



Celebrating the IBEDC Spirit

Merry Christmas & Happy New Year





CHRISTMAS MESSAGE FROM THE CHIEF OPERATING OFFICER (COO)

The Corona virus pandemic and its disruptive effect on our business like many other businesses highlighted the need for adaptability and resilience in our workforce. The management indeed rose to the occasion and prioritized without compromise you our IBEDC people

In the course of the year, we had to innovate, broaden our horizons of understanding what motivate productivity, whilst recognizing and allowing diverse versions of work/life flexibility, because your safety and well being come first.

Alot of commitment and goodwill had been shown by our Investors, Board and Management, but we are here today, resolutely standing to breast the tape as the year winds down because of you, our IBEDC people who stood your ground, exhibited your ingenuity and resourcefulness to weather this stormy year, 2020.

I would especially like to acknowledge our esteemed customers, whose support and patronage is keeping us afloat. We thank you for a remarkable demonstration of your understanding and patience even as we sail through the murky waters of the current economic realities occasioned by the COVID-19 global pandemic. Your feedback and comments we are have taken to heart for redress, resolutions and better policy formulation in the coming year so as to provide improved service delivery. Afterall, you are the reason why we are here.

Dear Colleagues, the holidays are here again, let us rest, recharge and return with more zeal and vigour for the coming year, 2021.

I am sure 2021 will hold many challenges for us at IBEDC, but I have great trust that as in 2020 those challenges will be overcome with our the continued dedication and commitment.

On behalf of the Board and Management of Ibadan Electricity Distribution Company (IBEDC) Plc, I wish everyone a Merry Christmas, a prosperous and happy new year. Have a great and well-deserved holiday, enjoy the holidays and time spent with your loved ones. Remember to keep safe and observe all the COVID-19 safety protocols.

Engr. John Ayodele, FNSE

Editorial Board

Engr. John Ayodele - Chief Operating Officer
Ehi Obaseki - Chief Human Resource Officer

Editorial Team

Angela Olanrewaju - Editor
Jude Eguabor - Editor
Busolami Tunwase - Editor

Contributors

Barr. Olawale Aro
Daniel Iyoha-Ojie
Alexander Akolo
Ayodeji Ajayi
Bolaji Balogun
Oluwadamola Odebunmi
Constance Odiase
Munirat Audu

Design/Layout

Ayobamidele Mobee

ON THE COVER

IBEDC Staff selected across Divisions/
Departments/Regions



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Safety Talk

“I SALUTE THE DOGGEDNESS OF IBEDC PEOPLE”

Ehi Obaseki
Chief Human Resource Officer, IBEDC

2020 will go down in history as a year plagued by many economical, physiological and psychological challenges, IBEDC Voice had an insightful interview with the Chief Human Resource Officer, Ms Ehi Obaseki to find out how the IBEDC workforce weathered the storm, and why they should be applauded.

Voice: Another year is ending and as the CHRO, your mind is constantly engrossed with thoughts of IBEDC and its people undoubtedly. Can you give us an insight into what your thoughts and plans for IBEDC’s workforce were for the year 2020 as it relates to the company’s business plan?

CHRO: Riding on the back of our crossing the N5 Billion monthly collection milestone in November and again in December 2019, I had been reassured of the can-do spirit of IBEDC’s workforce. Therefore, I was full of very high hopes for the year 2020. This led us to begin the year with a business retreat for business drivers across all levels to x-ray our business with its peculiarities and come up with strategies and operational plans to move our collections to a minimum of N7.5 Billion monthly revenue. Also, improved employee compensation and benefits; succession planning and career progression; enhanced learning and development interventions; these were the front burner issues I was devoted to achieving in the year 2020. They are all embedded in the HR Division’s target which is Building a high performance and agile workforce capable of adapting to changing business conditions and dedicated to delivering IBEDC business results.

Voice: 2020 has been unique due to the global pandemic which affected lives, businesses and economies the world over – our company also felt the impact. As the Chief Human Resource Officer (CHRO) primarily responsible for IBEDC’s people, can you share what the experience was like for IBEDC and its workforce?

CHRO: Truly, the COVID-19 experience was a novel one to me as to many other people, however, I must praise the people of IBEDC who showed what our die-hard spirit can achieve. Following the reported index case in Nigeria on February 27th, 2020, the Company set up a COVID-19 Response Committee which I chaired. We immediately looked at our business, the possible scenarios and possible effects and came up with a 5-phase response action plan to serve the dual purpose of keeping our people safe and maintaining service continuity to our customers. As a utility company, we had to keep our business running at the height of the lockdown and with all the attendant challenges which include:

- Remote work being adopted for majority of the staff in support functions, while work schedule was also put in place for the core functions.
- Movement restriction with public transportation not functioning; prohibitive cost of obtaining safety materials like face-masks, sanitizers, disinfecting wipes, disinfectants, hand gloves and infrared thermometers.
- The greatest risk was the threat to field workers from irate customers who were pressed by the economic pains of the pandemic.

We had to embark on reorientation of our field staff to tackle this major problem. It was a huge task managing the delicate balance of ensuring that we maintained service to customers in the face of additional operational costs and much reduced revenue. I salute the doggedness of our IBEDC people who held their own despite the tough work environment and pushed to restore the company’s performance to the pre COVID-19 levels. Truly, it was an eye-opening experience with new things learnt.

Voice: Can you share with us IBEDC’s response to the pandemic by way of policies and actions?

CHRO: The pandemic was a health crisis affecting people and as such this was the bedrock of our actions: we had to stay safe to stay productive. A lot of gratitude is owed to the Board, Management and COVID-19 Committee for going all out towards ensuring employee safety.

The first major concern was ensuring the continued availability of safety items and this was followed up with enshrining the IBEDC COVID-19 Safety Protocols hinged on the NCDC guidelines. These were communicated and updated weekly. We also instructed our Medicare providers to give immune boosters to our employees and their families who requested for them. We had some business locations disinfected and carried out compulsory testing for certain categories of the workforce.

Also, the Telecommuting Policy and the adoption of work schedules across locations were introduced. All these were monitored for strict compliance by the HSE, HR and security personnel across our business locations.

Voice: As a utility company, how were you able to galvanize staff to remain productive all through the various phases of the pandemic?

CHRO: This was a rather challenging aspect of the pandemic. First, there was a widespread miscommunication that customers were to have free energy supply over a certain period and this was pleasant news to people severely affected by the negative impact of the total lockdown. Many customers became unwilling to pay for energy consumed and in some cases were hostile when prompted for payments. This knocked our revenue collection to an all-time low of about 40% drop in revenue and shot our ATC&C losses to an all-time high of 70% in the month of April. With the rising operating costs, this was not the best of times, but the decision of the company leadership was to spread a message of hope to all employees, especially to our field staff. We used every opportunity to encourage and support every staff as needed. We boosted our customer engagement activities and community enlightenment campaigns via electronic and print media. We also provided armed security for fieldworkers where needed. All these coupled with the commitment of employees saw us bounce back to our regular monthly collection mark by the end of June.



Voice: What was the experience of up-skilling and re-skilling employees to modify their daily operations to align with the new normal of work and would you consider remote working a permanent work feature for IBEDC?

CHRO: One of the gains of the pandemic is that the lexicon of work saw the addition of the phrase “new normal” and this simply and clearly communicates that the world of work has changed and will remain changed. We all have seen that goals can still be achieved outside the traditional ways of work we were accustomed to. It is as though scales fell from the eyes of companies because Telecommuting previously adopted by some organizations (which were viewed as being fanciful) has now become the way for any organization which wants to remain in business.

Our operations have been modified as we now have virtual business meetings, virtual recruitment interviews and we have also deployed training virtually. Leveraging on the relatively high internet penetration in the country, we have moved a good volume of our regular business activities away from the traditional physical format. Fortunately, IBEDC has invested a lot in IT Infrastructure upgrade and this has aided our transition to the new normal. In IBEDC, remote working has come to stay and we will strengthen this while we explore other areas like flexible work hours as well. For now, we are happy that it has not been abused and staff are happy with the support they are receiving from their supervisors. We believe that with the work process automation the SAGE ERP will bring about as a game changer, things will definitely get better.

Voice: In the HR function, how were HR activities like recruitment, training, appraisals, etc. carried out in the light of the new normal and can you say the results were just as effective as before the pandemic?

CHRO: Truly, in the HR function our operations which have always been based on an open-door policy have been modified, and we now do a lot virtually. Initially, it was a challenge getting some staff to cut over to the new normal of online meetings and trainings, but right now, tell someone there’s a training and the response is “send me the link”. Even candidates for recruitment are comfortable with this development and appreciate it. However, it is not all positives as the hands-on training events still require physical presence and at times, connectivity issues from the networks do affect some participants. On the whole, the results can be said to be just as effective considering the reduced cost to the business.

Voice: In spite of the challenges this year, IBEDC is still standing and inching forward. What can you say contributed to this?

CHRO: I will continue to reiterate and applaud the indefatigable IBEDC workforce. The global pandemic’s effect on businesses; the Service Reflective Tariff introduction, suspension and review; the #EndSARS protests and consequent disturbances, Nigeria slipping into another recession, etc., all these eroded the purchasing power of individuals and organizations who are our customers. The business drivers had to re-strategize to ensure that we remain afloat. The field staff have continued to believe in the company and the Board reaffirmed its commitment with the approval to increase salaries of employees. Our performance management program which rewards stellar performance is also another morale booster as employees are assured that their hard work will be rewarded accordingly. In summary, I will say it has been the collaborative effort of the Board, Management and all members of the workforce of IBEDC.

Voice: What should employees look forward to in the coming year 2021?

CHRO: Come what may in 2021, we will consolidate on the gains of this year in the areas of workforce planning and development. There will be more opportunities for growth within the company as we are entrenching the internal sourcing practice and will only resort to hiring externally where the former has not met our needs. Our performance incentive scheme will be further revitalized as to continue to encourage resilience and can-do spirit which results in top performance.

Voice: On a personal note, what were your goals and targets for the year 2020 and did the pandemic have a negative impact on these?

CHRO: Our industry is very demanding and most often staff on leave are still spending considerable time attending to office matters. Personally, as Chief Human Resource Officer I had wanted the year 2020 to be different by promoting total hands-off from office duties by all employees during leave periods. Ironically, the pandemic made it such that getting work done while away from the office is a new norm, so I will have to tarry a bit to enable employees get acclimatized to this. I had also hoped to visit the field more as this experience has been a veritable source of ideas as to issues needing attention. Lastly, I had hoped to get the IBEDC Learning Academy off the ground. This was to be the in-house capacity development Centre to build up our people. However, all these have been slowed down.

Voice: Finally, can you let us into your thoughts as to the IBEDC of your dreams?

CHRO: I envision an IBEDC which candidates will consider as an employer of choice, I dream of the day young professionals will desire to begin their career with IBEDC. But most especially, I dream of an IBEDC where the employees of today will become the executives of tomorrow.

Legal Perspective

ENERGY THEFT AND ITS MANY SHADES OF GREY

PART ONE

What is energy stealing or energy theft? Electricity theft can be defined as the illegal use of electricity service with the intention to avoid billing charge (T.B Smith, 2004)

Energy stealing or energy theft is a type of energy loss. Energy loss is the difference between the energy fed into the distribution system and the energy billed. There are two types of energy losses in the electrical power system: Technical loss and Non-technical loss. Technical loss is the loss that occurs naturally, as a result of dissipation of energy in the power transmission and distribution equipment, while Non-Technical Loss is divided into two broad types; commercial and collection losses. Commercial losses refers to unaccounted energy delivered to End-User (Customers) through the Distribution system. This situation may be due to meter tampering, prohibited connections and free users (customers connected to distribution lines but not known by the utility). Collection losses on the other hand is energy billed but not collected. This could be the result of billing inaccuracies or miscalculations, unpaid bills or incidences of collusion between staff of the Distribution Company (DisCo) and its customers to fraudulently alter bills to the detriment of the Company.

According to the Nigerian Electricity Regulatory Commission in its first quarter 2020 Report, average ATC&C losses for IBEDC was 56.66%, 68.09% for Jos Disco and 64.03% for Port Harcourt Disco! The implication of the level of ATC&C losses recorded in the said report implied that as much as N5.19 was lost for every N10 worth of energy received by a Disco due to a combination of various reasons including energy theft.

Any kind of financial loss to a Company is undesirable but DisCos live on the extreme side of that equation. Lost revenue has resulted in inadequate funds for investment in infrastructure, power, metering system and payment of

dividend to shareholders of the company. These financial losses are critical to the operations of all DisCos and has warranted several financial interventions from the Government. Energy theft is a vicious cycle that negatively impacts both customer and the DisCo on the long run

So why do people do it?

I was at a social event many years ago in Lagos and seated at my table were mostly middle aged gentlemen who looked every part the affluent Nigerian. So I was a bit taken aback when one of them started sharing the phone number of an acclaimed meter by-pass expert who was an official of a DisCo among the seated guests. The gentleman who shared the man's contact assured the others that "his guy" was the best. When I pointed the folly of their actions my response was greeted with much scorn. They insisted that they were merely taking their own slice of the national cake that politicians had deprived Nigerians when they embezzle public funds. While this position makes little sense, because most DisCos have been privatized and hence not government owned and DisCos also have huge financial exposure in investments on infrastructure and operating expenditures. Other Arguments were canvassed in favour of electricity theft which includes unaffordability of high tariff rates, high unemployment rates, harsh economic conditions resulting from post COVID factors among others.

The truth remains that there will never be a good enough reason to steal energy. Electricity theft has many adverse effects, one of which imposes excessive tariffs on blameless customers who end up paying for the energy stolen to mitigate the burden of the DisCo.

Barr. Olawale Aro
Head, Regulatory

POWER INDUSTRY ROUND UP

FGN/NLC-TUC AD-HOC COMMITTEE ON ELECTRICITY TARIFF HOLDS TOWNHALL MEETINGS ACROSS THE DISCOS

The FGN/NLC-TUC Ad-Hoc Committee on Electricity Tariff constituted to evaluate the rational and the implementation of the Electricity Tariff price adjustment, based on Service delivery to customers held town hall meetings and facility tours across the Discos.

The Committee chaired by the Minister of State on Labour and Productivity Festus Keyamo and vice-chaired by the Minister of State for Power kicked off the South West leg of the town hall meetings and facility tours with Ikeja Electric & Eko and finally to IBEDC.

The engagement for IBEDC held at the Jogor Centre, Ibadan, had stakeholders drawn from different sectors to discuss the modalities for the implementation of the newly introduced revised service reflective tariff. While speaking, the Minister of State for Labour and Employment, Festus Keyamo (SAN), noted that the meeting became expedient in view of the ripples created by the newly introduced electricity tariff. According to him, an ad-hoc committee was set up by the Federal Government to holistically look into the workability of the newly introduced tariff and the billing system and to evaluate the services provided by the power sector to justify the new tariff.

DISCOS COMMENCE IMPLEMENTATION OF THE FREE METER ROLLOUT PROGRAMME-

Nigerian Electricity Distribution Companies have commenced the roll-out of Prepaid Meters under the National Mass Metering Programme, approved by the Federal Government, with effect from today, Friday, October 30, 2020. This programme is part of Federal Government's effort to further bridge the country's metering gap and also cushion the effect of the Service Reflective Tariff on electricity consumers in Nigeria.

This metering initiative IBEDC says it will ensure a seamless metering process that allows customers to be metered after following due process, including customers who had previously registered under MAPS. For the first phase of the programme, IBEDC is giving out 100,000 meters to customers across its franchise.

NERC GETS A NEW BOSS

Engr. Sanusi Garba has assumed office as the new Chairman, Nigerian Electricity Regulatory Commission (NERC). President Muhammadu Buhari had in a letter dated 15th October, 2020, asked the senate to screen and confirm Engr. Garba as NERC Chairman. The President said the request was made pursuant to Sections 34 and 40(1) of the Electricity Power Sector Reform Act. Following the confirmation of his appointment by the senate, Engr. Garba assumed office as the chairman of the electricity regulatory body, replacing Prof. James Momoh who took office in June 2018. Before his assumption of office as NERC chairman, Engr. Garba was the Vice Chairman and commissioner, Market Competition and Rates, at NERC.

POLICY WATCH

Compensation Strategy IBEDC Conditions of Service Section 6.1, Page 54

Compensation Strategy lays out an organization's view on how it determines pay and benefits for employees by aligning compensation resources to the organisation's business goals. This helps it to decide where to compete, how competitive the organisation needs to be and choose what to reward. We can refer to the Conditions of Service Section 6.1, Page 54 for more information on this.

6.1.1 The company understands that compensation is fundamental to its ability to attract, reward, retain and motivate a talented workforce needed for long-term business success.

6.1.2 The objectives of the Compensation Strategy are to:

a. Support a performance culture that is based on merit, differentiates and rewards excellent performance, both in the short and long term, and duly recognizes adherence to the Company's values;

b. Enable the Company to attract and retain employees, and motivate them to achieve results with integrity and fairness;
c. Maintain responsible, performance-based compensation policies that are aligned with the long-term interests of the Company's employees and shareholders.

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



BEHIND THE ROLE

With Kehinde

“Success is what motivates me to do a good job.”

Hello, I am Kehinde Oluwakemisola Fasakin. I am the Regional Legal Officer for Osun Region. My duties include effectively managing legal matters in Osun, rendering legal advisory to the Region and prosecuting reported cases of staff assault, energy theft and vandalism. I also ensure that staff comply with regulations to reduce the spate of legal actions and sanctions against the company.

My typical workday begins at 6.00am. I say a quick prayer, get dressed and resume at the office few minutes to 8:00am. I go through my mails and head to court before 9:00am if the company has a suit in court for that day.

Success is what motivates me to do a good job. Knowing that my hard work and perseverance will help me achieve a greater professional height and I strongly believe that aligning the company's vision and values with mine is one way to achieve that.

My social life is a mixed bag of highs and low. On weekdays, I am usually a little tired after work so I just go home and curl up in my bed. However on weekends, I hang out with my friends, attend some weekend owambes (wedding parties) on Saturdays if I

have any, and go to church on Sundays.

My social and work life balances each other out very well, while my socials start on Friday evenings and end on Sunday nights, my work life is activated on Monday. so no interference whatsoever, Work and social life are worlds apart.

One of my hobbies is cooking, after work, I look forward to getting into my kitchen as it is my happy place, Oh I enjoy cooking. My next best thing is watching movies. I also love to read, it helps me uncover lots of mysteries about life. And that is why I would love to be a black Rolls Royce Phantom VIII if I were a car because its mysterious, classic, elegant and exclusive.



GIVING HANDS



"Kindness is a language which the deaf can hear and the blind can see" - Mark Twain

Let us extend love and kindness to everyone this holiday, especially to the not so privileged around us .

Giving a helping hand when life gets tough for them can make their rough times easier to deal with. Not all of us are fortunate enough to live a life without hardships. Please make your donations of clothings (in good condition), food items and money to the HR Department for onward deployment to charity organizations by end of January 2021 .

You may also wish to visit any of these Orphanage homes across our franchise:

- **De-Miracle Orphanage Home.**

Address: Behind Devine Hotel, Apata Ibadan, Oyo State
Closes 7PM
Phone: 0908 464 4884

- **Tabitha Home Orphanage**

Address: Joyce B Road, No 16 Adebiyi Street, New GRA 200252, Ibadan, Oyo State
Closes 6PM
Phone: 0803 335 1329
Appointments: tabithahome.org

- **Little saint orphanages (Ibadan Home)**

Located in: Benbo Games Village Hotel Limited
Address: 10 Logudu Road, Off, Bembo Street, Apata, Ibadan, Oyo State
Open 24 hours
Phone: 0816 890 5958

- **Jesus Kids Orphanage**

Address: 18, Ifelodun Street., Monantan, Iwo Road, Iwo Road, Ibadan, Oyo State
Closes 5PM
Phone: 0803 721 2600

- **Dorcas Adunola Oyediji Motherless Babies Home**

Address: Plot 15, Oyediji Layout, Road M Olubadan Estate Near Bomac Anglican Church, Off, New Ife Road, Ibadan, Oyo State
Phone: 0802 835 5757

- **Oyiza Orphanage and Foster Foundation**

Address: Ward 10 Sw8 II, Ibadan, Oyo State
Closes 5PM
Phone: 0803 809 5964

- **Mary's Place Orphanage Home For Girls**

Address: No 6 Rd B Temidire Community along Ibadan/Oyo Expressway Powerline, Moniya, Ibadan, Oyo State:
Closes 6PM
Phone: 0813 622 9842

- **Ijamido Children's Home**

Address: 147, Ilo-Awela Road, off Tollgate Bus Stop, adjacent Vintage Nest, Ota, Ogun State
Closes 12AM
Phone: 0802 355 2227

- **Gideon Orphanage Home**

Address: 31, Adegboyega Street Asero Housing Estate, Abeokuta, Ogun State
Phone: 0909 165 2211

- **Yemisi Alogi Orphanage and Childrens Home**

Abeokuta, Ogun State
Open 24 hours
Phone: 0811 808 7558

- **Helps For All International Foundation**

Address: Ede - Abeere Rd, Osogbo, Osun State
Phone: 0706 498 6554

- **Hope Motherless Babies Home**

Address: The Word Assembly, No 13-15 i/c, Ilorin - Ajasse-Ipo Rd, Ilorin, Kwara State
Phone: 0805 643 4391

- **Leah Foundation**

Address: 31, Trinity Street, GRA, Ilorin, Kwara State
Closes 5PM
Phone: 0908 005 5778

IBEDC VOICE

Paparazzi

As we celebrate this holiday season, IBEDC staff are in high spirits to set the ball rolling with lots of funfare and excitement.

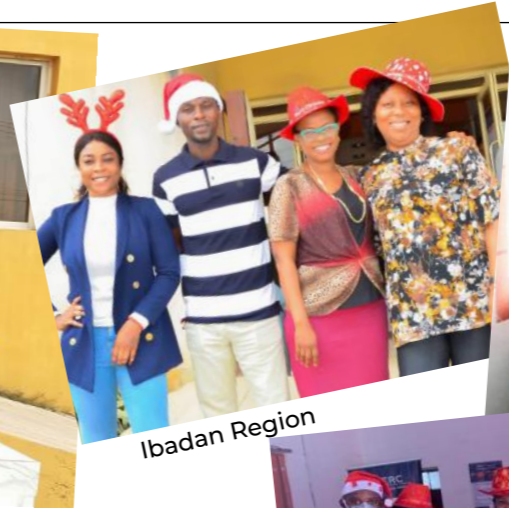
Your beloved IBEDC paparazzi caught the moments and more.

Turn Over for Pictures ▶

STAFF IN FESTIVE MOOD



Ogun Region



Ibadan Region



Oyo Region



Kwara Region



Internal Audit Staff



Customer Care Officer attending to a customer



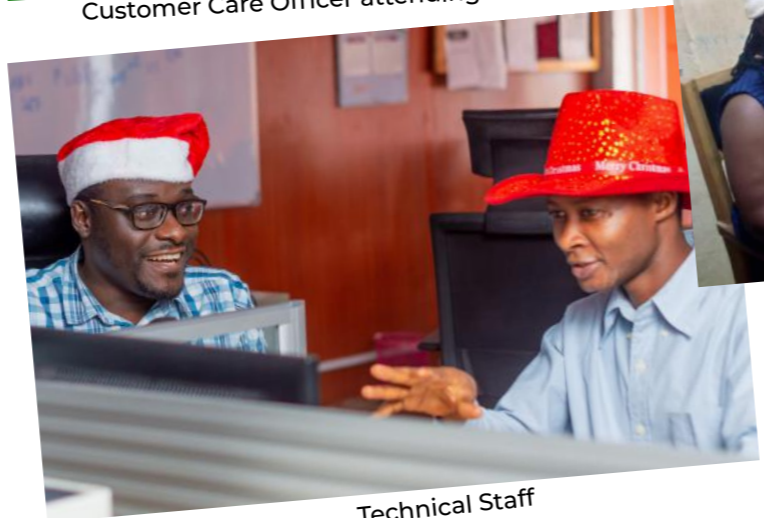
Human Resource Staff



Billing Operations Staff



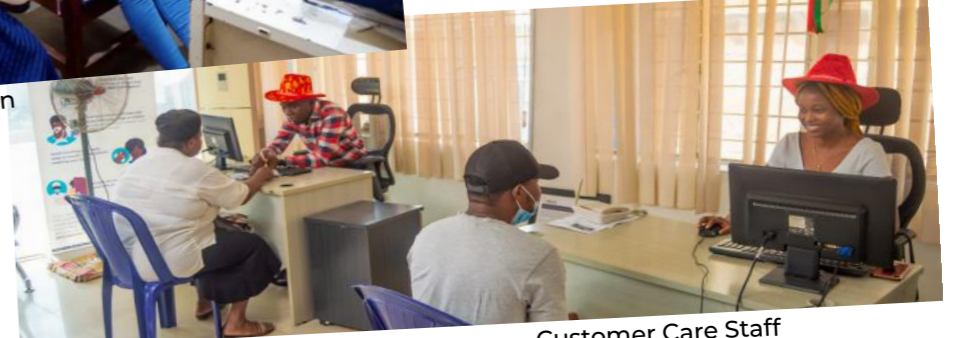
Finance & Account Staff



Technical Staff



Osun Region



Customer Care Staff

FGN/NLC-TUC COMMITTEE ON ELECTRICITY TARIFF

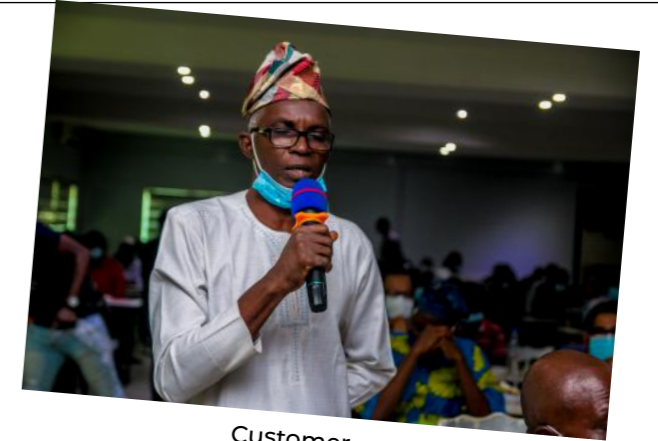
Stakeholders Engagement with IBEDC Customers



Comrade Joe Ajeero of the NLC



Engr. John Ayodele, Chief Operating Officer (COO), IBEDC



Customer



L-R Special Adviser to the Mr President on Infrastructure, Engr. Ahmed Zakar and Engr Adeoye Fadeyibi MD/CEO EKEDC



Customer



Minister of State for Labour, Mr Festus Keyamo



IBEDC COO discussing with Minister of State for Labour and the representative of NLC



Cross Section of customers at the engagement

HAPPENINGS ACROSS THE FRANCHISE



Ibadan Region
IBEDC BIDS FAREWELL TO ITS REGIONAL HEAD, IBADAN ENGR. PETER OYELAMI

The first Regional Head (RH) of Ibadan Region, Engr. Peter Oyelami has bowed out of the service of Ibadan Electricity Distribution Company's service, after clocking the mandatory retirement age of 60.

Engr. Oyelami who was one the staff of the defunct NEPA/PHCN rose through the ranks and led the region to win the prestigious IBEDC award of the best performing region three times in a row.

The former RH at his farewell party held at the HQ, described the Ibadan work-

force as an unstoppable team who gave their best for excellent performances throughout his tenure. He appreciated the staff for a good working relationship amongst themselves despite some inevitable work challenges experienced at one point or another.

Many of the the teary eyed staff at the ceremony said, Engr. Oyelami is a strategist who helped harness their potentials and showcased the best of them. Other staff described him as a dutiful and resourceful Boss who is dogged at meeting set goals and targets.

The company bid him farewell at a sendforth event and the pictures capture the celebratory mood.



Ogun Region
OGUN SIGNS MOU WITH KONEXA ENERGY-UK SUPPORTED BY IBEDC TO IMPROVE ELECTRICITY SUPPLY

The Ogun State Government has signed a Memorandum of Understanding (MoU) with KONEXA Energy-UK in collaboration with Ibadan Electricity Distribution Company (IBEDC) Plc to improve power supply to the state.

The State Governor, His Excellency, Dapo Abiodun said this initiative would unlock the great potential of the state and better position it for greater developmental strides.

The Chief Operating Officer (COO) of IBEDC, Engr. John Ayodele who was represented at the signing ceremony by the Regional Head, Ogun Mr Ademola Adewunmi said this project when completed, will complement IBEDC's efforts at providing sustainable and quality energy to proposed cities and areas like Abeokuta, Sagamu, Agbara, Mowe-Ibafo and Ado-

Odo Ota with focus on high demand customers (MD). Mr. Joel Abrams of KONEXA Energy said the company is looking to produce 35,000 MW of alternative energy through solar, ethanol and waves. He said this method will help to develop efficient and sustainable energy access for all targeted customers 24/7 at affordable rates.

Mr Abrams lauded IBEDC for this partnership and described it as a win-win arrangement for all the parties involved.

The signing ceremony done on the 4th of November, 2020 was witnessed by the Deputy High Commissioner of the United Kingdom to Nigeria Mr. Ben Jones, the Executive Governor of Ogun State Dapo Abiodun (MFR), Special Adviser to the Governor on Energy Mr. Lolu, the Commissioner for Trade, Investment Mrs. Kikelomo Longe and IBEDC team led by RH Ogun, Ademola Adewunmi.



Spotlight on Dr. Ademola Adewumi Regional Head, Ogun

Ademola Christopher Adewumi is the Regional Head, Ogun Region of the Ibadan Electricity Distribution Company (IBEDC). He was recently conferred with an Honorary Doctorate Degree (PhD- Honoris Causa) by ESPAM-Formation University (Ecole Supérieure Panafricaine De Management Appliquée) Cotonou in Republic of Benin in recognition of his service as the former IBEDC Regional Commercial Manager, Ibadan.

IBEDCoice had a sit down with Dr. Ademola over the latest honour added to his hall of achievements. Happy reading

Voice: Congratulations Dr. Adewumi, how did you feel when you received the news?

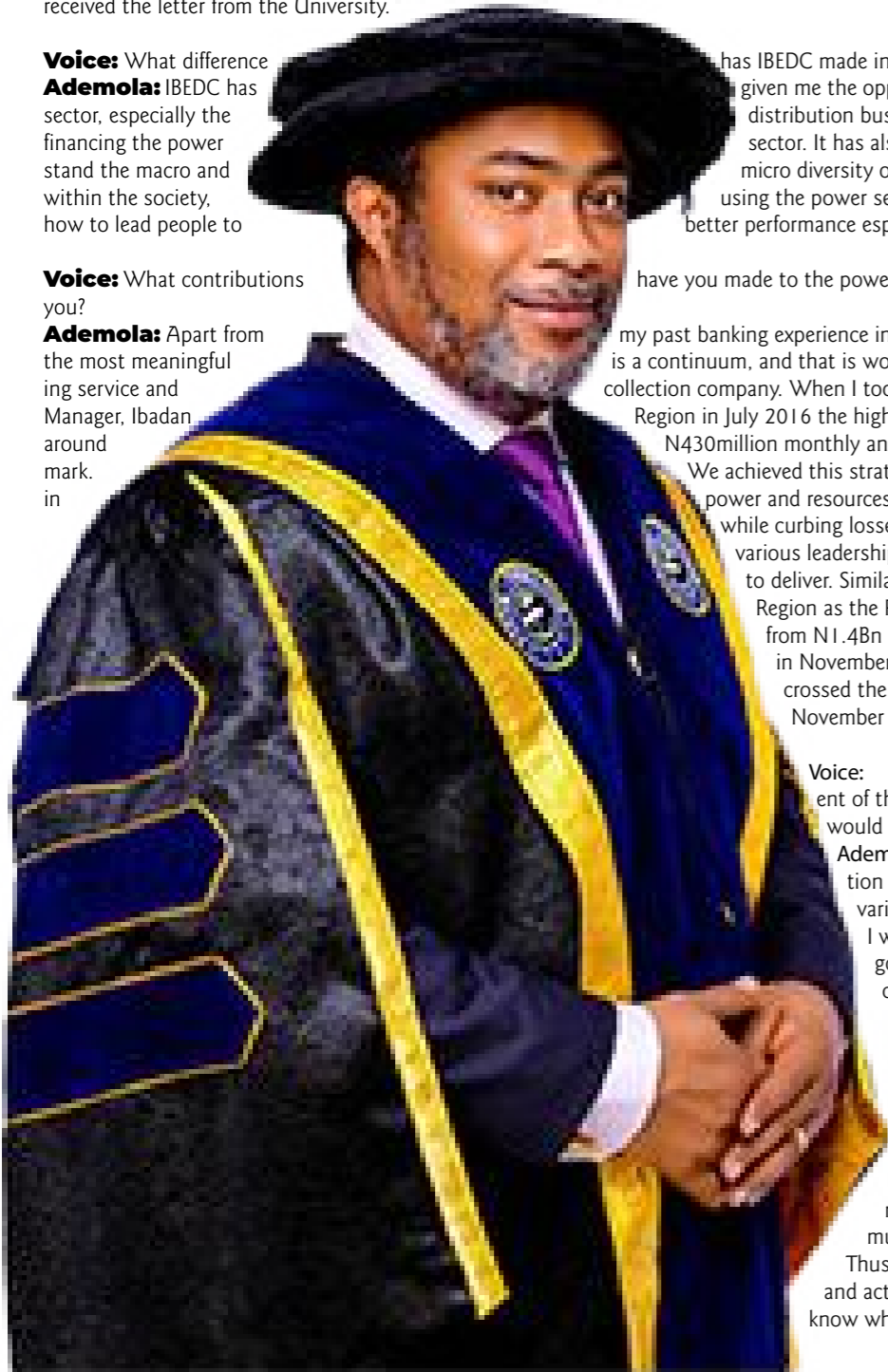
Ademola: Although I was informally informed that I would be nominated for the honor, It still came as a surprise to me when I received the letter from the University.

Voice: What difference

Ademola: IBEDC has given me the opportunity to understand the power distribution business better than when I was a banker. It has also given me the opportunity to understand the macro and within the society, how to lead people to

Voice: What contributions

Ademola: Apart from the most meaningful service and Manager, Ibadan around mark. in



has IBEDC made in your career?

given me the opportunity to understand the power distribution business better than when I was a banker. It has also given me the opportunity to understand the macro and within the society, how to lead people to

have you made to the power sector that is most meaningful to

my past banking experience in financing various power projects, is a continuum, and that is working to make IBEDC a high performance collection company. When I took over as the Regional Commercial Manager in July 2016 the highest collection in Ibadan Region was N430million monthly and by December 2017 we hit the N1Bn mark. We achieved this strategically by ensuring improvement in power and resources supply and were channeled optimally while curbing losses from energy theft and adopting various leadership tools to optimize staff potentials to deliver. Similarly, this is also the process in Ogun Region as the Regional Head, where we have moved from N1.4Bn collection in July 2018 to almost N2bn in November 2020. Also, the Non MD collection crossed the N1 billion mark for the first time in November 2020.

Voice: How would you use being the recipient of this award to influence others and how would it impact your career?

Ademola: This award is in recognition of the collective work done by the various dedicated and hardworking staff I worked with. I was recognized for our good works despite a lot of negative comments we receive from the society at large. The key area of our job is providing services in a manner that leads to good perception. As a customer service personnel in the banking industry, and now in the power distribution industry, one thing I learnt is that service is a process which we must create value for and a customer must experience and perceive positively. Thus, we must learn how to communicate and act professionally at all times. We never know who is watching.

2020 THROUGH MY EYES

The year 2020 has been a year which re-shaped my opinion of the work environment. The surge in social media usage by customers despite their previous preference to walk in because of the pandemic has made me draw on my daily experience and propelled me to stay ahead of the customers. It has equally showed that work can be without borders as most physical activities can be done remotely with discipline by each individual. However, my major take is that human interaction is important paramount in every organisation.

Oluyemisi Alabi,
Customer Care Officer, HQ

This year has been very eventful. For us at IBEDC, it brought about changes in work routine and styles. These included, having to maintain social distancing, avoid physical contact, leaving doors open, sanitizing regularly and wearing mask often. At first, these looked strange but with time, I adapted and got used to the "new normal". In all, I learnt that we are stronger than whatever comes against us.

Emmanuel Adeoye,
Billing Analyst, HQ

In Finance, our work is about record keeping and with Information and Communication Technology (ICT), we are able to work remotely. Personally, I have had to work more on the system and really wish our infrastructure upgrade is concluded speedily to make work smoother.

Ifedayo Ojo,
Head, Corporate Planning And Budgeting, HQ



COVID-19 brought a stressful season on us as Safety Officers as we have to relentlessly be on our toes to ensure the safety of our staff and our customers. We were unavoidably exposed to the virus just to make sure others are saved. Getting staff and customers to comply with our usual safety protocols was another difficult experience of the year.

Akinyemi Oluwadare,
Health Safty And Environ - ment, Kwara Region

Year 2020 has been such a roller-coaster year, from the unwelcomed presence of COVID-19 which forced us into lockdown and the different happenings in the country. It has shaped me into a versatile person.

I have learnt how to be more digitally savvy by attending meetings and events via Zoom, working from home and connecting with other workers online.

Ganiyat Adeyemo
Network Planning and Design, Technical Operations, Osun Region

How has 2020 shaped your work experience?

It is a year when working from home became part of work process. Work relationship became more virtual than physical. High point of the year was when we learned how to use zoom application for meetings and connecting with other colleagues online. Low point of the year was when COVID-19 reached its peak and one is confined at home, being a field officer; it was not a good experience.

Peter Ogunkola,
Business Transformation & Strategy, Osun Region

2020 has been a very challenging year for everybody. From a global pandemic to lockdown that drew friends, families, loved ones and business associates apart, to a peaceful #ENDSARS protest that got hijacked and led to looting of properties and loss of lives. These sad and negative experiences affected many businesses including ours at IBEDC. Thankfully, we were able to overcome the gloomy situation by working on existing relationships and customer database and using it as a medium for virtual cash driving. This year has afforded us the use of innovation, technology and future work skills and multi-tasking ability to achieve new benchmarks mutually-beneficial relationships and solutions.

Dennis Bogunjoko,
Business Hub Manager, Oyo Region

SAFETY TALK THIS HOLIDAYS

As we prepare to participate in the coming festivities and enter our 'local winter' - the harmattan season, we must continually remind ourselves of safety guidelines which would ensure we move through this period without accidents and other emergencies. The Health, Safety and Environment (HSE) department drawing from the ISO 45001:2018 Occupational Health and Safety (OHS) International Standard and IBEDC (OHS) policy, wishes to enlighten all employees on detailed tips that can minimize and eliminate the probability of accident occurrence.

This discourse has been categorized to address people, process, equipment and environment one after the other.

People

- This season comes with a lot of 'excitement' and pressure; hence we must be courteous while dealing with one another and our highly esteemed customers to avoid undue conflicts. It is important for all employees to leverage on available resources to solve problems and prevent aggravations, protests and violence.
- Everyone is advised to celebrate sensibly and responsibly. Do not drink and drive, or operate any machinery under the influence of concentration inhibiting substances. Make sure you do not leave your drinks or food unattended to in public places to discourage miscreants who may slip harmful substances in our meals.
- Forget not the COVID-19 Safety Protocols. Avoid crowded places and maintain physical distance, good hand hygiene, proper use your face-mask. Cover your mouth while coughing or sneezing and know your emergency contacts.
- Water can conduct electricity, do not handle powered electrical equipment with wet hands or barefooted to avoid electric shock or electrocution.
- Do not leave young children/wards without adequate adult supervision at home and when outside. Many kids have have come to harm due to the absence of a watchful grownup.
- Monitor your health, rest while you can and declutter your mind as you prepare for the coming year.

Process

The way and manner in which we do things is important to enjoy this yuletide season without any mishap.

- Never rush, discuss daily tasks with your team to identify hazards, assess risks and adopt the safest means possible to go about them. This is especially for those involved in high-risk assignments such as network maintenance, fault clearing etc.
- Do not engage in unauthorized operations. Get requisite approvals before undertaking any task.

Equipment

- All equipment should be handled by skilled personnel. Do not engage an unskilled person or quack to operate any machinery.
- Personal Protective Equipment (PPE) is only effective when all other safety procedures have been followed. PPE by itself cannot protect one from hazardous conditions.
- Electric poles and distribution substation fences are meant for carrying overhead power-lines and to cordon off transformers respectively. Hence, they should not be used as pillars for hanging or pasting decorative items in the name of celebration.
- Flammable equipment and materials such as generators, cooking gas cylinders, petrol etc. should not be placed indoors.
- Illegal connection is PROHIBITED as it interrupts power supply circuits and often results in equipment malfunction or damage and accident.

Environment

- A neat and orderly space encourages productivity, good performance and reduces the incidence of slips, trips and falls. Practice Good housekeeping always.
- Power-line Right of Way is meant to be respected. Outdoor activities should not be undertaken close to or under power-lines. Keep at least 5.5m away from both sides of all overhead lines.

Ignorance is not an excuse. Stay informed, Stay alert and Stay safe.

Compliments of the Season!!!

Constance Odiase

Health, Safety & Environment Officer, Ibadan Region



Health Focus



HYPERTENSION

According to the World Health Organisation (WHO), Hypertension is diagnosed if when measured on two different days, the systolic blood pressure readings on both days is ≥ 140 mmHg and/or the diastolic blood pressure readings on both days is ≥ 90 mmHg.

Key Facts

- Hypertension – or elevated blood pressure – is a serious medical condition that significantly increases the risks of heart, brain, kidney and other diseases.
- An estimated 1.13 Billion people worldwide have hypertension, most (two-thirds) living in low- and middle-income countries.
- In 2015, 1 in 4 men and 1 in 5 women had hypertension.
- Fewer than 1 in 5 people with hypertension have the problem under control.
- Hypertension is a major cause of premature death worldwide.
- One of the global targets for non-communicable diseases is to reduce the prevalence of hypertension by 25% by 2025 (baseline 2010).

Risk Factors

- Modifiable risk factors include unhealthy diets (excessive salt consumption, a diet high in saturated fat and trans fats, low intake of fruits and vegetables), physical inactivity, consumption of tobacco and alcohol, and being overweight or obese.
- Non-modifiable risk factors include a family history of hypertension, age over 65 years and co-existing diseases such as diabetes or kidney disease.

Untreated hypertension can cause death or serious health consequences such as:

- Heart attack
- Stroke
- Dementia
- Kidney failure
- Vision loss

Prevention

- Reducing salt intake (to less than 5g daily)
- Eating more fruit and vegetables
- Being physically active on a regular basis
- Avoiding use of tobacco
- Reducing alcohol consumption
- Limiting the intake of foods high in saturated fats
- Eliminating/reducing trans fats in diet

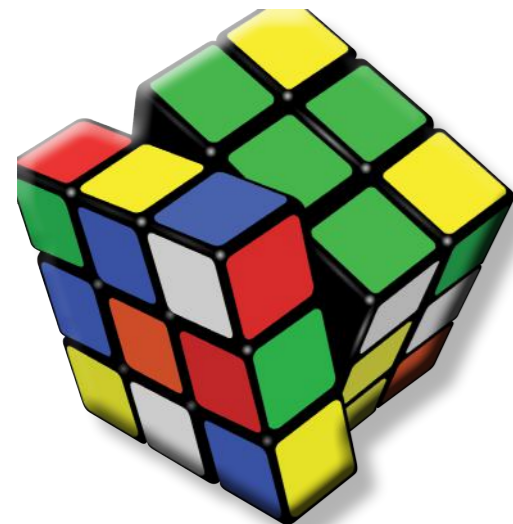
Management

- Reducing and managing mental stress
- Regularly checking blood pressure
- Treating high blood pressure
- Managing other medical conditions

NEW EMPLOYEES



	FIRST NAME	SURNAME	JOB TITLE	LOCATION
1	BIODUN	DIRISU	HEAD, HSE	HEAD OFFICE
2	OBED	KEN-IRAH	BILLING ANALYST	HEAD OFFICE
3	IFEANYI	IKEJI	BUSINESS HUB MANAGER	DUGBE
4	IDOWU	KOLAWOLE	DISTRIBUTION SUBSTATION OPERATOR	DUGBE
5	DAVID	DUKE	ADMINISTRATIVE ASSISTANT	REGIONAL OFFICE, OGUN
6	IBRAHIM	ABASS	HUMAN RESOURCE OFFICER	SANGO OTA
7	AYODEJI	MUKHTAR	SAFETY OFFICER	OGUN



BRAIN TEASER

Solve the puzzle below, send your answers to munirat.audu@ibedc.com and stand a chance to win a prize.

Let's crack these riddles

1. What begins with T, ends with T, and has T in it?
2. What can you keep after giving it to someone?
3. I cannot talk but will always reply when spoken to, what am I?
4. What is in seasons, seconds, centuries and minutes but not in decades, years and days?
5. You throw away the outside and cook the inside, Then you eat the outside and throw away the inside, what did you eat?
6. Forward its heavy, backward its not, what is it?
7. Break me I'll cage you, obey me and I'll save you, what am I?
8. If two's company and three's crowd, what is four and five?
9. An electric train is going south at 98 mph, the wind is blowing northeast, which direction is the smoke blowing?
10. What building has the most stories?

Congratulations to Olanukanmi Olorunmaiye, Business Intelligence Analyst, Oyo Region - who won the quiz from in the last Edition.

Answers to the September/October quiz.

1. What year was the electricity industry unbundled? 2005
2. The first Generator was installed in Nigeria in the year - 1896 in Lagos.
3. Who calculated the circumference of the earth? Eratosthenes
4. Conduction in the external circuit is carried by ? Electrons
5. Who said Management is a "soft science" - Earnest Dales
6. Who designed the Nigeria Flag and what year? - Michael Taiwo Akinkunmi in 1959
7. How many Business Hubs and Service Units in IBEDC - 24 BHs, 208 Service Units.

DISCO FOR WOMEN

"When women are empowered, they immeasurably improve the lives of everyone around them – their families, their communities, and their countries. This is not just about women; we men need to recognize the part we play too. Real men treat women with dignity and give them the respect they deserve."

–Prince Harry

Women have always been visible in the strive to achieve our corporate vision of becoming the Best Electricity Distribution Company in Nigeria, but the Technical Division amongst other functions and Divisions has the lowest female employees in the company. It is therefore a rare occurrence and a major feat to have a woman heading the Technical Operations of a Major Business Hub.

Against this backdrop, we had a chat with Engr. Bilikisu Adeola Jimoh, the Technical Engineer for Babooko Business Hub, to gain better insights on her job roles and the attendant challenges she might be faced with as a Female Technical Engineer, with the aim of appropriating her success strategy to our career journey.

Voice: What has your experience been as the first female engineer?

Engr. Bilikisu: My experience is definitely a new vista as a leader in power sector, which over the years was dominated by men, I am extremely lucky to have worked under high level professional engineers who provided the enabling environment for me to learn the style of leadership needed to promote efficiency and optimal result in service delivery. Having served in the system in various capacities, I have developed through and via hard work. My core focus is to bring value in terms of stability, safety, rapid response to fault clearing, thereby raising the bar in revenue collection.

Voice: What are the unique challenges you face as a female Engineer in this male dominated position?

Engr. Bilikisu: (sigh) "Breaking the glass ceiling," I will say it has not been easy, and it comes with many challenges such as intimidation and dealing with men's ego. Not just colleagues, but even some customers who would rather relate with men, because of their belief that women can be highhanded. I remember my encounter with a community, the leader before speaking with me on a particular issue started reading Psalm 23, I was puzzled, so I asked him why? He said he had never gotten smooth interactions with women in high position, but thank God, we got along just fine.

Voice: As the former Chairman of the Association of Professional Woman Engineer of Nigeria, what do you think are the factors responsible for the slow pace of career growth for women?

Engr. Bilikisu: As a former Chairperson of APWEN, I researched on the subject matter and discovered these factors below play a major role:

- A. Lack of motivational talks on career choice at the primary and secondary schools.
- B. Poor parental care and career information, role model and mentor-ship.
- C. Lack of support from other professional colleagues especially men.

Voice: Your husband is also an engineer, what role did he play in your career growth?

Engr. Bilikisu: Having an husband as a professional colleague is divine in my case, and it makes the job easier because my Soul partner understands the enormity of the jobs. There are grey areas sometimes, but we get along through understanding and the passion both of us have for the job. The partnership has enhanced my career growth tremendously.





*Merry Christmas
&
Happy New Year*

May this season
bring you joy and
good tidings.

