an employee has achieved an outstanding performance or has exhibited gallantry within terms of employment to save Company's revenue, property or other employees' lives.
- c. Before exercising this option, a detailed report must be made by the Supervisor, and approval to issue a commendation letter secured from a Management officer not below Senior Manager Level.
- d. The Company, in the spirit of camaraderie, may provide non-monetary gifts to employees in celebration of an event (such as wedding, childbirth, etc.), or during certain festive periods.

For more information on policy watch, please contact bolaji.balogun@ibedc.com.

"When we choose to engage reality as the best each moment can be, we are shaping more positive experiences for others." - Bryant McGill

commemorates

WORLD DAY FOR SAFETY AND HEALTH AT WORK 2022



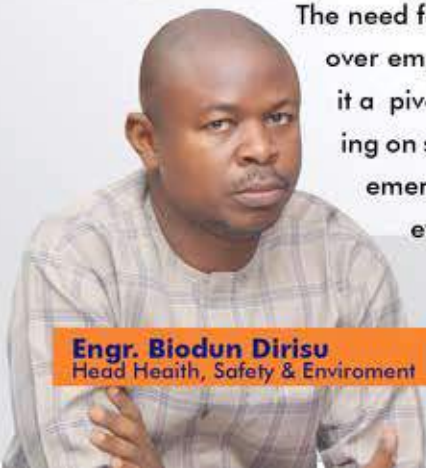
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According to the World Health Organization, thousands of people die every day because of occupational accidents or work-related diseases, totalling over 2.3 million deaths per year. Millions of accidents occur on the job annually; many of these resulting in extended absences from work, the economic burden of poor occupational safety and health practices is estimated at 4 per cent of global Gross Domestic Product each year. The World Day for Safety and Health at Work is an annual international campaign to promote safe, healthy and decent work. IBEDC Voice is shining the spotlight on this as we interview the Head Safety, Health & Environment Engr. Biodun Dirisun

VOICE April 28 is World Day for Safety and Health at Work, can you tell us the significance of this day and how IBEDC intends to commemorate the day.

HHS&E In 2003, the International Labor Organization (ILO) chose every April 28 to celebrate World Day for Safety and Health at Work with a view to preventing accidents and diseases at workplace. The theme for this year 2022 World Day for Safety and Health at Work as chosen by the United Nations through ILO is "Act Together to Build a Positive Safety and Health Culture".

The need for a positive health and safety culture in an organizational development cannot be over emphasized. IBEDC is joining the rest of the world to commemorate the day by making it a pivotal platform to improve its culture by at least an ounce. We are strategically embarking on some creative programs and activities such as IBEDC safety perception survey for staff, emergency evacuation drill at the Head Office, safety open day for staff, HSE Symposium on reducing accident rate among Technical staff, and a virtual meeting between the COO and staff to officially commemorate the day amongst other things.



Engr. Biodun Dirisun
Head Health, Safety & Environment



VOICE How would you describe safety growth and developments in IBEDC being the largest electricity distribution network by geography?

HHS&E There are about five different stages of Safety growth and development Culture, namely: Resilience, Proactive, Calculative, Reactive and Pathological in a descending order with pathological stage as the lowest.

To be conservative, IBEDC safety culture is currently at the calculative stage even though it occasionally suffers a dip into the reactive stage intermittently. However, IBEDC and its Top management's ultimate goal is to be at the Resilient (best/most preferred) stage by ensuring that all staff and other interested parties becomes self-made safety ambassadors (safety made millionaires: by our cliché). We have appointed Safety representatives across all the Regional offices, Business hubs, Service centers and Injection Substations for better safety monitoring and best practices. We have also developed a Risk/Vulnerability HSE-tailored trainings and acculturation programs for each Divisions, Subdivisio and Departments as key preventive measures. These are complemented by a tenacious, result oriented tracking system for all the recommendations and action points from all investigations, inspections and the likes. We are happy to report these and many more strategies deployed are already yielding positive results.

VOICE How does the culture of an organization affect its safety?

HHS&E According to Peter Drucker, Culture eats strategy for breakfast i.e. if the culture of an organization is poor, the safety of that organization will be poor and vice versa. No matter the effectiveness of the HSE Management system, activities or programs put in place, the workplace will still be prone to high accident rate as the shared values and beliefs will be poor, compared to best practices.

VOICE Would you say it is the sole responsibility of the Head, HSE and his team to ensure that every IBEDC staff is safe?

HHS&E It is easier to say "YES!" or "NO!", but the responsibility of the safety of life and property is beyond a Yes or a No response. Safety is the responsibility of everyone. There are statutory HSE roles and responsibilities, however, the MD/COO and the top EXCOs take the lead by dictating the tones and tunes of engagements, while the HSE Subdivision drives the entire process. Hence, safety can only be achieved when everyone is involved.

VOICE What level of support and commitment have you gotten from IBEDC Management so far?

HHS&E The support and commitment from the Management of IBEDC as led by Engr. John Ayodele is unparalleled. This is well spelt out in the recently reviewed OH&S Policy. Executive Management is willing and ready to enshrine best safety practices in the organization. For instance, IBEDC is the only known DISCO with a resident safety consultant (Ampak Nig. Ltd.). The management ensures HSE staff are trained In ISO 45001 and other professional certification courses. Just to let the cat out of the bag, we are at the verge of achieving the much-coveted ISO 45001: 2018 certification for the company (75 % completion). However, the largest room in the world is improvement, so, Management can always do better.





VOICE The technical line workers have been identified as the most vulnerable group to OH&S risk in the industry at large, what advice do you have to ensure they return to their families safely daily.

HHS&E Truly, the technical line workers remain the most vulnerable group, as their activities are of high risk and usually routine tasks by nature. Therefore, my advice for the technical line workers is to ensure that they comply with the Standard Operating Procedures: wear their PPEs appropriately, shun sharp practices (like taking advantage of TCN outages), avoid unauthorized jobs, avoid working under pressure or carrying out tasks without proper planning and a dynamic risk assessment.

VOICE Under your stewardship what has being the achievements of the HSE Sub-division?

HHS&E There has being a tremendous reduction in losses, especially in terms of fatality. In 2021, staff fatality reduced to one and IBEDC liable third party accident also reduced to three, compared to the previous years. Also during the peak of COVID 19 pandemic, due to the Good International Practices (GIP) deployed, IBEDC did not lose any staff. All the cases recorded were well managed from contact tracing to a final positive test result. Many thanks to IBEDC COVID -19 Management Committee led by Chief Human Resource Officer (CHRO) Ms. Ehi Obaseki as the chairperson. Furthermore, no sanction was incurred from the regulators and about 75 % of Non-conformances were closed.

VOICE What do you mean by IBEDC liable third party accident?

HHS&E Third party liable or third Party accident is an unplanned event that occurs because of an unsafe activity of a third party, which may result in damage, injury or death. Typical example include vehicular collision with our poles, vandalism or unauthorized electrical contractor working on our network etc. While IBEDC liable third party accident is an unplanned event that occurs because of failure on our network, which leads to injury or death of a third party or damages to third party's property e.g. A wire snap.

VOICE What advice do you have members of the public to ensure that third party incidents are reduced?

HHS&E My sincere advice to our customers and the public is that they should not be involved in any activity that is not safe or fiddle with any of our installations within their environment. Electricity is a good servant, but bad master. Keep off, if you are not authorized to work on it.

World Health Day 2022: **OUR PLANET, OUR HEALTH**



World Health Day is celebrated April 7 every year, around the world.

This day draws attention to a specific health topic of concern to people all over the world. The theme for this year World Health Day is **"OUR PLANET OUR HEALTH"**

The Planet Earth has been impacted positively and negatively by political, social and commercial decisions made by humans. Some of these decisions have resulted into a rapid decline of coral reefs, habitation loss as a result of housing development, ozone layer depletion etc.



3.8million in South East Asia Region

3.5million in Western Pacific Region

2.2million in African Region

1.4 million in European Region

854,000 in Eastern Mediteraen Region

847,000 in the Regions of Americas

TOP 10 CAUSES OF DEATH AS A RESULT OF ENVIRONMENTAL FACTORS:

- Stroke
- Heart disease
- Unintentional Injuries
- Cancer
- Chronic respiratory disease
- Diarrhea disease
- Respiratory infections
- Neonatal condition
- Malaria
- Intentional Injuries

GOVERNMENT	CORPORATIONS	INDIVIDUALS
• Tax the polluters	• Support teleworking	• Stop smoking
• Subsidize renewable energy	• Have a no-waste burning policy	• Buy fresh groceries instead of processed ones
• Ban smoking	• Replace Backup Generators with Solar energy	• Walk or pedal a bicycle
• Stop fossil fuel subsidies	• Switch off lights after working hours	• Plant trees

Intangible Impacts on the Planet may have tangible consequences on our Health
LETS ALL WORK TOWARDS A HEALTHIER PLANET



Electricity is one of the essential needs after food, clothing and housing; its coverage, continuity and sustainability are three dimensions of challenges distribution companies face in Nigeria; it has therefore become expedient for the work face of DISCOS to think out of the box in managing these challenges and keeping their customers satisfied at all cost. We captured thoughts, opinions, suggestions and experiences of IBEDC staff in managing supply challenges as ask on the question below:

HOW WOULD YOU ENGAGE YOUR CUSTOMERS OVER THE CURRENT SUPPLY SHORTAGE AND OTHER CHALLENGES IN THE POWER SECTOR?

What we have done in Ilesa is to engage the customers through all available medium of communication and letting them know what the issues are. We are thorough in explaining the reason for the shortage, which is that DISCOs are not currently adequately supplied by the TCN
Folashayo Akinrinlola, Business Hub Manager, Ilesha – Osun Region

The Ideal way to manage such customers is to engage the critical stakeholders within that community. Such stakeholders can be between 5 to 7 in number. However, if the supply shortage persists for long, we can have an enlarged community session to explain and carry the community members along in respect to the challenge. However, the information passed across must be properly managed to prevent case(s) of vandalism.

Olumide Akinradewo, Business Hub Manager, Ile-Ife, Osun Region



Increase our proactive community engagement and media presence to educate the public on power sector value chain and how customer's action and inaction affects the entire value chain as it relates to revenue generation to improve the general services of the power sector.

Dr. Ademola Adewumi, Regional Head, Ogun Region.

All staffs should be trained on improved customer relationship management in relating to customers at this critical period, everyone must be equipped with proper information on the value chain.

Ayodeji Bada, Senior Communication Officer, Ogun Region

I understand the big challenge of delivering satisfactory outcomes to our consumers who are getting increasingly critical of our service delivery resulting in various levels of dissatisfactions. My team and I are working on proactive measures such as customer persuasive skills, empathetic approaches, etc. to move the region from the present unacceptable performance to delivering better and satisfactory monthly results.

Victor Olomu, Regional Head, Oyo Region

We assure customers of supply reflective bills at this critical time. We are prompt to maintain installations and rectify faults, so that the customers can enjoy whatever little supply they get per time.

Faruke Akeem, Team Lead, Otte Service Centre, Kwara Region

We will take them through the shortfall we are having in energy generation and appeal to them to report any irregularities noticed on the line promptly to the nearest IBEDC office. We will let them know that the challenges will soon be over as generation improves and with their cooperation and prompt payment of their electricity bills

Engr. Peter Afolabi, Technical Engineer, Ile-Ife Business Hub, Osun Region.



SPORTS AND WEIGHT LOSS

PART 1

Most of us have a dream of getting athletic physiques, and this requires hard work and consistency, which is not so easy. Weight is a growing issue nowadays, due to associated risk issues as obesity, unhealthy heart conditions, fatigue and many more. Indulging oneself in fat burning sports will help sharpen your mind and memory.

When losing weight, engaging in more physical activities increases the number of calories your body uses for energy or “burns off.” The burning of calories through physical activities, combined with reducing the number of calories you eat, creates a “calorie deficit” that results in weight loss.

When you are trying to lose weight, you may be wondering how much you should be exercising and what types of exercise you should be doing and what exactly is the purpose of exercises? . We shall provide answers to these questions in this weight loss series.

Types of Exercises: Cardio Exercise and Weight

One of the most popular types of exercise for weight loss is aerobic exercise, also known as cardio. These exercises include Walking, Running, Cycling and Swimming.

Aerobic exercise does not have a major effect on your muscle mass, at least not compared to lifting weights. However, it is very effective at burning calories.

Studies also show that cardio can help you burn fat, especially the dangerous belly fat that increases your risk of type 2 diabetes and heart disease.

That means adding cardio to your lifestyle is likely to help you manage your weight and improve your metabolic health, if you keep your caloric intake the same. Doing aerobic exercise regularly can increase the number of calories you burn and help you lose body fat.



How Much of Exercises

Exercise should absolutely be a part of your routine — regardless of your weight goals. In fact, most successful weight loss maintainers who have lost at least 30 pounds (14 kg) and kept it off for at least 1 year, exercise for at least 1 hour per day.

- ✓ Aerobic (cardio) exercise: 150–300 moderate intensity minutes or 75–150 vigorous intensity minutes per week
- ✓ Muscle-strengthening (resistance) exercise: two or more days per week of exercises utilizing all major muscle groups
- ✓ Whether you are trying to lose weight or not, aim for at least 150 minutes of moderate intensity exercise and two resistance-training sessions per week for optimal health

The bottom line is, while there are advantages to losing weight through a combination of diet and exercise, it is important to maintain a small but consistent calorie deficit, which you can do by sticking to the diet that works for your body type, exercising, or both. Before committing to a weight loss diet, it is advisable to consult a healthcare professional, especially if you take medications or have any underlying health conditions.

(To be continued)
Donald Olu

Word Search

Solve the puzzle below,
send your answers to
busolami.tunwase@ibedc.com
joshua.arowolo@ibedc.com
and stand a chance to win a prize.



Let's solve this Sudoku

4		6					5	9
				4		2		
	7							
		5	9	1			6	
	1	3				8	9	4
			2					1
5		8						
				3				8
	4			6		1		

Know the rules

Sudoku is a puzzle based on a small number of very simple rules:

- Every square has to contain a single number
- Only the numbers from 1 through to 9 can be used
- Each 3×3 box can only contain each number from 1 to 9 once
- Each vertical column can only contain each number from 1 to 9 once
- Each horizontal row can only contain each number from 1 to 9 once

Once the puzzle is solved, this means that every row, column, and 3×3 box will contain every number.

Editor's Note: There was no winner for the last puzzle

HAPPENINGS ACROSS THE FRANCHISE

KWARA ENGAGES GOVERNMENT AGENCIES OVER VIOLATION OF RIGHT OF WAY

The Regional Management in Kwara held stakeholder engagements with the following agencies, The State Town planning Authority, State Signage and Advertising Agency and the National Orientation Agency to further the collaboration efforts in ensuring zero violation of right of way by the public. This became imperative due to the high rate of right-of-way violation across the state. Top government functionaries and their teams present were better enlightened on the inherent danger of approving structures that violates rights of way or erecting structures under the power line.

The Director General kwara State Signage and Advertising Agency (KWASA) Olorun Sola Omotayo and the helmsmen of the other agencies pledged to support IBEDC in this safety campaign by following the due process before approvals for new structures or billboards are given within the state.



IBADAN TAKES SAFETY CAMPAIGN TO SCHOOLS

The Health Safety and Environment team in Ibadan region believes that all incidents are preventable, and that building this culture in the minds of children and teenagers will create a safer environment.

It is against this backdrop that the team held a school sensitization campaigns to educate school children and their teachers on the best way to enjoy electricity safely and the dangers associated with illegal operations around electricity.

The Regional Management led by regional HSE team visited Anwar-UI-Islam Grammar School in Eleyele to sensitize the students and Teacher on the Safe Use of Electricity.

Highlights of the event include presentation of gift items to the school management who appreciated the IBEDC team and promised to become crusaders for safe use of electricity.



OGUN CONDUCTS EMERGENCY FIRE AND MEDICAL RESPONSE DRILL EXERCISE

Ogun Region Health Safety and Environment Department conducted an emergency fire and medical drill with the staff of Ijebu-Ode Business Hub. The drill was held as part of the objective of recording 7000 person-hours of Operational Health and Safety (OH&S) awareness for staff.

The overall aim of the exercises is to build a culture and process of preparedness for swift and prompt responses for emergencies.

The fire and medical drills were carried out in collaboration with Ogun State fire Service and Akobi Hospital Ijebu-Ode.





PAPARAZZI

We bring you memories and actions from the CAMEO Roadmap Week, DISCO4Women Career Fair events, fire drill and other corporate events.

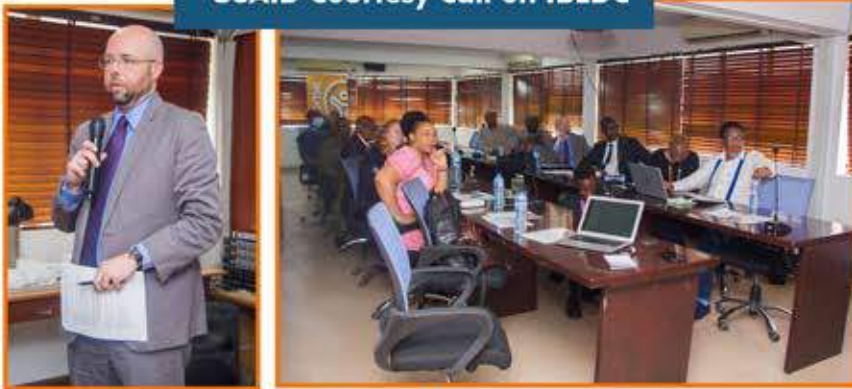
CAMEO Moments





PAPARAZZI

USAID Courtesy Call on IBEDC



Members of the Committee on the review of IBEDC OH&S Policy presents policy document to the COO.



IBEDC Osun Region collaborates with OSCTDA management on Right of Way directive.




Ogun Fire Drill



CELEBRATING YOU

A big Congratulations to our Chiefs and colleagues who celebrated their birthdays in the month of March/April and to Ororome Ofu who tied the knot recently. We wish you all a lifetime of love and happiness.

HAPPY
Birthday
SIR



Engr. John Ayodele
CHIEF OPERATING OFFICER (COO)



Chief Business Transformation & Strategy Officer (CBTSO)
Iranola Ayodeji



Head HSE
Engr. Biodun Dirisu



Technical Assistant to CCO
Akinleye Ogunleye



Head Maximum Demand Management
Tope Bailey

CELEBRATING YOU



Ag. Head Internal Control
Dikko Jimba



Happy Married Life
Orometer Ofu- Meter
Standard Officer, Head Office



AWARD: Engr. Idowu Olaniyi was awarded by Ibafo consumers forum for his dedication and good customer service while he was in Ibafo 2 Technical Head. He was the Best IBEDC STAFF in YEAR 2021



Our New Website is LIVE!

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- Contact Business Hub Managers | View monthly bill information | Get Outage Information | Request for KCT online | Make payments

Discussing Issues Surrounding Career Opportunities (DISCO) for Women.

WOMEN LEADERSHIP SERIES:

SOMEONE TOLD ME I HAD AN ATTITUDE (2)

"Gender Equality is a Human Fight NOT A Female Fight" —Frieda Pinto

We are bringing you the concluding part of the women leadership series, the goal once again is to explore the unique issues that arise when women take the lead. This article is adapted to suit the developmental needs of current or aspiring female leaders in IBEDC, who are seeking progressive approaches to boost self-confidence and influence at all levels while living a more balanced life.

This a personal memoir by Susan Blaser, the first Female Line worker for Kansas City Power & Light.

There were Calls to (from a company phone on company time) to my children at home. They would call and hang up, scaring my young children. Threats that I was getting special treatment, I was told that I had to wear a long sleeve shirt buttoned up to the top at all times. I was not given a bench in the female locker room because I was told that I needed to stay in the bull room and interact with my male coworkers before and after my shift. Countless coworkers said they slept with me. Some even told their wives that I was "after" them...lol.

Rubber gloves, leather gloves, FR clothing, award jackets, all in men sizes. It was years before I got proper fitting rubber gloves and climbing gloves. Coworkers taking bets on which "lineman" was the "daddy" when I was pregnant? I had two pregnancies during my apprenticeship. Threatened to be sent home without pay when I was pregnant. One management member told me to "go find the daddy of my baby and make him pay my lost wages".

The company tried to add restrictions that my personal doctor had not placed me on.

Family...

My mother died, unexpectedly.

Drug addiction, attempted suicide, Daycare expenses, breast feeding, single, married, and divorced, overtime


I climbed more, worked harder, and allowed the belittling threatening treatment every day. I had to "prove" myself with every truck move. I struggled. I had no support system.

Coworkers didn't like me and I had no idea why. I would go home at night and lay on the living room floor and cry. I would hide in the bathroom and cry before going home to give myself the time to pull myself

together. Was there an attitude? Yes. Was it warranted? Yes. Would I go through it all again? Most definitely,

yes. I was drowning, I needed something to change. After years of struggling, doubting, crying, I found mentors.

Men that were well respected and who treated me with respect. I let go of "everyone's" opinion and only listened to them. If they said, I had a good day I knew I was on track and doing well. It started out with very few. Then I realized that they were all around me.



They were the majority not the minority. When I reached out...they helped. It was as if they were there the entire time, just waiting for me to reach that point to see and appreciate what they had to offer. They all played a role in changing my outlook on life and the company. They helped me understand that I had no control over what people would say or do to me. The naysayer had no impact on my personal life or my paycheck. They would have their opinion no matter what I said or did. My focus was better suited elsewhere in life. To enjoy the everyday accomplishments and enjoy the benefits that I had laid out in front of me.

I went on the training crew after making Journeyman with Rich Erickson and Rich Haynik. Those two never had a bad day. They didn't spend their time worrying about people that didn't deserve the time. I felt safe with them. For a small moment in my career I was safe. Treated as an equal and my opinion was encouraged and respected. They took the time to get to know me. Not judge me, gossip about me, talk shit behind my back, but to truly know me and my family. I became a valued member of the training team.

I was put on a difficult path to get to this point in my life. I don't resent or hold anger towards the sorry individuals that went out of their way to make my life hell. If it wasn't for the bad and the good I wouldn't be the strong, knowledgeable, Journeyman, I am today.

~ Susan Blaser

They pulled me out of a dark hole and set me on a new path in my career. It took me years but I learned a lot of life lessons. I could see (and now feel) what it meant to have a strong will. A will stronger than a man's will to take what you wanted, needed, and sacrificed to achieve.

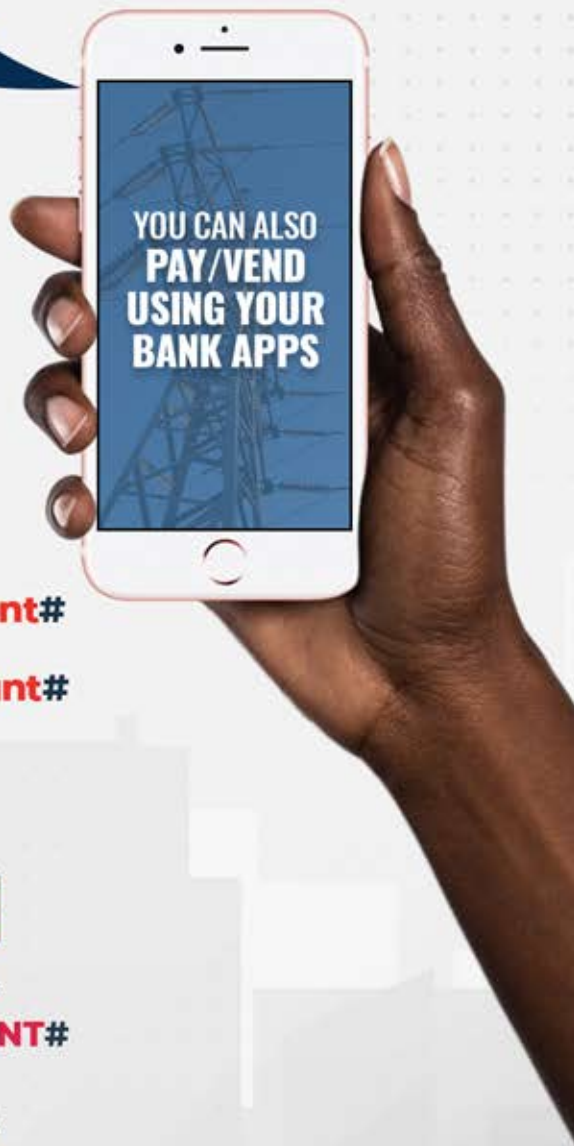
What we accomplish will always be a sweeter victory than any man will ever taste. It's the bittersweet taste of a war won. It is the end of the battle that now makes us equals. The battles we endured, the treatment, language, gestures, practical jokes, sexual advances, sexual assaults, lack of support, loneliness, isolation...what man could endure this for years, if not decades? People ask "what women bring to the table?" To be so grossly underestimated what could we possibly offer? We have the ability, knowledge, outside the box thinking, endurance, to overcome and succeed. If you can build it, I can build it. If you take the time to teach me, I will learn. I'm not here out of pride. I'm here to be the best that I can be, for my family. And if anyone around me needs help, I will reach out to help them too. I was excluded from the team, so I will build my own team. I will value the path I had to travel on to get here, not take it for granted. We are our brother's keepers. I will keep my brother's & SISTERS' close.

For additional resources , please contact Daniel Iyoha-Ojie via daniel.ojie@ibedc.com.



1	DANIEL OLANREWaju OKEWALE	METER MAINTENANCE OFFICER	OTA
2	OLALERE AKANJI OLADIMEJI	METERING & MAINS INSPECTION OFFICER	IJEUN
3	MUTIU RASIDI	METERING & MAINS INSPECTION OFFICER	BABOKO
4	MUTIU OLAYIWOLA MOHAMMED	METERING & MAINS INSPECTION OFFICER	OSOGBO
5	DAVID OLUWASEUN ODEPASE	METERING & MAINS INSPECTION OFFICER	MOLETE
6	IDRIS OLALEKAN OLASUNKANMI	METERING & MAINS INSPECTION OFFICER	IJEUN
7	TOHEEB OLAMIDE ISIAQ	METER MAINTENANCE OFFICER	REGIONAL OFFICE OSUN
8	SEUN IDOWU OYETAYO	METERING & MAINS INSPECTION OFFICER	BABOKO
9	CHIMDIDU EMMANUEL FESTUS	METERING & MAINS INSPECTION OFFICER	OSOGBO
10	HABEEB OLADIMEJI ISIAQ	METERING & MAINS INSPECTION OFFICER	REGIONAL OFFICE KWARA
11	YUSUF OLADAPO AKINTOLA	REGIONAL LEGAL OFFICER	REGIONAL OFFICE OSUN
12	ADEBUKOLA ADEKUNLE AZEEZ	FACILITY OFFICER	REGIONAL OFFICE KWARA
13	OLANREWaju EMMANUEL SALAWU	ADMINISTRATIVE ASSISTANT	HEAD OFFICE

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