



# RAISON D'ETRE

'Our Reason for Existence'



**NOVEMBER & DECEMBER**

TWENTY'21





**EDITORIAL**

Christmas is here again! Hurray! The season of cheer and goodwill brings the perfect opportunity to appreciate our customers, after all, they are the *raison d'etre* our business is up and running. Our customers are our central focus, and without them, we wouldn't exist!

Christmas is all about giving and receiving. Children wait in anticipation for Christmas because they know new clothes, shoes or toys are coming their way. For parents, it's family time.

Customers, on the other hand, look forward to getting something as a reward for their loyalty and patronage. Most times, it doesn't matter what you give them, the thought that they are appreciated, is all that matters.

In this final edition of IBEDC Voice for 2021, we are going out of the way to thank all our loyal customers. A little spotlight wouldn't hurt. We are showcasing our customers to hear what they have to say about our services and areas they feel we can improve to serve them better. The idea is to make them feel valued and special and to feel a sense of pride in doing business with us.

Our regular columns are also a must read this Christmas season.

Merry Christmas to our esteemed customers, staff and all stakeholders. Here's a toast to a prosperous 2022!

<b>CELEBRATING OUR CUSTOMERS</b> <i>The reason for our existence</i>	<b>3</b>	<b>HAPPENINGS ACROSS THE FRANCHISE</b>	<b>17</b>
<b>LEGAL PERSPECTIVE</b>	<b>8</b>	<b>SUCCESS NUGGETS</b>	<b>14</b>
<b>METERING UPDATE</b>	<b>9</b>	<b>CELEBRATING YOU</b>	<b>21</b>
<b>BEHIND THE ROLE</b>	<b>10</b>	<b>SAFETY TALK</b>	<b>12</b>
<b>POLICY WATCH</b>	<b>11</b>	<b>DISCO 4 WOMEN</b>	<b>18</b>
<b>HEALTH FOCUS</b>	<b>13</b>	<b>WORD SEARCH</b>	<b>16</b>
<b>IBEDC PAPARAZZI</b>	<b>19</b>	<b>SPORT @IBEDC</b>	<b>15</b>



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# CELEBRATING OUR CUSTOMERS

## THE REASON WE'RE IN BUSINESS

The holiday season is a great time to show customers why they matter, either through giveaways, discounts, promos or simple genuine heartfelt appreciation. At IBEDC we are going through the recognition and appreciation route by giving them a voice and opportunity to speak to us directly via this special end-of-the year edition of IBEDC Voice dedicated to them.

We interviewed various categories of our customers (Maximum Demand (MD), Non Maximum Demand (NMD or Residential) and we are glad to say that we connected with them on a much deeper level to feel their pulse and know how we can serve them better.

### IBEDC VOICE INTERVIEW WITH MAXIMUM DEMAND CUSTOMER

**VOICE-** Thank you for granting this interview, what is your name, and where do you reside?

**CUSTOMER-** My name is Engr. Felix Adepeju, I am the Technical Engineer for Park Inn and I reside in Kuto

Abeokuta. Park Inn by Radisson is an exotic hotel in Abeokuta. It caters to all the needs of both business and leisure travellers.

**VOICE-** How has IBEDC service added value to Park Inn?

**CUSTOMER-** IBEDC has been effective in terms of power delivery and has lived up to expectations. But there is still room to improve better

**VOICE-** How would you describe our vending process?

**CUSTOMER-** The vending process is okay and we have been cooperative as partners

**VOICE-** Are you satisfied with our billing methodology and process?

**CUSTOMER-** The billing process is okay and we don't have any issue towards that. Keep it up



PARK INN (OGUN)

**VOICE-** How is the supply situation in your area?

**CUSTOMER-** The supply situation is okay, but there is still room to improve and to do better if generation is higher and the allocation of IBEDC increases.

**VOICE-** Do you think the SRT has improved your hours of supply?

**CUSTOMER-** The SRT is better and we pray that it should be a continuous process for improvement

**VOICE-** Are you satisfied with the deployment of meters from the phase zero of the NMMP scheme?

**CUSTOMER-** The phase zero meter of NMMP is not ideal, I think it is the meter with cost (MAP) that should be sustained to encourage every household to get metered and it will enable the DISCOs to generate more money and block all leakages

**VOICE-** How would you rate your interactions with our staff?

**CUSTOMER-** My interaction with your staff is superb and they are very professional. Very friendly and very considerate

**VOICE-** How responsive are we to reports of fault clearing?

**CUSTOMER-** Your staff are very friendly and dedicated. Fault clearing is fast and responsive

**VOICE-** What can we do to better meet your needs

**CUSTOMER-** I think you need to sustain what you are doing right now and improve on it.

### IBEDC VOICE INTERVIEW WITH NON-MAXIMUM DEMAND (NMD) CUSTOMERS KWARA

**VOICE-** Thank you for granting this interview, what is your name, and where do you reside?

**CUSTOMER-** Raphael Adeyemi, I reside at F Division Area, Tanke, Ilorin, Kwara State.

**VOICE-** How has IBEDC service added value to your life/business?

**CUSTOMER-** By the supply of electricity which I have found is cheaper than using a generating set.

**VOICE-** How would you describe our payment process?

**CUSTOMER-** Payment process has been smooth for me as I recharge my prepaid meter online. I have no idea of what physical payment is.

**VOICE-** Are you satisfied with our billing method and process?

**CUSTOMER-** Yes, for the meter I use, billing is fair enough but an increase in the price of units would be undesirable.

**VOICE-** How is the supply situation in your area?

**CUSTOMER-** Very poor, we hardly have 6 hours' light in a day, when it is available, it is low and the meter we use goes on and off.

**VOICE-** Do you think the service reflective tariff (new tariff plan) has improved your hours of supply?

**CUSTOMER-** No

**VOICE-** How would you rate your interactions with our staff?

**CUSTOMER-** I have had no interaction with them in recent times. But before now, they appear overwhelmed and wouldn't come to resolve one's complaints on time.

**VOICE-** How responsive are we to reports of fault clearing?

**CUSTOMER-** Not good enough. It's always complain of too much places to work and before it gets to one's turn it is always long.

**VOICE-** What can we do to better meet your needs?

**CUSTOMER-** Improve time of response to faults and complaints, increase time of power supply, provide and install transformers in areas where current transformers are overloaded.



RAPHAEL ADEYEMI  
ILORIN





**ALIYU HUSSEIN  
MOHAMMED**  
Ilorin

**VOICE-** Thank you for granting this interview, what is your name, and where do you reside?

**CUSTOMER-** Hussein Aliyu Mohammed, I reside in Sango area, Ilorin.

**VOICE-** How has IBEDC service added value to your life/business?

**CUSTOMER-** Electricity is part of our daily lives and whether we like it or not a day without electricity is a punishment, practically one cannot do anything business wise without their services.

**VOICE-** How would you describe our vending process?

**CUSTOMER-** The vending process leaves a lot to be desired.

**VOICE-** Are you satisfied with our billing methodology and process?.

**CUSTOMER-** To be frank, the billing process for me is not fair, I am given estimated bill.

**VOICE-** How is the supply situation in your area?

**CUSTOMER-** The supply situation has improved significantly, daily we get supply for at least 6 hours now unlike in the past when we don't get up to 2 hours of electricity supply in a month.

**VOICE-** Do you think the SRT has improved your hours of supply

**CUSTOMER-** I suppose so.

**VOICE-** Are you satisfied with the deployment of meters from the phase zero of the NMMP scheme?

**CUSTOMER-** Yes but the pace is too slow

**VOICE-** How would you rate your interactions with our staff?

**CUSTOMER-** on the scale of 1-10 I will rate them 6, that means there is room for improvement.

**VOICE-** How responsive are we to reports of fault clearing?

**CUSTOMER-** I will say zero

**VOICE-** What can we do to better meet your needs?

**CUSTOMER-** Increase supply, employ more work force and roll out more prepaid meters.



**MRS.  
ESTHER ADE**  
IBADAN

**VOICE-** Thank you for granting this interview, what is your name, and where do you reside?

**CUSTOMER-** My name is Mrs. Esther Ade, I reside at Fodaxis, Ibadan. I am an insurance marketer and I also have a shop where I do business.

**VOICE-** How has IBEDC service added value to your life/business?

**CUSTOMER-** So far so good, it is not as if IBEDC is there yet but they are getting better in terms of supply of electricity and I will like to say that they can still do better.

**VOICE-** How would you describe our vending process?

**CUSTOMER-** In terms of trying to recharge, it is a lot easier now than before. The queue is better than before. We are being attended to on time, however, there is room for improvement. I come to the office to vend because it is close to me and I use the opportunity to make other enquiries. We see effort that is being made and we also recognize that there are bottlenecks but I want to implore the IBEDC Management to take a look at the challenges and see how the process can improve the lives of Nigerians

**VOICE-** Are you satisfied with our billing methodology and process (any resolved complaint)?

**CUSTOMER-** I use prepaid meter and with that, it is much easier. It is what I use that I am billed for but if I come from the angle of my relatives who live in places where there is no meter, estimated billing really gives them issues. The Management should look into deploying meter to those places where they do not have meter so that the problem

of estimated billing is solved.

**VOICE-** How is the supply situation in your area?

**CUSTOMER-** Supply is Ok and better than before but I still think there is room for improvement.

**VOICE-** Are you satisfied with the deployment of meters from the phase zero of the NMMP scheme?

**CUSTOMER-** Yes, I was given the meter February this year and it was free. I didn't even know they were coming. I was in my house when they came and told me they were around to install meter.

**VOICE-** How would you rate your interactions with our staff?

**CUSTOMER-** With meter I don't really interact with IBEDC staff unlike when we were on estimated billing. However, when I go to the office I am attended to promptly without any issue.

**VOICE-** How responsive are we to reports of fault clearing?

**CUSTOMER-** I won't really know because we have people in my area who make all the contact but we don't really have issues except during the rainy season.

**VOICE-** What can we do to better meet your needs?

**CUSTOMER-** I would like IBEDC, if possible, to help reduce their charges and then give more supply to other areas so as to boost businesses because most businesses rely on electricity for survival.



**ADEGOKE  
CHARLOTTE**  
IBADAN

**VOICE-** Thank you for granting this interview, what is your name, and where do you reside?

**CUSTOMER-** My name is Adegoke Charlotte, I live in Ibadan. I am a business woman and a pastor.

**VOICE-** How has IBEDC service added value to your life/business

**CUSTOMER-** I think it is normal, just there. It's ok

**VOICE-** Are you satisfied with our billing methodology and process (any resolved complaint)?

**CUSTOMER-** It is not like before. It is high this time around. Though in my area, it is better, compared to other places.

**VOICE-** How is the supply situation in your area?

**CUSTOMER-** My area is better than other places. I am happy about that but I will appreciate if you can improve in other areas so that the complaints will reduce.

**VOICE-** Do you think the SRT has improved your hours of supply?

**CUSTOMER-** If I vend like N2000 previously I should be able to use it for three weeks but it is not like that now, in just a week it will be over. What I do now is to try to conserve energy at home.

**VOICE-** Are you satisfied with the deployment of meters from the phase zero of the NMMP scheme?

**CUSTOMER-** I have a meter and I prefer prepaid meter over estimated billing

**VOICE-** How would you rate your interactions with our staff?

**CUSTOMER-** I do not have issues with interacting with IBEDC staff. There has not been any case of disrespect or ill-treatment from them. I do not have issues with them at all.

**VOICE-** What can we do to better meet your needs?

**CUSTOMER-** I will appreciate if supply can be better especially this December period.



**Mr. OLUSOLA  
TOLANI**  
OYO

**VOICE-** What is your name, what do you do and where do you reside?

**CUSTOMER-** My name is Mr Olusola Tolani; I reside at Agbowo area opposite UI and I am a business man.



**VOICE-** How has IBEDC service added value to your life and business?

**CUSTOMER-** First, I am very happy with the improved power supply to the University of Ibadan because I make my living there: Laundry and Barbing Salon. However, where I live, the supply is not like UI.

**VOICE-** How would you describe our vending process?

**CUSTOMER-** It is very convenient and easy just like the banks' ATM, but sometimes, the experiences of what the banks call "SERVER BREAKDOWN or NO NETWORK" can be very frustrating. This causes so many human traffic at your offices. In addition, the speed of getting a new vending card is slow, and out of frustration, one can be tempted to want to bypass your meter especially during weekends. You lose a lot of revenue from this.

**VOICE-** Are you satisfied with our billing methodology and process?

**CUSTOMER-** When I was receiving estimated bills, the amount I received every month was debatable, not consistent, until when I wrote before some adjustments were made. This continued until I got a Prepaid meter. Response to complaints, sometimes are slow, sometimes they are timely.

**VOICE-** How is the supply situation in your area?

**CUSTOMER-** As I earlier said, it is not too good to be looking at an area in front of you enjoying power supply while you are not having the same experience. The supply to UI should also get to Agbowo and its environs. If not the same but something close. We are not in the rural areas.

**VOICE-** How would you rate your interactions with our staff?

**CUSTOMER-** Some of your staff need training in human relations, public ethics and behavior. In addition, we seem not to easily identify your bonafide staff from some casuals who operate especially during weekends. However, some of your staff are friendly and responsible.

**VOICE-** How responsive are we to reports of fault clearing?

**CUSTOMER:** Your response to UI faults is laudable as it has helped my business but that of my residence is too slow and laced with issues.

**VOICE-** What can we do to better meet your needs?

**CUSTOMER-** Provide vehicles like Hilux, ladders and materials for your operations as these are many of the excuses your staff present as reasons for slow or delayed faults clearing.



**CHIEF  
ASIWAJU  
DUROJAYE  
SOLA TOYIN  
OSUN**

My name is Chief Asiwaju Durojaye Sola Toyin, I live at Safejo Junction Abiri Ogudu Road Ile-Ife, Osun State. IBEDC service has added great value to my life and my business. You people are trying your best. The supply situation in my area is interesting, but I encourage you to put more effort. I am still waiting for your prepaid meter under the NMMP Scheme. My interaction with your staff has been wonderful so far, very good interaction. In terms of fault clearing, it has been improving.

I would like you to pay more attention to your costumers and organized program that will bring us together to know better our problems.



**LEKAN  
OLASUPO  
OSUN**

I am Mr. Lekan Olasupo and I live at Osunlepo Area, Owode Ilesa and sometimes the GRA , Oke Fia. Your services are better now, compared to previous distribution company system. In terms vending, it is far better; I do most of my unit purchase online. About 90% of the unit, I am using are bought online. It is very convenient; I don't stress myself looking and monitoring the used unit because I can buy it at any time. I wouldn't say much about your billing because I am on prepaid meter and what I load on my meter is what I use unlike those on estimated billing. In terms of supply, 16hrs power supply is certain except when there's a general fault. Though, it is not all the staff that perform very well but on average, I will say it is above 80%. I will like IBEDC to Involve more banks in online unit purchase, and complaints of meters tampering should be resolved within the shortest possible time.

# LEGAL PERSPECTIVE

## Regulatory Highlights in the Power Sector for the year 2021 (Part 1)

As the year rolls to an end, the Nigerian Electricity Supply Industry has seen its fair share of vicissitudes in the face of changing policies and increasingly intricate regulatory requirements. This article will attempt to elucidate an overview of the most notable regulatory developments affecting not only the Distribution market but the sector as a whole.

### January 2021

The Minister of Power had directed the suspension of the tariff increment implemented by the December 2020 Minor Review of MYTO 2020 and Minimum Remittance Order for the Electricity Distribution Licensee (NERC/233/2021) following outrage by Labour Unions and the public. During this hiatus, billing reverted to the revised MYTO 2020 (ORDER/NERC-/202B/2020) and Minimum Remittance Order. DisCos were directed to apply the end-user tariff in the Revised November Service Reflective Tariff (SRT) for 2020 until the suspension was reversed.

### February 2021

Following the unsuccessful resolution with Labour Unions Joint Ad-hoc Committee on Electricity Tariffs' (FGN-NLC/TUC Committee). NERC allowed the suspension of the December 2020 Minor Review of MYTO 2020 and Minimum Remittance Order to extend for another 28 days. During this period, NERC solicited for Consultation on the review of its Meter Asset Provider (MAP) Regulation 2018. NERC hoped that it would be able to synergise the innovation of MAPS with the prudence of the National Mass Metering Programme ("NMMP").

### March 2021

The suspension of the Order lapsed on the 1st March 2021 following positive negotiations with the pressure groups. IBEDC issued appropriate public notices in this regard using a combination of various media platforms and information dissemination channels. To meet market obligations, IBEDC would now collect N82.16 billion from Jan – June 2021, (i.e. N13.69 billion per month). All public and sector-wide consultations in respect of the MAP/NMMP cooperation was concluded.

### April 2021

The December 2020 Minor Review of MYTO 2020 and Minimum Remittance Order was released with (ORDER//NERC/262/2021) with minor adjustments to the macroeconomic indices and other variables of the tariff, and took effect from 1st April 2021.

### May 2021

NERC issued guidelines for the determination of Competitive Transition Charge (CTC) using different criteria to derive a working formula. This policy aimed at compensating DisCos for the losses occasioned by customers exiting their network as eligible customers who had been

issued appropriate permits.

### June 2021

In this month, NERC issued the Order on Extra-Ordinary Review of MYTO 2020 and Minimum Remittance Order for IBEDC (NERC/286/2021) once again. The new MYTO greatly retrospectively inflated our minimum remittance from 51% to 56%. To meet market obligations, IBEDC had to collect N30 billion from July – August 2021, i.e. N15 billion per month. During this month, DisCos commenced the agitation for Collective Action against all Illegal Independent Power Producers (IPPs) and Cases of License Infringement within their Franchise Areas. NERC would later affirm that it was yet to grant any customer status under the Eligible Customer Regulation, 2017 which allowed for the independent procurement of generation and distribution of electricity.

Watch out for Part 2 of this article in the next edition.

**Barr. Olawale Aro**

Head, Regulatory & Government Relations



# METERING UPDATE



The Head Metering Engr. Oluwatoyin Akinyosoye in this interview, provides update on efforts by IBEDC to have customers metered through the federal government-backed free meter scheme called the National Mass Metering Programme (NMMP) and the Meter Asset Provider (MAP) scheme which allows customers make instant purchase of meters.

**VOICE-** What is IBEDC Meter penetration?

**HM-** 38%

**VOICE-** How impactful is the NMMP scheme across IBEDC franchise?

**HM-** It has been very impactful; we have been able to reduce our metering gap reasonably. Also, losses have started to come down.

**VOICE-** How were the meters under phase zero of the NMMP deployed?

**HM-** They were deployed to unmetered active/suspended non Maximum Demand Customers on bands A and B along the appropriate feeders

**VOICE-** When will the other phases commence?

**HM-** Very soon, hopefully within the first quarter of 2022

**VOICE-** Tell us about the relaunch of MAP

**HM-** Relaunch will take place in December 2021.

**VOICE-** Is MAP the same thing as NMMP?

**HM-** No. They are not the same. MAP is financed by customers, who will later be refunded the cost of meter through energy (customers advance money to Discos to acquire the asset - money paid directed to the meter vendors) NMMP is financed through loan advanced to Discos by the Federal Government through CBN and meter given free to customers.

**VOICE-** What is the cost of a meter under MAPS?

**HM-** Effective from 15th November 2021, single phase is ₦63,061.32 while three phase is ₦117,910.69 inclusive of VAT.

**VOICE-** What are the steps of getting metered under MAP?

**HM-** Walk-in to any of our offices – Customer Care Unit (CCU) or visit: [msms.ibedc.com](https://msms.ibedc.com) to register and get a MAP ID. Then you will be notified by SMS to make payment upon successful Technical Evaluation of customer's premises. Registration can also be done online with our dedicated portal.

**VOICE-** When will the sale of meters under MAP commence?

**HM-** December 2021



**IBADAN ELECTRICITY DISTRIBUTION COMPANY PLC**

## Need a meter urgently?

**Get metered through MAP**

Dear Esteemed Customer,

- To ensure you get metered quickly, NERC has approved that customers can now purchase meters under the Meter Asset Provider (MAP) Scheme.
- Customers will get a refund of the cost of the meters through energy credits over a period of 36 months.
- The MAP scheme will also run concurrently with the National Mass Metering Programme (NMMP)

**Single Phase: NGN 58,661.39**  
**Three Phase: NGN 109,684.36**  
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## BEHIND THE ROLE WITH Tijani

"one should be committed with the tasks of what one is assigned to do"

"My belief about life is that one should be committed with the tasks of what one is assigned to do, failure to abide by this, one is bound to receive a negative reward that may affects one's life."

My name is Mustapha Sheu Tijani. I am a driver under the Meter Standard Section in IBEDC. My role is to drive and ensure that the Hilux pick up allocated to me is well maintained so as to ensure the safety of those personnel that I convey daily to the location of their duties.

My typical day begins with reporting to duty promptly, after resumption i ensure that daily routine checks such as: 1. Checking the water level of the Hilux pick up. 2. Oil level and all other parts that are important in the smooth function of the pickup. After this, the Hilux pick up is cleaned and ready for the days job After closing for the day's work, I return back home and rest for about an hour and thereafter observed my obligatory prayer. After this, I familiarize myself with my immediate family and find out if there is any issues while am away. My favorite food is white rice and fried plantain, I listen to religious music, my outfit is French suite and at my leisure time I like watching documentary from local TV station.

My philosophy/belief about life is that one should be committed with the tasks/ responsibilities of what one is assigned to do, failure to abide by this, one is bound to receive a negative reward that may affects one's life.

BEHIND THE ROLE



**Mustapha Sheu Tijani**  
Driver, Meter Standard Operations, HQ.



# POLICY WATCH



## POLICY WATCH: CUSTOMER SERVICE

IBEDC CONDITIONS OF SERVICE SECTION 4.10, PAGE 21

### ETIQUETTE: VISITORS, PHONE USE AND CONVERSATION

In line with the theme for this month, our focus is on Customer Service. For any business to grow or remain relevant, the business must ensure that it has customers who do repeat business (customer loyalty), and the way to ensure customer loyalty is to delight customers with

your service. Companies and businesses cannot thrive without a loyal customer base, and to ensure customer satisfaction, business must ensure their staff are able to provide excellent customer services through maintaining a professional relationship with the Company's customers. Our Conditions of Service has provided some guiding principles on how to relate professionally with our customers in Section 4.10 which addresses "Etiquette: Visitors, Phone Use and Conversation".

4.10.1 Employees are to avoid personal conversation (face-to-face or on the telephone) when a client/customer is waiting.

4.10.2 All Customer Care Representatives will answer customer calls promptly in a courteous, thoughtful, considerate, patient and helpful manner. Also, use of proper identification including own name (full or partial), department or function when placing/receiving customer-related calls is mandatory.

4.10.3 Employees shall not use excessively loud ringtones in the work area which may disrupt business.

4.10.4 Personal conversations shall be kept to a minimum and be conducted in respectful tones. Shouting on the phone under any circumstance will not be tolerated.

4.10.5 When employees entertain personal visitors in the work area, visits must be kept short and be conducted professionally.

4.10.6 All visitors must be registered with the Front Desk Officers.

We must all bear in mind that customers are both internal (colleagues) and external, hence, the principles above apply to both customer categories. Showing disrespect for any class of customers or flouting any of the above is unacceptable and runs contrary to our Customer Service Charter and IBEDC has zero tolerance towards such infraction.

For more information contact [bolaji.balogun@ibedc.com](mailto:bolaji.balogun@ibedc.com)



# Safety Talk

Enjoy Hazard-Free Festivities: Tips to Stay Safe.



Festivity comes with excitement, merriment, felicitation, pleasantries, thanksgiving, celebration etc. This and many more is what the holiday season is all about. The last thing anyone wants to experience is accidents or mishaps. Throwing a wrench in the plans, or a clog in the wheel of festivity could ruin all fun. In view of this, it is of utmost importance that we all remain safe by being aware of all potential risks associated with holiday seasons. Places prone to risk include domestic settings, in-transits, vacation spots, cyber/electronics, personal hygiene and other biological hazards. Hence, it is pertinent that safety is always accorded premium priority, and not an afterthought. Here are some safety tips to include as part of your vacation luggage if you are bound for one or not:

### Travel:

- Obtain updated security information of your travel routes, including details of how motorable the roads are.
- Vehicles should be adequately serviced and maintained beforehand.
- Children should never be left alone and unattended to, especially in public places.
- Driver's license and all other relevant documents must be available and adequately updated.
- A spare tyre, mini tool box, first aid kit and fire extinguisher should be available in your vehicle.
- If utilizing public transport system, boarding should be done at recognized, designated motor parks.

### Vacation:

- Children should not be left unattended to, especially by the swimming pool.
- Only reputable recreational parks with adequately serviced facilities should be patronized.
- At zoos and game reserves, all rules of the establishment must be

adhered to and safe distances must be maintained from animals at all times.

### Domestic:

- Gas cylinders should be kept outside the house, not inside the kitchen.
- Gas pipes should be professionally inspected for possible leaks.
- Extra caution must be taken whilst decorating. Do not expose tungsten filament bulbs or naked wires to decorative pieces incorporating aluminium foil, straw, dried grass, tinsel, or shredded paper.
- Do not be quick to unplug household items in the event of a power surge. Instead, exit the building.
- Put on rubber footwear and avoid wet hands when using electrical appliances.
- Periodically ensure the proper earthing of your building to avoid electrical leakages.
- Fireworks and sparklers (although reasonably legislated against) must NEVER be handled by minors or held in

one's hand while igniting.

### Children Safety:

- Do not allow children to play with electrical appliances and connections or electric poles.
- Keep wires out of reach from children
- Trees growing through power lines must not be climbed.
- Do not allow children to play with phones and other electrical devices when plugged into electrical supply.
- Children should be forbidden from operating changeover switches.
- Electrical substations (transformers) must be strictly off limit.

### Covid-19

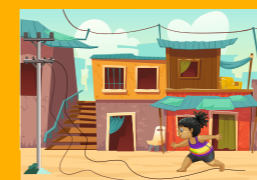
- Getting vaccinated is the top recommendation to minimizing the risk
- Avoid large crowds. Outdoor and well-ventilated spaces are best for meet-ups.
- Wear masks in public spaces. Specifically, when utilizing public transport.

Above all, remember just because you're on holiday, doesn't mean that risk / danger is also on holiday. Stay safe this holiday season.

### CHILD SAFETY SENSITISATION



It is dangerous to play with electrical appliances.



Do not touch or step on snapped wires on the street.



Do not play with metal poles or TV antenna close to power lines.



Avoid playing with phones or other devices when plugged to electrical supply



Do not climb trees growing through power lines to pick fruits or playing objects (like football).



# Health Focus



## How to Stay Healthy During the Festivities

As we enter into festivities, you need to keep yourself healthy to avoid ill health. Nothing is worse than getting sick post-festivity and trying to recover so you don't have to miss work. We want to provide some helpful tips to keep your mind and body happy throughout the season.

### Be Active

Have an active lifestyle to get your body moving: This looks different for everyone. If your job requires a lot of sitting, it can be good to have something to get you moving. Some people like working out, taking walks or runs around their neighborhood or taking workout classes like spin and yoga. It can vary for everyone, but as long as you have some activities for your body throughout the week it can help prepare your body for all the dancing and walking you do at festivals. Find something that works best for you.

that your body can perform the way it should during a festival and stretch those muscles!!

### Nourish and Fuel Your Body

Eat food that makes your body feel good. Eat food to nourish and fuel your body. Everyone's diets are different but finding foods that are nutritious for you is so important for maintaining a healthy lifestyle. Be careful with any crash diets or diet fads that cause you to restrict. Find a healthy balance between having nutrient-dense meals and snacks that satisfy those cravings that may not necessarily be "healthy". Find those foods you genuinely love to eat and cook.

Tips: *Food is fuel! No need to restrict, but find a healthy balance so that you are nourishing your body properly.*

### Drink Water

Prioritizing drinking water daily not just during the festive season can have major benefits for you. It can impact your brain function and energy levels as well as aid in boosting your metabolism. How much water you drink a day depends on the person. What you can do is to consistently drink when you're thirsty, during high heat and exercise to keep your body hydrated.

Tips: *Life's a Party. Stay Hydrated.*

### Prioritize Sleep

In case you didn't know, you need sleep, we need sleep, everybody needs sleep. Sleep assists in so many functions for your body. It can help protect your mental health, support physical health and improves quality of life. Make sure you are getting enough sleep in your daily routine so that you can perform at your best. By prioritizing sleep, you can find that you can be more productive, present and alert in your day.

Tips: *Get enough sleep, your body will thank you for it!*

### Take Your Vitamins!

Make sure you consult with a doctor before committing to any vitamins. There are certain vitamins that can be helpful in building immunity, muscles, and overall mental health. You can look into taking a daily vitamin to help get the vitamins you need. Some common ingredients in a daily vitamin include Vitamin C, Vitamin D, Magnesium, Calcium, Zinc, Iron, Folate, and Vitamin B-12. You can work on getting these vitamins from your food and use a daily vitamin to help. It is advised you consult with a doctor on what your vitamin regimen might be. You can utilize these vitamins during festivals to prevent sickness and sore muscles. Using vitamins in conjunction with our other tips can have your body performing at its best.

Tips: *Work with your doctor to create a vitamin regimen that is beneficial for your mind and body.*

Stay strong festival warriors! We hope with these tips you can maintain a healthy and active lifestyle in between festivals. We want to see you from festival to festival keeping it safe and staying hydrated.

# SUCCESS NUGGETS



## HOW DID YOU SUCCESSFULLY RESOLVE CUSTOMERS' COMPLAINTS?

We captured some thoughts here:

A customer once called to complain about a fallen pole which was affecting her sales due to disconnection. Aggrieved though she was, she mentioned a statement that she was only trying to put a call through in faith that a positive response would be an outcome of the call. Knowing how essential electricity supply is to every home and business, I immediately put a call through to the service center to get the technical crew to quickly attend to the request. This was resolved in a short time and I put a call back to the customer who also confirmed restoration of supply with laughter and cheer.

We shall keep recording more success stories as we are steadfast in working assiduously to make our customers happy always.

**Patrick Akinbinu**, Customer Care Officer, Ikirun Business Hub

Taking a job with IBEDC has been the most fantastic career move of my life. The company has invested a lot in my potential on how to interact with people from different backgrounds and different orientation as a customer care officer.

Upon this, I have learnt how to develop myself in some areas most especially on how to make use of excel in a proper way in collating series of customer's request and it has helped in having records in giving customer feedback on their complaints.

Despite the work load in the department, I and my team do exceed the closing period in resolving complaints of our customers. Mostly, we close by 6pm or 7pm so we can get complaints resolved.

**Kehinde Farayola**, Customer Care Officer, Osogbo Business Hub

It has been an amazing experience handling customers' complaint with different approaches because on daily basis, I meet new people with different opinions, ideas and perception about my organization.

Firstly, I put my emotions aside and pay attention to complaints before me to draw out issues attached to the complaints and solutions to the problem. My apologies and empathy towards their expression has paved way for me a lot while advising customers on their wrongs, if any, was discovered from their complaints. I am passionate with my role on the job and have achieved and recorded success story with customers through interactions and resolution of their complaints.

**Busayomi Abati**, Customer Care Officer, Ilesa Business Hub.

By virtue of my training on conflict resolution, I have been able to help restrain customers from resorting to litigation by creating a middle ground (alternative option) for both the customers and the company to chart in respect of complaints of wrongful billing and unlawful disconnection.

Customers feel very happy when they receive written correspondences from DISCOS especially the company that appreciates them for their continued patronage and uses words which presents them as having disputes worthy of review by the company.

In a bid to resolve complaint and help reduce the exposure of the company to avoidable litigation, I work with the Team Leads and Business Managers to provide responses that help to diffuse the subsisting tension in our customers as well as the resolution of their complaints.

**Segun Ogundola**, Legal Officer, Kwara Region

SUCCESS NUGGETS





# SPORT @ IBEDC

## Sports - Wellness and Holiday

Exercise releases endorphins, which means you, will be happier, the tough part is getting started, but an exercise infused fitness holiday pushes through that barrier. Whether you are looking to really feel the burn on a holiday or seeking something more restorative such as a retreat, working up a sweat is bound to put a smile on your face, it is incredibly rewarding!

Whether you are dreaming of the sea, sand, or mountains, you are certain to find healthy and fitness holiday for you, your partner, your family or whomever you decide...!

### Emotional Healing - Create Lasting Memories

This past year has been stressful, to say the least. A global pandemic struck us seemingly out of nowhere and we have had to adapt to a 'new normal'. Nevertheless, there is now some hope to grab onto. With the successful implementation of the vaccine rollout and the gradual relaxation of restrictions, normality is in sight. After the turmoil of the past year, we could all do with a wellness break to recover and re-balance our emotional health. Our range of emotional healing retreats will help you to put the calm back into your life.

### Stress Management - Increases Mental & Physical Happiness

If you are struggling to shake the stress caused by the pandemic, our handpicked de-stress holidays will give you the chance to recharge your batteries by offering activities including private yoga and Pranayama, alongside indulgent spa treatments and meditation sessions. Re-energize your body and mind, choosing your favorite spa treatments and holistic activities to create a de-stress holiday tailored to you.

### Socializing & Re-Connecting

A healthy holiday provides the perfect opportunity to socialize and reconnect with loved ones in a much-needed change of scenery. Treat yourself and your partner to a truly romantic and healthy getaway to re-connect meaningfully. Indulge in a range of vitality-boosting activities and treatments that will make your trip unforgettable. Establish life-long memories on exciting retreats in luxury locations that cater for the whole family.

### Health & Detox

Medical spa retreats are a great way to focus on your health in a luxury setting. On a medical holiday, you will receive expert advice from doctors, nutritionists, and personal trainers to help kick-start your post-pandemic wellness journey. Balance medical treatments with relaxing massages and holistic activities such as yoga and meditation to relax and rejuvenate the body and mind.

### Quality Family Time with Adventure

The pandemic has taken a lot from us, including our freedom. Many are missing that sense of adventure of going somewhere new and are craving a getaway. The lockdowns in the space of 12 months feels like we have been stuck inside for most of the year. Living and working at home has intensified cabin fever and we could all do with a change of scenery and some fresh air. What better way to explore the great outdoors than on an adventure holiday. Our adventure holidays provide a superb range of activities that offer a mixture of wellness, fitness, and the acquisition of new skills. Allow yourself to step out of your comfort-zone by challenging yourself physically and mentally and engaging with exciting and unique environments. Rediscover your wanderlust and dive headfirst into new culture and surroundings.

After the challenging past year, it is more important than ever to look after your physical and emotional wellbeing. Put your health and happiness first and embark on a well-deserved wellness retreat. Replenish your body and mind as you relax and recuperate in a luxury location and leave the stress of lockdown far behind you.

**Donald Olu**  
Customer Care Supervisor



## BRAIN TEASER

### WORD SEARCH

Solve the puzzle below, send your answers to [busolami.tunwase@ibedc.com](mailto:busolami.tunwase@ibedc.com)/[joshua.arowolo@ibedc.com](mailto:joshua.arowolo@ibedc.com) and stand a chance to win a prize

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

### Know the rules

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

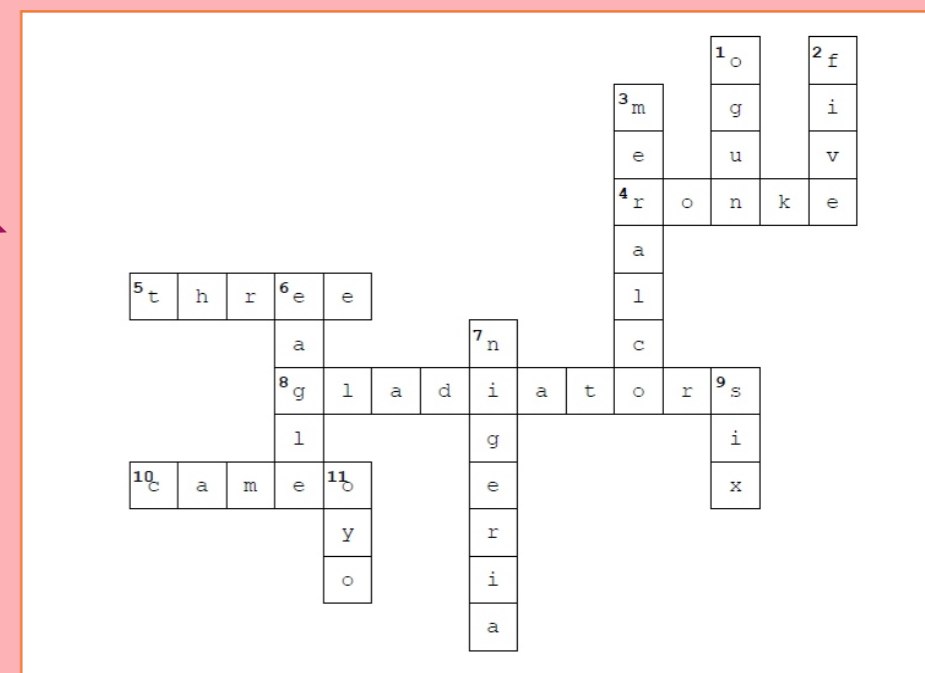
- Every square has to contain a single number
- Only the numbers from 1 through to 9 can be used
- Each 3x3 box can only contain each number from 1 to 9 once
- Each vertical column can only contain each number from 1 to 9 once
- Each horizontal row can only contain each number from 1 to 9 once

Once the puzzle is solved, this means that every row, column, and 3x3 box will contain every number from 1 to 9 exactly once.

Answers for last edition questions.

### WINNER OF LAST EDITION:

**Funmilayo Adeshoga**  
Ag. Head, Customer care





# HAPPENINGS ACROSS THE FRANCHISE

## IBADAN REGION TAKES SAFETY AWARENESS TO SCHOOL



As part of measures to eliminate all electrical related incident in our network, the HSE department visited a public school at Oluyole. The regional safety team, headed by the Regional Safety Supervisor (RSS) gave a safety talk advising the students on the safe use of electricity within and outside their homes. The awareness exercise was well attended as we had over 300 students and 20 teachers.

## OYO REGION COMMENCES SAFETY AWARENESS EXERCISE

In compliance with the ISO global safety standards and efficiency, Oyo region recently embarked on a combined internal and external safety awareness

exercises. The program commenced with reorienting the staff to pay more attention to their technical operations. With Monatan BH staff, the regional safety team, headed by the Regional Safety Supervisor (RSS), Mr. Michael Jolomi took the field personnel through some basic safety procedures and drills.

The team moved to Ojoo BH and Moniya SH to engage the technical staff, the session had the safety toolbox education with focus on Accident Prevention. They proceeded to Akanran BH management with a session at Lagos-Ibadan Toll Gate to sensitize haulage truck drivers of the risks and exposures attached to parking underneath overhead lines.

The awareness exercise extended to a danger spot on the Ojoo expressway where a giant crane, two feet away from the right of way of our Adogba 33 KV overhead lines, and where vehicles are parked underneath and used as a sales' depot.

The team pasted the danger stickers around the spots as a precautionary and awareness measure. The RSS said the exercise is a continuous one. The RH and TM expressed their delight at the outcome of the exercises, promised support and cooperation to make the awareness a conscious reality in all our activities.



## OGUN REGION HOLDS EMERGENCY DRILLS

Ogun region recently held an emergency evacuation (Fire and Medical) drill at the Regional office/Ijeun Business Hub in November 2021. The time of evacuating the two floors was 1 minute 47 seconds.



# DISCO 4 WOMEN

Orange the world:  
End violence  
against women now!



## IBEDC zero tolerance on all forms of Gender-Based Violence (GBV)

The 16 Days of Activism against Gender-Based Violence is an annual international campaign that kicks off on 25 November, the International Day for the Elimination of Violence against Women, and runs until 10 December, Human Rights Day. It was started by activists at the inaugural Women's Global Leadership Institute in 1991 and continues to be coordinated each year by the Center for Women's Global Leadership. It is used as an organizing strategy by individuals and organizations around the world to call for the prevention and elimination of violence against women and girls.

The global theme for this year's 16 Days of Activism against Gender-Based Violence, is "Orange the world: End violence against women now!"

Addressing gender-based violence (GBV) in the workplace isn't just ethical; it's good for business. GBV is more prevalent than people think.

- 41% of women report that they have been sexually harassed at work.
- 48% of women in technical fields report that they have been sexually harassed.
- 35% of women worldwide have experienced either physical and/or sexual intimate partner violence or sexual violence by a non-partner.

One important step to addressing GBV is ensuring that high-quality and gender-equitable policies are in place at organizations.

Engendering Industries recommends that organizations create the following policies:

- Sexual harassment and workplace GBV policy
- Workplace policy to prevent and respond to domestic violence
- Grievance and complaints mechanism to handle reporting of incidents.

At IBEDC, we have zero tolerance on all forms of harassment especially sexual harassment. We have been doing a lot to advance gender equality and prevent Gender-Based Violence (GBV) including applying disciplinary actions ranging from dismissal to termination of employment of culpable employees.

The company has emplaced and continues to implement a robust Condition of Service that prohibits all forms of harassment (including but not limited to harassment on the basis of pregnancy and gender).

To ensure that employees are familiar with policies surrounding harassment, the company launched a mandatory online course for employees. The training which was deployed between August and September 2021 through the IBEDC-Learning Management System (LMS) was for all Line Managers to have solid understanding of what sexual violence is and how to recognize the implicit and explicit warning signs of danger that put themselves, their line reports and the company at risks.

TAKE ACTION!

IBEDC as part of the Engendering Industries, stand against Gender Based Violence in its entirety at Work, Home, and Community.







Staff in Christmas mood



Free Blood Sugar Testing for Staff & Customers @ IBEDC Head Office During the 2021 World Diabetes Day held on November 14.



Pictures from the burial of late Captain Hosa Wells Okunbo, pioneer IBEDC Director and investor who passed away on August 8, 2021. He was buried in Benin City on October 9.

# Paparazzi

Your beloved IBEDC Paparazzi has been up and about the town, just to satisfy your viewing pleasure. We bring you shots from the World Diabetes Day, DISCO4Women Career Fair at the Kwara State Polytechnic and lots more. Enjoy!



Founder & Board Members of the Restanchor Total Child Parenting Foundation during a Thank-you Visit to IBEDC on the CRS support given to Orphans & Vulnerable Children



Opening of Bids for the 2021 CBN Funded Projects held at the Head Office on November 25.





# Celebrating YOU!

A big Congratulations to our friends and colleagues on their awards, investiture as well as wedding events. We wish them a lifetime of achievements, and to our newest couple, conjugal bliss.



Honour Well Deserved! Chief Business Transformation & Strategy Officer (CBTSO) Mr. Ola Ayodeji was among 146 individuals conferred with award as Honorary Senior Member of the Chartered Institute of Bankers of Nigeria (CIBN) on October 31 in Abuja



Chief Human Resource Officer, Ehi Obaseki Clinched the Health, Environment & Safety Professionals 'Africa Safety Safety (AfriSAFE) Award for Excellence 2021. The Award was received by the Head, Human Capital Development - Adetayo Abiola on her behalf.



Congratulations to Emmanuel Olaosebikan AMI Administrator, Kwara region and his beautiful bride Dorcas Oluwaseun Falodun on the occasion of their wedding



# Welcome

S/N	FIRST NAME	SURNAME	JOB TITLE	LOCATION
1	FOLARIN	OLADAPO	TECHNICAL TRAINEE	DUGBE
2	RASHEED	AMOLEGBE	TECHNICAL TRAINEE	MOLETE
3	OLUWAMUREWA	ODEKUNLE	TECHNICAL TRAINEE	HEAD OFFICE
4	OLUWAGBOTEMI	OYADOYIN	TECHNICAL TRAINEE	IJEBU-ODE
5	TEMITAYO	ADEGBOYEGA	TECHNICAL TRAINEE	MOLETE
6	MUBARAK	AJALA	TECHNICAL TRAINEE	OTA

7	EBUNOPE	AJAYI	TECHNICAL TRAINEE	MONATAN
8	SYLVESTER	AGBADI	TECHNICAL TRAINEE	CHALLENGE
9	OLUBUSAYO	OJETOLA	TECHNICAL TRAINEE	REGIONAL OFFICE, OGUN
10	OLUFEMI	ADEYEMO	TECHNICAL TRAINEE	IJEUN
11	TAIWO	AJAYI	TECHNICAL TRAINEE	REGIONAL OFFICE, OGUN
12	ADEDEJI	OJUADE	TECHNICAL TRAINEE	OJOO
13	ABIMBOLA	ADEYELOJA	TECHNICAL TRAINEE	MONATAN
14	UMAR	YUSUF	TECHNICAL TRAINEE	OMU-ARAN
15	ABDULFARID	SARUMOH	TECHNICAL TRAINEE	OYO
16	ARCHIBONG	OKON	RECRUITMENT ADMINISTRATOR	HEAD OFFICE
17	OLALEKAN	AKINWOLE	LINESWORKER	EDE
18	MICHAEL	ARABAMBI	PROCUREMENT OFFICER	HEAD OFFICE
19	EBENEZER	OLABODE	COMPLIANCE OFFICER	REGIONAL OFFICE, OYO
20	ABIODUN	OSUNSEYI	COMPLIANCE OFFICER	REGIONAL OFFICE, OGUN
21	YEKEEN	ZUBAIR	COMPLIANCE OFFICER	REGIONAL OFFICE, OSUN
22	ABDULQUDUS	ANIMASHAUN	COMPLIANCE OFFICER	REGIONAL OFFICE, KWARA
23	OLUWAFEMI	SOBAJO	LINESWORKER	IJEBU-ODE
24	OGHIJESU	VICTOR-OGIE	FACILITY OFFICER	REGIONAL OFFICE, OSUN
25	BUHARI	DIRISU	INVESTIGATIONS, INSPECTIONS & MONITORING OFFICER	OGBOMOSO
26	SOKARIBA	TUBOTAMUNO	FACILITY OFFICER	REGIONAL OFFICE, OYO
27	ALBERT	OLAREWAJU	AMI ADMINISTRATOR	OMU-ARAN
28	OLUWASEUN	OYINLOYE	DISTRIBUTION SUBSTATION OPERATOR	IJEBU-ODE
29	LIBERTY	OBOMHENSES	METERING & MAINS INSPECTION OFFICER	SANGO
30	ADETOLA	IRANLOYE	FACILITY OFFICER	REGIONAL OFFICE, IBADAN
31	SEMIU	ADEAGBO	ADMINISTRATIVE ASSISTANT	REGIONAL OFFICE, OGUN
32	FELIX	AJEIGBE	INVESTIGATIONS, INSPECTIONS & MONITORING OFFICER	MOLETE
33	SAMUEL	JOSEPH	AMI ADMINISTRATOR	MOLETE
34	JOSIAH	AKPABIO	METERING & MAINS INSPECTION OFFICER	OTA
35	MUHAMMED	SAKARIYAH	METERING & MAINS INSPECTION OFFICER	MOLETE
36	TAIWO	OLADITI	METERING & MAINS INSPECTION OFFICER	MOLETE
37	CALISTUS	OGBOGBONO	METERING & MAINS INSPECTION OFFICER	OTA
38	OLAYINKA	MAKANJUOLA	COMPLIANCE OFFICER	REGIONAL OFFICE, OYO
39	AKINBOGUN	WOODS-ALLI	BUSINESS HUB MANAGER	AKANRAN
40	ALFRED	FOLAYAN	BUSINESS HUB MANAGER	EDE
41	EYITAYO	OJO	METERING & MAINS INSPECTION OFFICER	DUGBE
42	OLANREWaju	LAKUNLE- OSENI	LEAD; LEARNING & DEVELOPMENT	HEAD OFFICE





MAY THIS SEASON BRING YOU JOY AND HAPPINESS