



REDUCE ATC&C LOSSES

————— A K A —————

**OPERATION
ANNIHILATUS**

EDITORIAL

A utility company is deemed to be financially sustainable if the company can maintain its operations, meet critical financial obligations and investments. For this to become a reality, all leakages must be blocked. As part of the FY 2022 strategic plan, IBEDC is aiming for a 40% reduction in Aggregate Technical Commercial and Collection (ACT&C) losses by December 2022.

Our focus for this edition of IBEDC Voice is the Asset and Revenue Protection Division – the Division statutorily empowered to block leakages and in particular, how they plan to achieve the 40% loss reduction by December, 2022.

Our regular columns are also a must read as we feature the Men-Engage initiative in the Disco4 Women page in celebration of our Father's Day.

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Achieve ATC&C
of 40% by
December 2022

THE PATHWAY

The economic climate in Nigeria today is making business leaders wrestle with the challenge of achieving profitable growth amid spiraling costs. Nigeria's Inflation rate, being one of the highest in the world (at 17.71% as at May 2022), is creating uncharted territory for today's executives. The power sector is particularly grappling with liquidity crunch, dwindling electricity supply, continuous reduction in customer disposable income, FX instability, mounting debts and the fight to run a financially sustainable business.

IBEDC, like many companies is now laser-focused on transformation – embracing the changes initiated or accelerated by the current harsh economic realities, through its FY 2022 strategic thinking initiative. In the last edition of IBEDC Voice, we presented the four core pillars that will enable the business fulfil its obligations to the market operators, meet the 100% minimum remittance rate, expand the network and stay afloat. For this edition, we go further to interrogate one of the key pillars, which is Reduction of ATC&C losses to 40% by December 2022, focusing specifically on commercial and collection losses. As we know, the protection of losses function sits squarely with the Asset & Revenue Protection Division. The Division recently concluded a survey that discovered that over N4.0 billion is lost monthly through various leakage points. Hence, IBEDC Voice interviewed the Chief Asset and Revenue Protection Officer (CARPO) –Capt. Gbenga Ajagbe (rtd.) and the Head Revenue Protection Department Engr. Jude Ugwuoke on the way out of this quagmire of losses and the effective pathway to achieving the 40% loss reduction by December 2022

VOICE: What is your Division- Asset & Revenue Protection all about?

CARPO: As the name implies, the mandate is to protect all assets of the company (both Human and Material), including the sources of revenue generation from unauthorized access, destruction, pilferage etc.

VOICE: To set a proper stage for this discussion, what are ATC& C losses

CARPO: ATC&C is Aggregate Technical, Commercial and Collection losses. In other words, it is the sum total of technical and commercial losses and the deficiency due to non-realization of the energy amount. $ATC\&C\ Loss = (Energy\ input - Energy\ billed)$.

The theory of Aggregate Technical & Commercial losses provides an accurate representation of loss situation in the context it is measured.

This can be summarized as combination of energy loss (Technical loss + Theft + inefficiency in billing) & commercial loss (Default in payment + inefficiency in collection).

For clarity, let us discuss Technical Loss and Commercial loss in details.

1. TECHNICAL LOSSES

Each component of an electrical network (an overhead line, underground cable or a transformer, etc) offers resistance to flow of current and thus consumes some energy while performing the duty expected of it. The cumulative energy consumed by all such components is termed as "Technical Loss."

This loss comes from infrastructural limitations or deficiencies – bleed-off from line and energy transport, poorly performing transformers, and poorly maintained distribution equipment.

2. COMMERCIAL LOSSES

Any illegal consumption of electrical energy, or legal connection that is not correctly metered, billed and revenue collected, causes commercial losses to the company. This class of losses are primarily attributable to discrepancies in meter reading, metering, and theft by direct tampering.

Commercial losses are caused by non-technical factors namely pilferage, theft, defective meters, errors in meter reading, estimating un-metered customers, inaccurate data especially in capturing of customers etc. It is a man-made action, which can be treated and curtailed to a barest minimum.



Capt. Gbenga Ajagbe (rtd.)
Chief Asset and Revenue Protection Officer (CARPO)

VOICE: IBEDC has perpetually struggled with high ATC&C losses; we recorded 56% in 2020 and 52% in 2021. What are the factors responsible for this?

CARPO: The discussion here will be limited to non-technical losses, which is the commercial losses. IBEDC is struggling to pay the market operators for energy received because we are not receiving the actual payment for the energy consumed by our customers due to energy theft, fraud and billing errors. These irregularities have severe knock-on effect on both the company and the paying customers.

Practically speaking, most of the installed non- Maximum Demand meters (1Q and 3Q) were bypassed by the customers especially the National Mass Metering Program (NMMP) meters.

The issue of fraud and/or staff conniving with the customers to defraud the company is there; cash suppression and under-billing of customers are issues.

The other aspect has to do with implementation of operational compliance; most of the meters installed are prone to bypass, including the MD, which is the cash-cow of the company. On several occasions, the division has advised the installers to avoid current transformer (CT) and meter mismatch, but the reports from the field have not said otherwise. The aspect of metering before the feeder (FDR) pillar

for a point load customer is the ideal way of checking bypass, but what we notice in some places, is the meter coming after the FDR- and this is a wrong installation method.

The other factor affecting the ATC&C losses are the illegal connections where people (consumers) will connect to the grid without having any contractual agreement with IBEDC. In other words, the consumers are not on IBEDC database, and will never pay for the energy consumed. Finally, we have the issue of wrong tariff classification (Bands) where a non MD customer that is supposed to be on Band A that is N62.33 per unit is placed on Band D of N42 per unit.

VOICE: What are the identified channels or means of these losses as it pertains to your Division

CARPO: To be frank with you, illegal practice is everywhere and what I do in my division is to check the checkers. For instance, sometime ago, two (2) staff were shown the exit door for inaccurate records at the HQ stores. For those on the field, once the issue of compromise is reported to me, of course, such staff will be referred for disciplinary actions if found wanting.

VOICE: *Let's talk further with the Head Revenue Protection Department Engr. Jude Ugwuoke on illegal connection and ways to block leakages.- On illegal connection, specifically, nocturnal connection. Is this a common practice within our franchise?*

HRP: Yes, the Illegal connections including meter bypass are common at nighttime, in fact, some customers seldom bypass during the day. My team is seriously working round the clock to close this gap. Recently, my team in Dugbe apprehended a community around 11pm and they were cut-off from the grid, and fined accordingly. We have some of the cases with the security agencies as we speak. Some Low Voltage Maximum Demand Customers now use jumper cable to tap from the secondary side of the transformer to their feeder pillar unit at night, all to shortchange the company. In addition, shunting of the unboxed current transformers (CTs) is carried out at nighttime.

VOICE: On the issue of customers not captured on IBEDC database, who is to blame for the inaccurate capturing of our customers?

HRP: Well, before now, we experienced a slight communication gap between those on the field and the Billing Department; cases of new customers sent to billing, but not captured. This has been resolved, in fact, capturing of new customers takes little or no time once the required information is provided. However, the CROs may be said to carry the huge blame, because they interface with these people almost every other day. They are to provide information for capturing new customers, but for want of personal gain, they sometimes provide inaccurate information, especially the address/geocodes. Again, some of the field officers are reluctant to present customers for proper documentation for selfish reasons. They would rather visit the customers monthly for personal returns instead of bringing them into the database for proper capturing and billing.

VOICE: Are you categorically saying some staff are working with customers to fleece the company of revenue?

HRP: Yes. We have many cases that are currently under investigations, while some staff have been relieved of their jobs for swindling the company. It is a serious issue; one of the reasons Management decided that on no account should staff collect any form of payment from the customers, rather, customers are to approach the pay points or use other payment channels to vend or settle their bills.

VOICE: Are there preventive measures that can be in place to avoid these leakages?

HRP: The use of accurate data for billing, 100% metering of customers- especially the MD customers, standardized metering- to avoid tampering, continuous meter monitoring, increase in pay points- for ease of access by the customers, continuous sensitization of customers on un-receipted payments and danger of energy theft, are some of the preventive measures to reduce leakages in the company.





VOICE: What are the measures in place to block these leakages?

HRP: Management has strengthened the Revenue Protection Department in terms of tools and increase in staff strength, in fact, discussion is presently ongoing for additional manpower to prevent, detect and recover losses through effective monitoring of the company's assets -especially the meters.

The use of Distribution Transformer (DT) to bill customers, aligning Customer Relations Officers to DTs, collection of 100% revenue billed to Post Paid customers, instead of the usual practice of collecting any amount from the customers; and constant monitoring of PPMs will greatly reduce the leakages in our operations.

We have also embarked on both weekdays and weekends taskforce exercises across the franchise. The Division is also in the process of extending working hours and the commencement of night surveillance, we are just considering security challenges in the country to avoid any loss of life.

VOICE: Part of the recommendations of the FY2022 Strategic Committee on reducing ACT&C losses is disconnection Thursdays. Tell us about it, and has it been effective?

HRP: Yes that has commenced, though the selected day of the week may vary across the franchise, but the process of consolidation is ongoing. We have to bring all the stakeholders on board for a unified process.

This strategy is to see that all the indebted customers, including the illegally connected consumers are disconnected from the grid. During the exercise or at the end of the task, We observe that customers settle their current charges and sometimes part of the outstanding bills.

VOICE: What is the role of every staff in preventing or blocking revenue leakages?

HRP: As we do educate all IBEDC staff, revenue protection is a core function of all the staff. We encourage IBEDC staff to pay their bills promptly, because charity they say begins at home. In addition, they are to act as whistle blowers by reporting infractions to the Division for immediate action.

VOICE: Do you think IBEDC can reduce ACT&C losses to 40% by December 2022.

HRP: Yes, it is very possible as long as we confront the challenges mentioned earlier. Let us take Ota and Sango Business Hubs as a case study; the employment of outsourced staff has helped in reducing the ATC&C losses to less than 50%. We have Inspection Investigation and Maintenance Officers (IIMOs) in each of the service centers, instead of the usual practice of reporting or working from the Business Hub.

In addition, the afore-mentioned Business Hubs have standardized their Metering, thereby reducing the level of tampering on the meters.

Conflict Management

IBEDC And Its Customers (Part 2)

This edition continues with our humble effort to elucidate on what constitutes a customer/DisCo conflict and the various mechanisms put in place for resolving them within the Nigerian Electricity Supply Industry (NESI).

Summarily put, all customer complaint must be in writing and presented to the customer care unit of the Electricity Distribution Company and it must be attended to within 15 working days. A customer that is dissatisfied with the decision of the Electricity Distribution Company can appeal to the Nigerian Electricity Regulatory Commission Forum Office. The NERC Forum Offices are present in each state of the Federation. The customer is imbued with the right to further appeal to the Nigerian Electricity Regulatory Commission office in Abuja, if still not satisfied with the decision of the NERC Forum office. Being the apex quasi-judicial authority on all matters bothering on electricity supply services in Nigeria, decisions of the NERC Forum Office can be reviewed one way or another.

So one may wonder what other options are available to a customer who has reservations with the decision of the Nigerian Electricity Regulatory Commission?

Such a customer has a few more options:

1. The Court System

The Nigerian Court System is the arm of government saddled with the responsibility of interpretation of the law, adjudication, settlement of dispute and improvement on the role of the fundamental human rights of citizen. It is important to note that the judiciary derives its powers from the constitution.

An appeal to the Court in respect to conflicts arising between parties in the Nigerian Electricity Supply Industry may lie to the High Court of each State, the Federal High Court, Court of Appeal and ultimately, the Supreme Court.

2. The Federal Competition Consumer Protection Council (FCCPC)

The FCCPC is the apex consumer protection agency in Nigeria established to improve the well-being of the people. This agency is saddled with the sole responsibility of addressing and ensuring customer satisfaction at all levels, including electricity customers in Nigeria. Similarly, petitions to the agency are initiated in writing before the Agency summons the Electricity Distribution Company to defend the petition against it. The Agency is empowered to issue sanctions and penalties on erring parties in any service oriented organization involved in the exchange of services and commodities.

3. Individuals are free to access State Government Multi-door Resolution locations within the state.

These are arbitration centers operated by the different State Governments under its' judicial caprices to address general disputes that are civil in nature. The challenge here is often that a party cannot by simple invitation have another party submit to the jurisdiction of the Multi door court against his will or consent. Both parties must out rightly submit to the jurisdiction of the multi door court. (To be continued)

METERING UPDATE MOBILE MAP



IBEDC partners MOJEC

on accelerated metering

MOJEC Meter Asset Management Company has collaborated with Ibadan Electricity Distribution Company (IBEDC) to meter interested customers within 24 hours through the Meter Asset Provider (MAP) Scheme.

The programme is a continuation of phase two of the Nigerian Electricity Regulatory Commission (NERC)-approved MAP' initiative, created on the mantra 'metering at your doorstep'.

The initiative is aimed at consolidating the rigorous general meter installation process that includes know your customers (KYC), survey, payment, acquisition and installation under 24 to 48 hours.

Team Lead, MOJEC Titilope Oyelade, at the lunch of the 24 hours metering at Sango (Ogun region) said the mobile MAP initiative would run in the next two months across the various business units of the region.

Olujide Odutuyo, the Business Hub Manager for Sango said IBEDC initiated the Mobile MAP scheme as a response to the yearnings of customers who want pre-paid meters to avoid estimated billings.

Odutuyo explained that the process of meter acquisition has been so simplified that all interested customers need to do is register via IBEDC website. Under the Mobile MAP scheme, the approved NERC prices for meters are N63, 061.32 for single-phase and N117, 910.69 for three-phase (VAT inclusive), and the prices cover the cost of meter and installation," he stated.





BEHIND THE ROLE with Blessing

"I love, love table tennis, if you want to know much, then schedule a game with me..."

My name is **Blessing Chinenye Obisike**. I am the Administrative Officer to the Chief Operating Officer (COO). I am responsible for managing and organizing the day-to-day activities of the office. My job includes scheduling of internal and external appointments,

checking mails for vital information so that I can inform the COO of any new piece of information that may be relevant; and handling of internal and external correspondences. I also attend properly to customers or Communities that forward their complaints directly to the COO.

My day starts with a personal devotion. My family and I love to praise and worship God in songs, we read the bible, then advise ourselves on how to go about our daily activities. My children are grown up, so they help with the morning chores, while I make breakfast and lunch for every member of the family, but all the same, ko easy jare (Smiles).

My guiding principles are integrity, honesty, punctuality and teamwork. I relax by listening to gospel music. In addition, I love baking and spending quality time with my family. My favorite meal is fried egg and plantain, and my favorite color is white.

If were an animal, I would have been a sheep. As you know, sheep are gentle, quiet, and innocent. They do not give their shepherds problems. I consider a sheep an animal that portrays my character, because having been in this system for a long time, working with different bosses; I have never been problematic to any of my bosses. I am very calm and flexible to adjust to the peculiarities of my bosses. One more thing, I love, love table tennis, if you want to know much, then schedule a game with me (laughs).



WHISTLE-BLOWING

IBEDC CONDITIONS OF SERVICE SECTION 5.6, PAGE 36

All hands must be on deck to ensure that revenue leakage is tackled from every possible angle. It is imperative that all employees are fully involved in every positive action geared towards achieving our target and curb losses, especially those associated with energy theft. The company's Whistle-blowing policy aims at giving people (employees and non-employees alike) the opportunity to report any action or practice, which is injurious to the company and negatively affects its operations and revenue.

Our Conditions of Service have provided some guiding principles on how we can report unethical or illegal issues as it relates to the Company's property.

5.6.1 The Company shall establish a culture of openness, trust and professionalism.

5.6.2 Every employee has a duty to disclose as soon as possible, all instances of unethical or illegal issues and suspected or intended acts against the Company or its employees, of which he had foreknowledge.

5.6.3 Employees are required to make disclosures internally; the identity of the whistle-blower will be protected at all times.

5.6.4 All disclosures shall be thoroughly investigated.

5.6.5 All employees shall be protected from victimization, harassment or disciplinary action as a result of any disclosure, where the disclosure is made in good faith and not for personal gain or vendetta.

5.6.6 While the Company can provide internal anonymity, it cannot guarantee this will be retained if external legal action follows from the disclosure.

5.6.7 If an employee makes a disclosure in good faith, which is proven false by subsequent investigation, no action will be taken against that employee. In making disclosures, employees should exercise due care to ensure the accuracy of information.

Let us all be reminded that whatever affects the company impacts us all: including the progress (or decline) of the company.

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

WORLD DAY FOR SAFETY AND HEALTH AT WORK 2022



WHOSE RESPONSIBILITY IS SAFETY AND ITS COMPLIANCE TO SAFETY PROCEDURES?

In the last edition, we celebrated the World Health and Safety at Workplace day in style. One of the activities of the weeklong event was an essay completion. Three members of staff delivered impressive write-ups on whose responsibility it is to ensure safety and its compliance in an electricity distribution company. We present the essays below for your education.

Tijani Semira(1st position)

Safety is the state of being "safe", to be protected from harm or danger

According to the International Labor Organization, more than 7600 people die from work-related accident or diseases every single day. Safety compliance is the act of adhering to safety rules set down by regulatory bodies and legislators.

Organizations must comply with the safety regulations that applies to their industry. The importance of workplace health and safety cannot be overemphasized as it relates to protect workers, visitors and customers. Accidents in the workplace not only cause bodily harm, but can also damage employee morale's, destroy brand's reputation, and cost business a lot of money.

However, ensuring good health and safety is a big task, and when it comes to deciding whose task it is, people are often keen to shift the responsibility to someone else. Both the employee and Employers have a role to play.

Employers are responsible for providing safety equipment, such as first aid kits and personal protective equipment needed to reduce risks in the workplace. They are to offer this equipment free of charge, as well as displaying approved health and safety information. Employees in turn have the duty to use this equipment. The longer we are on the job ,the easier it is to become complacent and to take safety for granted.

Training on health and safety must be conducted regularly to arm employees with all necessary safety guidelines while performing their duties. It is the responsibility of employees to follow the training.

Training will give employees knowledge of a wide range of health and safety topics from first aid application to recommended use of equipment and hazardous substance control. Such training include fire drill, emergency evacuation drill and CPR training. Though employers must provide a safe environment for employees to work satisfactorily, employees must make safety a priority while performing their duties. It is only when safety is built into daily activities that we are in full compliance.



Ibrahim Ismail (2nd position)

Safety and compliance to safety procedure is the responsibility of an employer, Health, Safety & Environment Department and the employee. Employers hold most of the responsibility for workplace health and safety. However everybody has his or her role to play as safety ambassadors of the organization. Safety is Paramount in an organization in order to prevent losses, down time and integrity of the company. It is therefore an employer's duty to protect the health, safety and welfare of their employees; and all other stakeholders directly affected by their business. Specifically, the employer should fulfil the following responsibilities:

I. Carry out risk assessment: employers are responsible for carrying out both generic and specific risk assessment

to ensure that employees have all the information about the hazards, risks and relevant controls in their workplace.

Risk assessment should highlight how employees are protected and designed to inform employees on how to manage the risks.

II. Employers must implement health safety procedures by arranging for the installation, maintenance and management of any equipment or activity necessary to keep people safe.

III. Creating health and safety policy: creating awareness on the relevant procedures is a legal requirement for all businesses.

IV. Display the health law poster.

V. Provide training and first aid kits.

HSE responsibility. HSE is the national regulator for workplace health, safety and welfare, and their main purpose is to prevent work-related deaths, injuries and ill health. Therefore, HSE is the intermediary between the employees and third employers.

Employee's responsibility: Employees have a duty to take care of their own health, safety, and that of others who may be affected by their actions at work. Therefore, employee must cooperate with their employers and co-workers to help everyone meet their legal requirements and stay safe in the workplace. The roles of employees include:

I. Attend health and safety training

II. Adhere to safety procedures

III. Report any hazards or failing in safety procedures

IV. Be proactive.

V. Stay safe together.



Grace Odejayi (3rd position)

In the popular story, whose job is it anyway, "there was an important job to be done and everybody was sure that somebody would do it. Anybody could have done it, but nobody did it, because everybody thought that somebody would do it. At the end of the day, nobody did what anybody could have done.

Everybody is somebody and the moment one person thinks that the other person would carry out the important job, then it's safe to say that anybody can assume the same."

In the scenario painted above, due to the unbothered attitude of everyone, nobody eventually got around to doing it. It is everybody's responsibility to ensure that everything in an organization runs smoothly, hence the Standard Operating Procedure, a guide, outlining what needs to be done to ensure the smooth running of the organization and the role that everybody has to play.

In a power distribution company of about 5000 workers, adhering to the standard operating procedure should be everyone's tasks. Everybody should operate in line with these procedures, no matter how immense or negligible they may appear to be. If nine in ten persons choose to take up this responsibility, then the effect would be better seen than when one in ten takes the responsibility.

As a change agent, it is my responsibility as it is yours to follow the procedures laid down by the organization. In conclusion, safety, and compliance to safety are components of the Standard Operating Procedure of the organization and it is everybody's responsibility to adhere and comply.



**OUR PLANET
OUR HEALTH**

**WORLD
ENVIRONMENT DAY**

IBEDC Roadmap Towards Implementation of the 2022 World Environment Day

theme **"ONLY ONE EARTH"** Part 1

Firstly, IBEDC shall be doing a more introspective assessment of its processes to determine areas where opportunities exist for reduction in its use of hardcopy paper work, the ultimate aim is to reduce the amount of papers being sent to the landfill, make savings for both the business and environment.

The 2022 World Environment Day celebration is considered to be a historical milestone for the global environmental movement since it marks 50 years since the 1972 United Nations Conference on Human Environment took place, this was the first conference on the environment that was a trigger for the establishment of Ministries of Environment and other agencies charged with managing environmental issues in many countries across the globe. IBEDC would adopt and implement certain initiatives towards entrenching greener lifestyles in its daily business operations as set out in the 2022 theme

Paperless Initiative

Firstly, IBEDC shall be doing a more introspective assessment of its processes to determine areas where opportunities exist for reduction in its use of hardcopy paper work/s, the ultimate aim is to reduce the amount of papers being sent to the landfill, make savings for both the business and environment.

Towards achieving this objective, a cross-divisional Committee would be constituted made up of stakeholders from every aspect of the business including but not limited to Procurement, IT, HR, Facilities, Finance, Legal etc. The Committee would be charged with:

- Determining simple, accessible and electronic management system for various processes as may be determined
 - Digital modes for correspondence, notices and announcements
 - Explore the option for credible partners for recycle and economic benefits
 - Options for cash requests, cash advances, electronic banking and other commercial activities
 - Engage vendors and customers on utilizing technology to reduce paper
- Other technological form and abilities to enhance print management and removing unwanted pages or prints
 - Replacing paper based supplies with reusable option

For instance, IBEDC stands to save about 3.6m annually if it migrates from hard paper memo to soft; about 84,000 naira would be saved from leave application, aggregated with savings obtainable from other business activities in a year then we can appreciate it better. These is just one aspect of our daily business activity. Options for additional savings abound in most sub-divisions by deploying IT technology i.e. memo writings, hospital application forms, materials request, tool box talk form/booklets, Cash advance, Statement of Expenses, amongst others.

SUCCESS NUGGETS

For IBEDC to achieve the 40% ACT&C loss reduction by December 2022, all hands must be on the deck. Therefore, we captured some success stories and experiences of staff dealing with the menace of energy theft.

In Kwara Region, we decided to place more priority on monitoring Maximum Demand customers by profiling them according to load demand and by applying the aphorism of the Pareto Principle. The Principle asserts that 20% input gives 80% output in any given event.

Strategically, we have formed a formidable team to monitor customers by weekends and also addressed almost all MD discovered metering issues. Our monthly ATC&C loss reduction from January to May 2022 which stands at 68%, 69%, 65%, 65% and 64% respectively.

Ebom Promise Chibuzor (RRPO kwara)

Prolonged and constant downtime has been a major problem, so I and my team ensure that technical downtime is reduced to minimal to enable customers enjoy the available supply they get daily. It resulted into increase in customer response to bill payments.

Funmilayo Ibitoye (Ag.BHM Omu-Aran)

Getting a good billing mix in favour of MD customers is key to reducing ATC & C losses.

RH Ibadan Mr. Olumide Akinmusire.

My team and I have been working on the following

- Prompt capturing of new consumers to achieve proper billing efficiency
- Close monitoring and supervision of MD and NMD customers for timely payment of their bills
- Aggressive cash drive involving Commercial, Technical and shared services staff in the Business Hub.
- Close monitoring of prepaid meters and repositioning of meters from inaccessible places to conspicuous points, to avert bypasses.

Mrs. Oyedele Modupeola Yemisi, Team Lead, Ota-Efun Service Center, Osogbo

I have been contributing my quota to loss reduction through the following activities:

- Mass disconnection of defaulters and effective monitoring against illegal reconnection
- Continuous customer education by engaging CDAs, CDCs, Youth associations, Civil society groups, Landlord Associations, Religious houses etc. on the need to promptly and regularly pay their bills and protect our installation.
- Prompt resolution of complaints from customers
- Training of Technical and Commercial staff on customer relations.

Babatunde Ajibose, Technical Engineer Ota Business Hub.

The technical efforts are to ensure our services give optimum satisfaction to our customers. Maintaining healthy and safe network demands giving attention to details in the distribution process, this will assist the commercial functions deliver commensurate revenue.

Engr. Suarau Adeleke Technical Engineer, Akanran BH

As a Safety Officer, one of the ways I contribute to loss reduction is by embarking on massive network inspections, pointing out areas where there are defects on the lines; and locations with under-size conductors. The timely responses to these observations has contributed to loss reduction.

Segun Samuel (Regional Safety Supervisor Kwara)

FITNESS & LIFE STYLE



PLAN YOUR WEIGHT-LOSS GOALS AROUND YOUR WORK SCHEDULE

Finding time to eat well and exercise can be a challenge, especially if you have a hectic schedule, so losing weight may feel like mission impossible. In addition, let me quickly say that Comfort foods like pasta, cakes and cookies that we binge on at work may produce an instant calming effect, but the long-term consequences like weight gain, inflammation and poor sleep can increase the risk of a heart disease or cancer.

Here are some tips to squeezing healthy habits into your busy schedule:

1. **Plan and prep ahead.** Working days are busy, through planning, you can carve out time for cooking when you have it. Set aside a couple of hours each week to do some basic meal prep, assemble ingredients and stock the fridge with ready-to-eat snacks and seasonal fruits like carrot, banana and orange.
2. **Choose unprocessed foods.** Unprocessed foods boast more fiber, vitamins and minerals than their processed counterparts do. For best results, aim to eat a largely plant-based diet. Buy packaged salads, pre-cut fruits, veggies, and grab-and-go fruits like apples, oranges and bananas.
3. **Start with a balanced breakfast.** Eating breakfast helps keep blood sugar levels steady and sets the stage for a day of healthful eating. The best breakfasts include a mix of carbohydrates, protein, fat and fiber. Carbs provide on-the-spot energy, protein has staying power and fiber helps you feel full for at least a few hours.
4. **Prioritize protein.** If you are getting enough protein, you will be less likely to overindulge. Protein helps slow the release of sugar into the bloodstream, which helps you feel full. Select a variety of protein sources, such as lean meat, chicken, fish, lentils, nuts, seeds and protein-rich grains.
5. **Squeeze in exercise.** I am guessing you don't have time for a 30-minute full-body workout every day. Don't worry about that. Break your workouts into more manageable increments (think 10 or 15 minutes). You can even just focus on moving more throughout the day. Take the stairs instead of the elevator. Use the bathroom down the hall or on a different floor.
6. **Remember your why.** Take a few minutes to remember why you decided to lose weight. When you connect back to the reason you wanted to shed some kilos and adopt healthier lifestyle habits, you will be better equipped to take steps to stay on course.

When your schedule is busy, it is easy to put yourself at the bottom of the to-do list. You rush through the morning to get kids to school, eat lunch at your desk to stay on top of your deadlines and go to bed late trying to catch up on everything you missed. Well, I believe these suggestions will help you turn a new leaf, and I look forward to seeing the new improved you soon. Cheers.

Donald Olu

HAPPENINGS ACROSS THE FRANCHISE

IBEDC Holds Safety Sensitization in Public Schools

We joined the nation to celebrate our future, the Nigerian child as part of activities for the 2022 International Children's Day celebration, by visiting several public schools within its network to create awareness on electricity safety. The visits also coincided with the Company's safety sensitization activities earmarked for the commemoration of the 2022 World Day for Safety and Health at Work.

A statement signed by the Chief Operating Officer (COO), Engr. John Ayodele said the need to educate children on imbining a positive health and safety culture should not be taken for granted. As cultivating the lessons on how to maintain safety around electricity early will not only save their lives, but it will also forestall lifelong injuries.

We strategically embarked on these sensitization visits of some public schools across our franchise to equip children with the safety skill set that will change their orientation about electricity safety and make them act proactively, because as we know, prevention is better than cure. The COO said.

Engr. Ayodele also explained that IBEDC is committed to upholding global safety standards, as well as sustaining the health and safety culture the company has built over the years through continuous internal endeavors and collaborations with external safety agencies.



HQ

PROCUREMENT AND SUPPLY CHAIN MANAGEMENT STUDENTS VISIT IBEDC

A total of seventy ND & HND students of Procurement and Supply Chain Management of the Polytechnic, Ibadan were on a one-day excursion to IBEDC Procurement and Supply Chain Administration Sub-Division and the company's Headquarters Stores, Eleyele, Ibadan on Wednesday May 11, 2022.

The students were treated to two hours interactive lecture session which was led by the Head, Procurement, IBEDC, Mr. Folarin Ayodele who is also the students' role model and leader in the profession. Other facilitators were Engr. Godwin Eze, Head of Facility Management.

Engr. (Mrs.) Bimbola Dada, Head, Supply Chain & Administration of IBEDC received the President of the students' association, Mr. Adekunle Isreal Oluwafemi and the leader of the students excursion team, Mrs. Florence Oyebamiji in her office at the end of the interactive lecture session.

The representatives of the students thanked IBEDC management for approval of the excursion, the practical procurement and supply chain management knowledge gained and the hospitality of the IBEDC procurement and supply chain management team.

The students later moved to the company's Headquarters Stores, Eleyele in Ibadan where they were exposed to the company's warehouse facility, some electrical and other equipment and vehicles in the Headquarters Stores, Eleyele, Ibadan.



OGUN

OGUN TRAINS STAFF ON CUSTOMER CENTRICITY

Ogun Regional Management has embarked on another comprehensive training exercise for staff across the region to optimize quality service delivery.

Ogun Regional Head Dr. Ademola Adewumi said the training is geared towards re-orientating staff on how to improve on service delivery and ensure customers are metered through the ongoing MAP Scheme.

Ademola explained that the training is also to identify consequences of bad service delivery, unfriendly attitude, and action/reaction to both internal and external customers. "These actions or inaction can ultimately affect the perception of our brand, revenue generation and breed animosity from stakeholders". He said.

Staff will be trained in batches across the region.

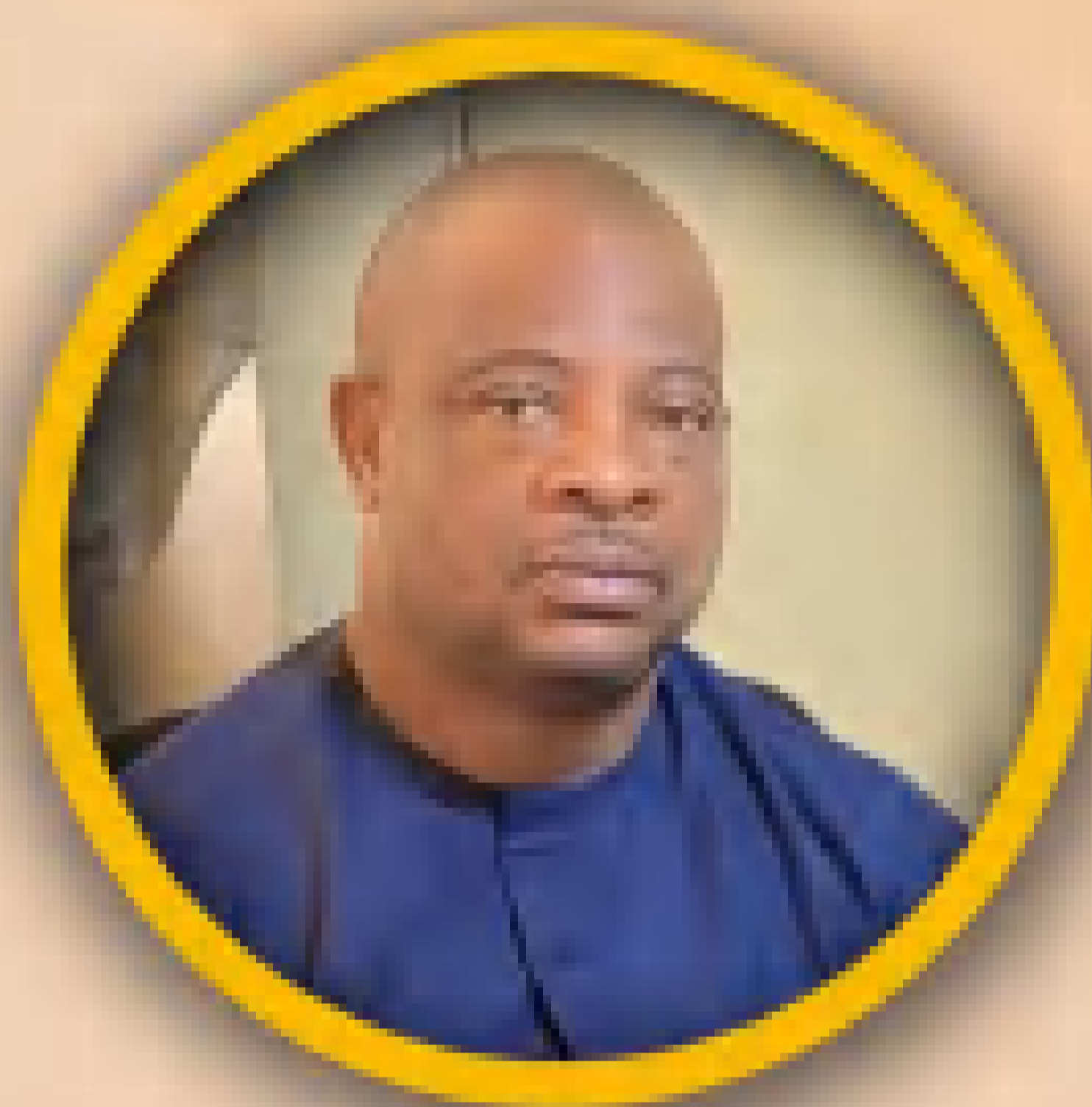


IBEDC CELEBRATES STERLING PERFORMANCE OF TWO STAFF

The success and failure of any organisation in achieving its goals depends very much on the quality and management factors of its human resources. Moreover, as part of the CAMEO revolution, IBEDC has been undertaking initiatives to improve performance through change management, alignment of organisational structure, job evaluation, operational process review, and implementation of succession planning framework amongst others.

Two of our colleagues cashed in on these initiatives to display their prowess and talents; and they have been rewarded with job upgrades.

- **Gboyega Agunlejika**, was the business hub manager, Ota under Ogun Region. He distinguished himself as an indefatigable revenue drive mobiliser, and a good talent manager. He is now the Ag. Regional Head, Oyo Region.
- **Abiodun Oguntunde** was the team lead, field operations, Molete, under Ibadan Region. He is known for his unparalleled business acumen and an outstanding organisational skill. He is now the Business Hub Manager, Molete. The entire IBEDC family celebrate these worthy ambassadors. Congratulations!



Word Search

Let's solve this Sudoku

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

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

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 3x3 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 3x3 box will contain every number from 1 to 9 exactly once

Answer to March/April edition

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



Winner of last Quiz Fortune Odesanya



PAPARAZZI

Your beloved IBEDC Paparazzi has been up and about the town, just to satisfy your viewing pleasure.
We bring you memories and actions from our safety week celebration, World Environment Day and lots more

World Environment Day activities at the Head Office



Osun Region awards Safety Staff of the month





PAPARAZZI

HSES 2022 Technical Colloquim Winners, Ogun Team celebrates victory



World Environment Day Tree planting in Kwara Region

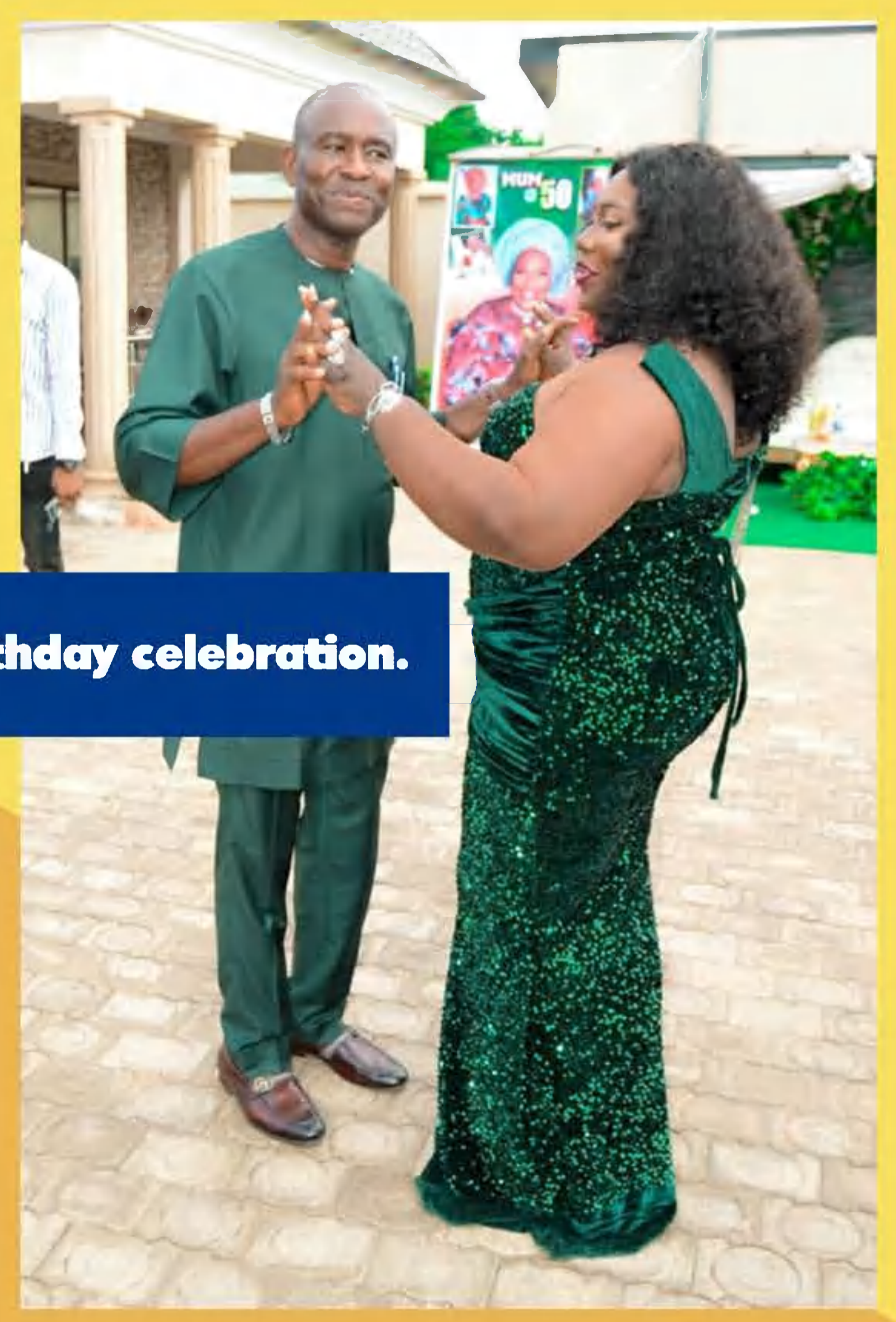


World Day for Safety & Health at Work 2022



CELEBRATING YOU

Congratulations to all our colleagues and stakeholders who were honoured for their contributions to the betterment of humanity. To those who celebrated their birthdays and tied the knot in the month of May/June, we wish you a lifetime of happiness.

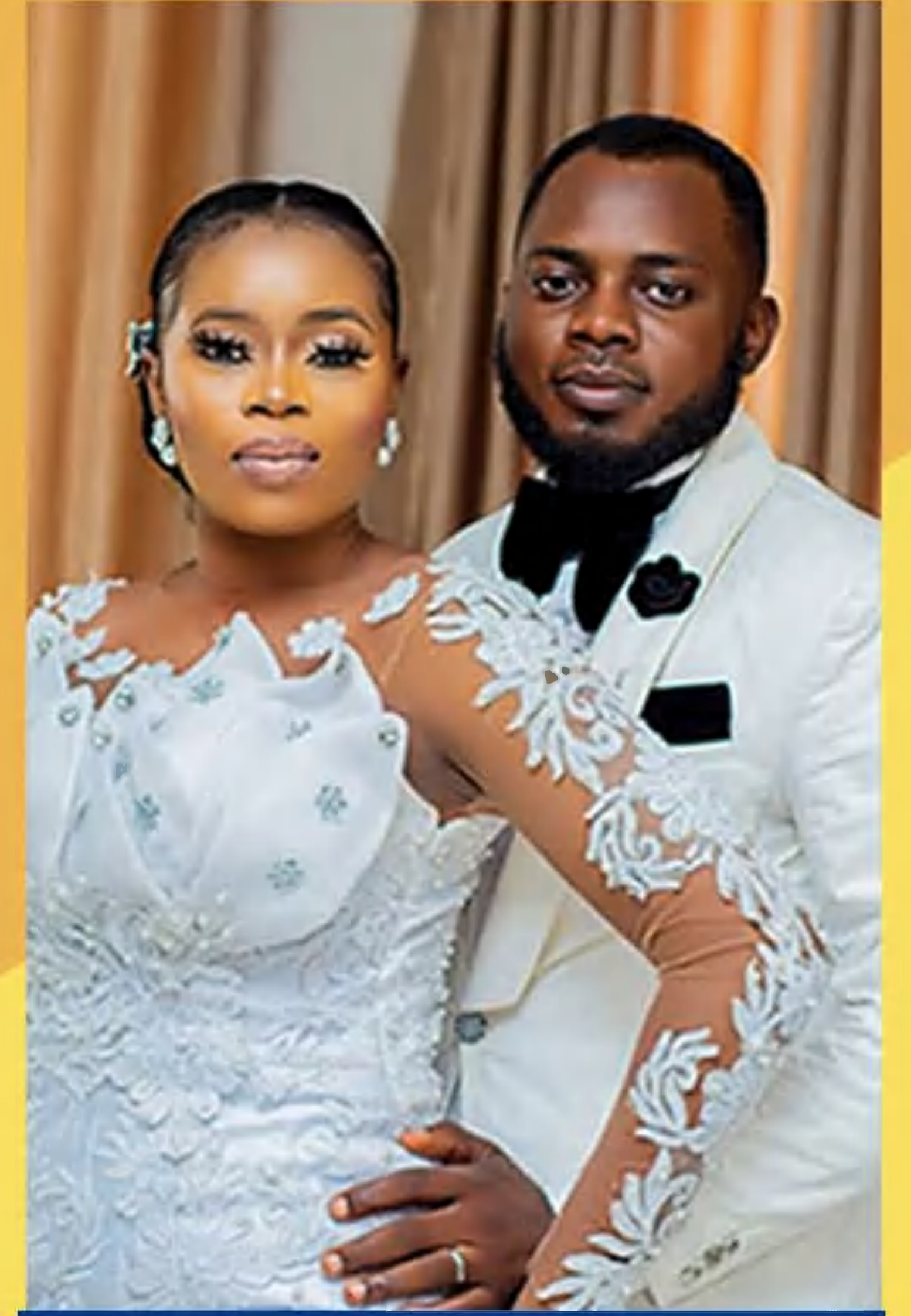


Mrs. Fadairo-Coker Henrietta Ifeoma (Team Lead Agba Service Unit under Challenge BHub) - 50th birthday celebration.



Alh. Yekeen Olanrewaju Regional Security Officer Oyo Region, Appointed Oyo State Commander, MAN O' WAR

CARPO AWARDED HONORARY MEMBER OF MAN O' WAR



Happy Married Life Omolabake Ilesanmi, Head Office



Mr. Victor Ojelabi, Head Audit & Risk receives a honorary doctorate degree from the Maverick Business Academy London



Award by IBEDC to Akinbogun Wood Ali for his support in tree planting

Discussing Issues Surrounding Career Opportunities for Women (DISCO) (MEN ENGAGE)

A Father's Impact

Celebrating Men on Father's Day

Father's Day is a holiday of honoring fatherhood and paternal bonds, as well as the influence of fathers in the society. The day is celebrated on various dates across the world, and different regions maintain their traditions and peculiarities of fatherhood. Father's Day is a recognized public holiday in Lithuania and some parts of Spain, as it was in Italy until 1977. It is a national holiday in Estonia, Samoa and South Korea, where it is called Parents' Day.

So the big question is, what makes one a father? Anyone can impregnate a woman, but being a father takes a lifetime of work, love and devotion. A father's role in a child's life cannot be wished away or arrogantly arrogated to any Tom, Dick and Harry. The role of a father definitely affects the child and helps shapes his or her outlook to life.

Father's involvement in a child's life, has dramatically evolved and become more prominent over the years. There has been a paradigm shift from seeing the fathers as just distant breadwinners to a more holistic recognition of being equal co-parents with the mothers, through the following ways:

Fathers and Emotional Development

Fathers, like mothers, are pillars in the development of a child's emotional well-being. Children look to their fathers to lay down the rules and enforce them. They also look to their fathers to provide a feeling of security, both physical and emotional. Children want to make their fathers proud, and an involved father promotes inner growth and strength. Studies have shown that when fathers are affectionate and supportive, it greatly affects a child's cognitive and social development. It also instills an overall sense of well-being and self-confidence.

Fathers Set the Bar for Relationships with Others

Fathers not only influence who we are inside, but also, how we have relationships with people as we grow. The way a father treats his child will influence what he or she looks for in other people. Friends, lovers, and spouses will all be chosen based on how the child perceived the meaning of the relationship with his or her father. The patterns a father sets in the relationships with his children will dictate how his children relate with other people.

Fathers and Their Daughters

Young girls depend on their fathers for security and emotional support. A father shows his daughter what a good relationship with a man is like. If a father is loving and gentle, his daughter will look for those qualities in men when she is old enough to begin dating. If a father is strong and valiant, she will relate closely to men of the same character.

Fathers and Their Sons

Unlike girls, who model their relationships with others based on their father's character, boys model themselves after their father's character. Boys will seek approval from their fathers from a very young age. As human beings, we grow up by imitating the behavior of those around us; that is how we learn to function in the world. If a father is caring and treats people with respect, the young boy will grow up much the same. When a father is absent, young boys look to other male figures to set the "rules" for how to behave and survive in the world.

Through the Men-Engage and Manbassador programme, IBEDC is providing services and programming that aim to increase IBEDC's fathers' positive parenting and supervisory skills so that our men can develop effective communication skills, adequate emotional support skills, and stress management skills which can have a double effect because they benefit from positive father involvement and effective team performance at work.

Daniel Iyoha-Ojie
(Coordinator, Change Management)



| S/N | NAME | JOB TITLE | LOCATION |
|-----|------------------------------|--------------------------------------|-----------------------|
| 1 | VICTOR AJILEYE AKINDELE | OPERATION & MAINTENANCE OFFICER | OLUMO |
| 2 | ADEDOYIN ADEBISI | CUSTOMER CARE OFFICER | ILESA |
| 3 | DAMILARE ALAN IAYOOLA | LINESWORKER | UEBU-ODE |
| 4 | TEMITOPE EBENEZER OPESAN | TECHNICAL SUPERVISOR | EDE |
| 5 | CYNTHIA CHUKWUAMAKA UEI | ACCOUNT OFFICER | AKANRAN |
| 6 | ADEBAYO ADELANA OLOYEDE | MATERIAL MANAGEMENT OFFICER | HEAD OFFICE |
| 7 | AYOOLA SAMUEL ADERINWALE | MATERIAL MANAGEMENT OFFICER | SANGO |
| 8 | KOLAWOLE OLANREWAJU ADETORO | ACCOUNT OFFICER | OGBOMOSO |
| 9 | PATRICK AYOKUNLE AKINTOMO | TECHNICAL TRAINEE | REGIONAL OFFICE, OGUN |
| 10 | ADEWALE DAMILARE SODIYA | ADMINISTRATIVE ASSISTANT | HEAD OFFICE |
| 11 | NAPOLEON MATTHEW AKPEOKHAI | ENVIRONMENT & SOCIAL OFFICER | HEAD OFFICE |
| 12 | SEUN ADEBAYO ADELEKE | MATERIAL MANAGEMENT OFFICER | AKANRAN |
| 13 | OLANREWAJU MUJEEB DARAMOLA | CUSTOMER CARE OFFICER | HEAD OFFICE |
| 14 | ROTIMI OLAGBOYE | ENERGY MANAGEMENT OFFICER | HEAD OFFICE |
| 15 | SIMEON BALA | INFORMATION TECHNOLOGY AUDITOR | HEAD OFFICE |
| 16 | JOSEPH AYOTUNDE SALAKO | METERING & MAINS INSPECTION OFFICER | AKANRAN |
| 17 | OLAGOKE OLAYINKA ADEMAKINWA | CUSTOMER CARE OFFICER | MOLETE |
| 18 | MAYOKUN ADELOORE OYEDIRAN | CUSTOMER CARE OFFICER | MOLETE |
| 19 | OLUWAFEMI KAYODE OGUNSAKIN | METERING & MAINS INSPECTION OFFICER | APATA |
| 20 | SHERIF TAYE OWOLABI | LINESWORKER | ILESA |
| 21 | AYODELE OLUWASEGUN ADELAJA | METERING & MAINS INSPECTION OFFICER | APATA |
| 22 | ABDULRAHMAN OLANREWAJU TJANI | HEALTH, SAFETY & ENVIRONMENT OFFICER | REGIONAL OFFICE, OYO |
| 23 | AKEEM OYESADE MURITALA | METERING & MAINS INSPECTION OFFICER | MONATAN |
| 24 | OLAMIDE DIANE OMOKANJUOLA | ADMINISTRATIVE ASSISTANT | HEAD OFFICE |
| 25 | OLAJIDE ADEYINKA ADEKUNLE | INFORMATION TECHNOLOGY AUDITOR | HEAD OFFICE |
| 26 | MUYIDEEN OLAWALE YUSUF | LINESWORKER | OSOGBO |
| 27 | LAWRENCE EZE | HEAD, ENVIRONMENT & SOCIAL OFFICER | HEAD OFFICE |
| 28 | FIDELIA NTASINWOHA | LINESWORKER | OSOGBO |
| 29 | MAYOWA BUKOLA OLAKANMI | CUSTOMER CARE OFFICER | HEAD OFFICE |
| 30 | AYODEJI BABATUNDE ADISA | AMIADMINISTRATOR | DUGBE |
| 31 | DAMILOLA ELIZABETH OJENIYI | TECHNICAL AUDITOR | HEAD OFFICE |
| 32 | SHITTU AJIBOYE SULEIMAN | FACILITY MANAGEMENT OFFICER | HEAD OFFICE |
| 33 | OJO OLUWADAMILARE MICHEAL | DISTRIBUTION SUBSTATION OPERATOR | OTA |
| 34 | YAKUB KOLAWOLE KAZEEM | LINESWORKER | IKIRUN |
| 35 | AUWAL ABDULRAZAK IBRAHIM | TECHNICAL AUDITOR | HEAD OFFICE |

HAPPY FATHER'S DAY



Celebrating our **IBEDC** fathers and fathers in making



distributing power, changing lives...