



CORE VALUES: INTEGRITY, TEAMWORK, EXCELLENCE, INNOVATION, DEPENDABILITY

JULY/AUGUST 2019 EDITION



WHERE WE ARE

Dear Colleagues,



was surprised when the IBEDC Voice team “mandated” me to write an editorial message for this issue, which I was assured will be a collector’s item. They insisted I communicate to all staff, IBEDC’s priorities and plans for all

its stakeholders: customers, employees, regulators, etc. Acknowledging and accepting my responsibility (which is accountability). I have set myself to the task at hand.

It is no news that we are still far from where we should be as a company and we are yet to hit the N5Billion target set in 2017. This is truly very disturbing, and we have had to do some deep soul searching because... we must change the narrative! Let me start by re-echoing that we are still very far from giving full life to IBEDC’s vision of being the ‘Best Distribution Company in Nigeria’. We are having major challenges in metering our customers, reducing the ATC&C (Average Technical, Commercial & Collection) losses, improving dilapidated power infrastructure, meeting our customers’ expectations in terms of service delivery, improving our collection efficiency due from the sale of energy as well as combating and effectively checkmating energy theft by our customers. It is no more news that we as a company have outlawed the use of casuals in our operations, as many of our staff have outsourced their roles to casuals.

All these challenges have made the electricity distribution business a not-so-pretty bride and not attractive enough to pull further investments. It is for this reason that the Federal Government of Nigeria is introducing interventions such as the Meter Asset Providers (MAP) scheme and the partnership with SIEMENS to distribute 25,000 Megawatts of energy by 2023. This dual approach by the FG after consultation with the DISCOs and other stakeholders should help bridge the metering gap and revamp electricity distribution infrastructure. These are in addition to the earlier intervention funds from the Central Bank of Nigeria and the World Bank released by the FG to the DISCOs and the GENCOs as loans to aid their operations. With all these initiatives, the Federal Government made one thing clear: **the power sector must witness improved performance!**

To ensure that this happens, a Performance Improvement Plan (PIP) has been introduced to all players in the Nigerian Electricity Supply Industry (NESI). It is basically a component of the Power Sector Recovery Program (PSRP) which will provide the necessary tool for the “market reset” and a special tariff review process. The process will commence with the development of a well-thought-out PIP by the DISCOs for the period 2020-2024. The implementation of the PIP shall be reviewed and strictly monitored by the Nigerian Electricity Regulatory Commission (NERC). Upon approval by the Commission, the PIPs shall form the basis for prioritizing and monitoring the capital investment initiatives

of the DISCOs with revenue adjustment for non-implemented projects. It will also define Performance Standards/KPIs for the next five-year tariff period, with emphasis on improvement in energy output and delivery by DISCOs, reduction in ATC&C losses and overall improvement in service delivery to customers.

What does this mean for us in IBEDC? **We must become a performance and service driven organization, the way we do business must change in tandem to deliver at all cost. This is not negotiable.**

At the last Business Review held on the 2nd and 3rd August 2019, we looked at our performance over the 1st half of the year and it was clear to all that for us to keep our jobs and this business running, we must deliver on our business expectations. Things must change!

1. The presence of unauthorized personnel (popularly called casuals) acting as operatives of the company remains prohibited and this position is not negotiable.

2. The continued energy theft via meter bypass, underbilling, non-billing and other forms must be faced squarely, and we have decided to undertake this immediately through a Prepaid Meter Monitoring Unit. I ask you all to support the unit to ensure we protect the much-needed revenue to the Company.

3. The MAP scheme which we kicked off on the 1st of August 2019 must succeed.

May I mention at this point that performance comes with its rewards and recognition. We will be announcing and implementing IBEDC’s rewards for employees who have put in high performances as shown by the year 2018 appraisal exercise.

We also will unfold IBEDC’s incentive scheme to reward and recognize high performing individuals across the business. Be assured that we are at the dawn of a new era.

My dear colleagues, the journey ahead is no less daunting, but I know that the IBEDC team on ground can achieve it and even surpass our goal...if we all play our part.

Dear Teammate, can I count on you?



Engr. John Ayodele | Chief Operating Officer

NEED TO KNOW: PERFORMANCE IMPROVEMENT PLAN (PIP) 101



What is the PIP all about?

A Performance Improvement Plan (PIP) is typically a document that specifies the different actions or initiatives that an individual or organization commits to carrying out in order to better deliver on their responsibilities and achieve a defined goal.

With all the different challenges faced in the sector and as part of wider efforts to reset the power sector through the Power Sector Recovery Program (PSRP), NERC has requested that all Discos submit their 2020 – 2024 Performance Improvement Plan (PIP) by the middle of August 2019.

The PIP will be similar to a revised business plan that will show to NERC the different investments we need to make (if our investment budget was not limited by NERC) and our tariff expectations in the next 5 years. It is also an opportunity to show what IBEDC's loss reduction achievement could be depending on the allowed level of investment and our ability to raise required funds.

What is expected of IBEDC for the PIP?

As you may be aware, IBEDC's regulatory consultants (EMRC) visited the Head Office last month to kick-off the development of the PIP with senior management. Putting together the PIP document will require all hands to be on deck, as all departments will be expected to make required inputs. This is expected to serve as a public-facing legal and binding document that we will commit to and will be held liable for everything written in it.

Consultations have already begun in the different regions sensitizing our customers on this very important regulatory requirement and also seeking their input in the process. Going forward, NERC will measure our performance (against other Discos) with the following KPIs: loss reduction, reliability/availability, metering, customer satisfaction, new connections/network expansion, safety, social responsibility, and remittance to NBET/MO.

How can you support the PIP initiative to improve performance in IBEDC?

IBEDC can only succeed if we all commit to seeing to true improvements in different areas of the business. As an IBEDC staff, you have a lot to contribute to achieving this objective and it starts with providing the necessary data for the PIP.

You may receive data templates requesting for historic data and future projections. For example, a Business Hub Manager may be asked to stipulate the different network investments needed in his Business Hub or a Finance department staff may be asked to supply information on innovative financing plans that may be adopted going forward considering the difficulty with getting bank loans today.

Going forward, we will be improving on how we align IBEDC's KPIs to staff KPIs starting from the Head Office down to Regional Offices, to Business Hubs, and also to the Service Centers. From Technical to Commercial, from HSE to Regulatory, from Revenue & Asset Protection to Corporate Communications, all departments and units will have to support one another in achieving our overall goal of improving performance.

Chibueze Ekeh

Managing Consultant

Energy Market & Regulatory Consultants

BEHIND THE ROLE



Olawale Oguntoyinbo

Energy Management Unit, Head Office



As an Energy Management Officer, my basic function entails monitoring of power and load allocated on the system operator website and energy consumption across the regions. Generally, my typical day starts with a prayer for a successful day at work after which, I get ready to execute my daily activities.

After work, I find a way to relax by listening to the news or have chit-chat with people around. During weekends, I try to attend the any function aka "owambe" I may have been invited to. I'm told I'm usually the life of the party by my friends. 'No party is fun without the Wale's touch'. I also visit my family after church on Sundays. My guiding principle is built around positivity as I believe everyone should keep pushing for their aspirations no matter the setbacks they face in the process.

I am a big football fan although I don't get the chance to play it often. As a "confirmed Yoruba guy", I love Iyan (pounded yam) and Egusi (melon soup). I am easy-going, and I love making people happy.

TEAM SPOTLIGHT

Kudos to Team Molete for their Superlative performance in achieving a record Non-Maximum Demand (NMD) collection efficiency of 82%. Their performance is all the more commendable considering their progressive collection efficiency trend between January-June 2019.

- Jan - 42%
- Feb - 58%
- Mar - 64%
- April - 73%
- May - 77%
- June - 82%



Of our 23 Business Hubs, 11 Hubs performed well below IBEDC's average NMD collection efficiency. They are ranked in the following order:

- | | |
|----------------|----------------|
| 1st: Molete | 12th: Osogbo |
| 2nd: Ogbomosho | 13th: Ikirun |
| 3rd: Sango | 14th: Ede |
| 4th: Ijebu-Ode | 15th: Ota |
| 5th: Sagamu | 16th: Apata |
| 6th: Akanran | 17th: Ile-Ife |
| 7th: Olumo | 18th: Ilesha |
| 8th: Challenge | 19th: Omu-Aran |
| 9th: Ojoo | 20th: Oyo |
| 10th: Ijeun | 21st: Monatan |
| 11th: Dugbe | 22nd: Baboko |
| | 23rd: Jebba |

Bravo Team Molete!

Employees Corner

Management should ensure employees imbibe a performance driven culture so that we can quickly attain our corporate business goal.

Peter Oni

Head, Strategy & Corporate Performance



Success is not final, failure is not fatal: it is the courage to continue that counts.

Winston Churchill

POLICY WATCH: PERFORMANCE MANAGEMENT & APPRAISALS

P

Performance Management is the systematic approach of achieving corporate objectives through an integrated process of measurement and continuous improvement of employee performance. In IBEDC, this systematic approach is contained in our Performance Management policy.

IBEDC maintains a system to manage the performance of its employees with the aim to improve its overall capacity and effectiveness. This will involve making available the required work tools and logistics to enable employees perform optimally.

The performance of any organization is reflective of the efficiency of its people and this also applies to IBEDC. As we proceed further into the second half of the year and in the light of the challenges around our operations, it is imperative that everyone fires on all cylinders!

Performance appraisals serve as an opportunity for both employee and Supervisor to give feedback in respect of the agreed Key Performance Indicators. The performance rating is on continuous basis to ensure sustained high morale and adequate employee development. Supervisors must ensure that there is no delay in appraising subordinate employees.

In February this year, we concluded the 2018 appraisal with the following objectives:

- To recognize and reward high performers.
- To discover skill gaps & consequently develop improvement plans.
- To give feedback to Management on challenges mitigating against performance.

Should an employee's performance fall beneath the specified minimum level, a remedial action is to be taken to provide an opportunity for improvement. Any employee with poor and unacceptable performance shall be placed on a Performance Improvement Plan (PIP) for a 3-month period. Employees on PIP will be appraised monthly by their supervisors to monitor their improvement which will be documented accordingly.

You may refer to pages 79-83 of the Employee Handbook for the detailed information on Performance Management. For more information on policy watch, *please contact bolaji.balogun@ibedc.com*

STORY ACROSS THE REGION: OYO REGION GETS A FACELIFT



O

yo Regional Management under the leadership of Mr. Tope Bailey gave its offices across the region the much-needed facelift. The facility upgrade cuts across the Regional office to the Business Hubs, Dispatch offices, Control Rooms and restrooms. The renovation works which gulped millions of naira has aligned the outlook of these offices with the corporate outlook of the Head Office. The buildings were painted in the corporate brand colours of Blue and vibrant Orange, projecting IBEDC's corporate identity in uniformity and compliance with our corporate image. The emerging ambience now reinforces the Region as an extension of the corporate Head Office, looking like a place for serious business operations and transactions. The old furniture have been replaced with new ones. This bespoke identity has contributed in making our offices landmark locations across the regional area of operation.

Our customers and staff now heave sighs of relief as our restrooms now provide the convenience expected of a company such as IBEDC. Our staff have started exhibiting a sense of confidence and traits of self-worth coupled with professionalism culminating in overall improving regional performance.

In the words of the Regional Head "We spend most of our productive, active life in the office and by extension, such places should be conducive to enable us achieve and deliver our targets".

Frank Williams

Regional Communication Officer, Oyo.

PHOTO NEWS



Members of IBEDC Executive Management with representatives of the Meter Asset Providers following the signing of the Meter Service Agreement at the Head Office in Ibadan.



L-R Representatives (IRL) Duro Omogbenigun, Bayo Adeosun (New Hampshire Capital Ltd), Kike Akinwale (MOJEC), IBEDC Chief Operating Officer - Engr. John Ayodele, Idowu Olayinka (MEMMCOL), Ayodele Olaniran (Protogy Global Ltd) following the signing of the Meter Service Agreement.



COO chairing the Performance Improvement Plan (PIP) induction meeting with committee members at the Head Office.



Oyo regional staff at the Performance Agreement Training in Oyo



Group photo of Ogun Regional Office Team



Group photo of Kwara Regional Office Team



Cross section of the Billing Team (Postpaid - Head Office, Payment Channel - Head Office, Postpaid - Ogun region)

PHOTO SPREAD OF MAP TOWN HALL MEETINGS ACROSS THE FRANCHISE



PHOTO SPREAD OF MAP TOWN HALL MEETINGS ACROSS THE FRANCHISE (Contd.)



HEALTH FOCUS: MENTAL HEALTH FIRST AID

M

ental Health First Aid (MHFA) is the help provided to a person developing or experiencing mental health crisis.

Signs and Symptoms

An unusually sad or irritable mood that does not go away; loss of enjoyment and interest in activities that used to be enjoyable; lack of energy and persistent tiredness; feeling worthless or feeling guilty when not really at fault; thinking about death a lot or wishing for death; difficulty concentrating or making decisions; moving more slowly or, sometimes, becoming agitated and unable to settle; having sleeping difficulties or, sometimes, sleeping too much; loss of interest in food or, sometimes, eating too much. The changes in eating habits may lead to either unintended weight loss or weight gain.

First Aid Steps

- 1. Approach the person:** Make sure you approach the person in a comfortable space and at a time when you won't be interrupted. Give the person a chance to talk to you. If they don't open up to you themselves, and you are concerned about them, initiate the conversation. If the person doesn't want to talk to you, advise them to talk to someone else.
- 2. Be Supportive:** Use phrases that will help the person to feel listened to; understood and hopeful. Some examples are; I'm here for you, I can see that this really hard time for you, what can I do to help?
- 3. Know what's not Helpful:** It is important to set aside judgements made about the person or their situation. Sometimes, even with the best intentions, we can make matters worse. Therefore, avoid phrases such as; "Snap out of it", "Get over it". Don't be hostile, sarcastic. Don't get over involved or protective.
- 4. Encourage the person:** Encourage the person to seek professional help and to also use self-help strategies by eating properly, resting, taking a break or speaking to family and/or friends.



SAFETY EDUCATION: RISK ASSESSMENT

R

isk Assessment is carried out through a careful examination of hazards in the workplace. It is important to carry out risk assessments for all tasks (not only technical tasks) as it helps to minimise incidents and their associated harm. Time lost due to accidents or damage to property is costly, and as such, it is the responsibility of employers and employees to protect the health and safety of all staff (NERC Nigerian Electricity Health & Safety Code, 2014. 1.4b).

The 5 steps of Risk Assessment

1. Identify all the hazards associated with the task or activity that could cause harm.
2. Establish who may be harmed, and how the harm might occur.
3. Assess the likelihood (risk) of harm actually occurring.
4. Decide on control measures to prevent or reduce the harm.
5. Record your findings and review periodically to ensure the assessment is still relevant.

Likelihood		Very Likely	Likely	Unlikely	Highly Unlikely
Consequences	Fatality	High	High	High	Medium
	Major Injuries	High	High	Medium	Medium
	Minor Injuries	High	Medium	Medium	Low
	Negligible Injuries	Medium	Medium	Low	Low



Answer the brain teasers below, send your answers to munirat.audu@ibedc.com and stand a chance to win a prize.

1. A man wanted to encrypt his password but he needed to do it in a way so that he could remember it. He had to use 7 characters consisting of letters and numbers only (no symbols like ! or <). In order to remember it, he wrote down "You force heaven to be empty." Can you tell me what his password was?
2. The Policy Watch article on Sexual Harassment was in what edition?
3. Name the world-famous museum in St Petersburg?
4. What were the immortal words uttered by Julius Caesar?
5. Which is the second longest river in the world?
6. In Edition 4 of the IBEDC Voice, the 3rd Business Strategic Focus is?
7. The number 8,549,176,320 is a unique number. Can you tell me what is so special about it?

Congratulations!

The winner of the last Brain Teaser Challenge. Jumoke Olukosi, Billing Department-Head Office.

Kindly contact Munirat for your prize.

ANSWERS TO LAST MONTH'S BRAIN TEASER

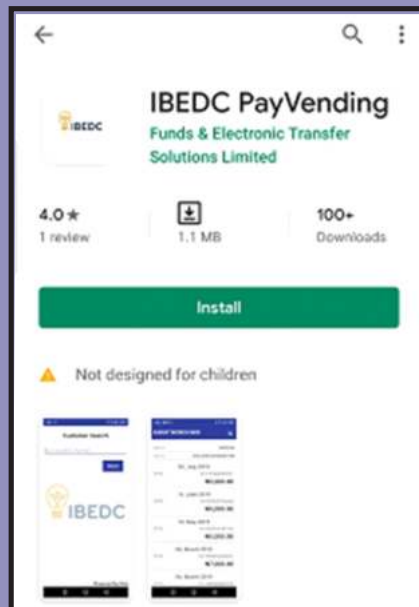
Across: 1. Recognition 8. Recruitment 9. Redundancy 10. Mentoring 12. Suspension 13. Acquisition 14. Wildcat strike

Down: 2. Negotiation 3. Appraisal 4. Discrimination 5. Competencies 6. Induction 7. Outsourcing 11. Grievance

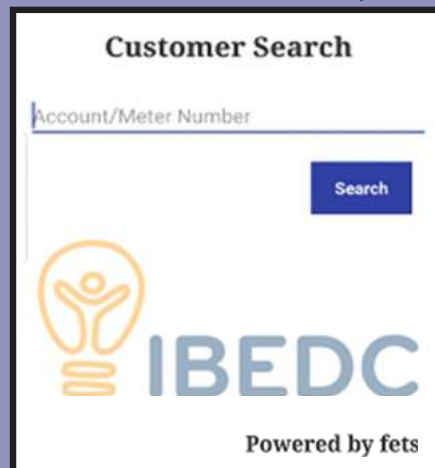
DO YOU KNOW | ?

Do you know IBEDC has a vending verification app? You can make a spot check of customers payment history and vending pattern to verify if the customer is bypassing their meter or has an outstanding. Simple;

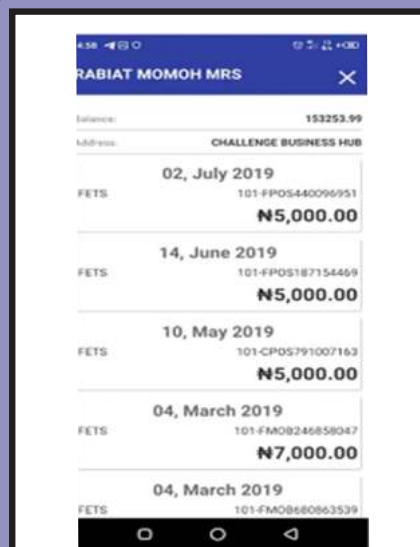
- 1. Search for IBEDC PayVending on your mobile google play store or apple store (ios).**



- 2. Download and Install. Then,**



- 3. Search for a customer's payment history using their account number.**





Say Goodbye To Estimated Billing

SPREAD THE WORD

1. Customer can either login to IBEDC website www.ibedc.com or msms.ibedc.com, visit the nearest Business Hub office or Service Unit to fill the MAP application Form



Thereafter, customer's account status is verified and a MAP ID is assigned

2. Technical Evaluation shall be conducted to ascertain the suitability of the Customer's premises for metering by IBEDC Official



Single Phase
N 38, 325.00



Three Phase
N 70,350.00

- Validation of information provided by the Customer.
- Conduct suitability assessment of the customer's premises for metering.
- Inspection of Customer's premises for existing faulty or obsolete meter for retrieval.

3. Upon satisfactory Technical Evaluation; the customer shall be notified of the number & Meter type to procure and to make payment in any Bank Branch or web using the MAP ID earlier generated.



4



5. Customer shall be metered within 10 working days after payment



WELCOME ON BOARD



	NAME	JOB ROLE	LOCATION
1	BUSOLAMI TUNWASE	LEAD MEDIA RELATIONS	HEAD OFFICE
2	DAMILOLA WILSON	ADMINISTRATIVE ASSISTANT	OGUN REGION
3	OPEOLUWA ADEWOLE	BILLING ANALYST	OGUN REGION
4	KEHINDE ADEBAYO	AMI ADMINISTRATOR	OGUN REGION
5	OLUYEMI OGUNLEKE	AMI ADMINISTRATOR	IBADAN REGION
6	PETER ONAJINRIN	AMI ADMINISTRATOR	HEAD OFFICE
7	UCHENNA ENECHAZIAM	CALL CENTER OFFICER	IBADAN REGION
8	GODWIN EKOI	DISTRIBUTION SUBSTATION OPERATOR	OYO REGION
9	DANIEL MARCUS	BILLING ANALYST	OGUN REGION
10	JOY MOMMOH-ENABOIFOH	DATA ANALYST	HEAD OFFICE
11	MOSES BAMIDELE	PROTECTION CONTROL & METERING OFFICER	KWARA REGION
12	FESTUS ORUKPE	AMI ADMINISTRATOR	OSUN REGION
13	AMOS ABIONA	INVESTIGATION, INSPECTION & MAINTENANCE OFFICER	KWARA REGION
14	ABIMBOLA OLALEYE	INVESTIGATION, INSPECTION & MAINTENANCE OFFICER	OYO REGION
15	PETER OJO	INVESTIGATION, INSPECTION & MAINTENANCE OFFICER	OSUN REGION
16	EMMANUEL EMERUOM	INVESTIGATION, INSPECTION & MAINTENANCE OFFICER	OGUN REGION
17	OJIMA SIMON	INVESTIGATION, INSPECTION & MAINTENANCE OFFICER	OGUN REGION
18	TOLUWASE ATOLAGBE	INVESTIGATION, INSPECTION & MAINTENANCE OFFICER	OSUN REGION
19	HASSAN SALAM	INVESTIGATION, INSPECTION & MAINTENANCE OFFICER	OGUN REGION
20	DESMOND OKPE	INVESTIGATION, INSPECTION & MAINTENANCE OFFICER	OYO REGION
21	DAMILOLA APANISILE	INVESTIGATION, INSPECTION & MAINTENANCE OFFICER	HEAD OFFICE
22	ISSA ONIYERE	INVESTIGATION, INSPECTION & MAINTENANCE OFFICER	KWARA REGION
23	FREDA ONYEIBE	INVESTIGATION, INSPECTION & MAINTENANCE OFFICER	IBADAN REGION
24	OGOCHUKWU EBOMA	INVESTIGATION, INSPECTION & MAINTENANCE OFFICER	OYO REGION
25	AYOMIKUN OGUNTELURE	CUSTOMER CARE OFFICER	IBADAN REGION
26	IFEOLUWA AKALA	CUSTOMER CARE OFFICER	OYO REGION
27	TOYIN ISSA	DISTRIBUTION SUBSTATION OPERATOR	KWARA REGION
28	OLAKUNLE FATIMEHIN	DISTRIBUTION SUBSTATION OPERATOR	OGUN REGION
29	AKEEM FERUKE	TEAM LEAD, FIELD OPERATIONS	KWARA REGION
30	MERCY OLLUSHI	TEAM LEAD, FIELD OPERATIONS	OGUN REGION



D.I.S.C.O. FOR **women**

Discussing Issues Surrounding
Career Opportunities

What does it mean to re-invent oneself? (Coco Chanel - A case study)

Gabrielle Bonheur Chanel (August 19, 1883- January 10, 1971) aka Coco Chanel was a well-known fashion designer who changed the whole dynamic of women's wardrobe. She was credited for liberating women from the constraints of the corseted

silhouette and popularising the acceptance of sportive, casual and chic outfits for women in the post-world war I era.

Chanel was more than just a fashion icon. She is a perfect example of a successful personality change, coming from nothing to becoming a successful businesswoman who built a world-renowned luxury fashion empire. Her early years were anything but glamorous. After her mother's death, her father who worked as a peddler put Chanel in an orphanage. Reverend sisters at the orphanage taught her how to sew. A skill that would prepare and lead her to her life's work.

Chanel epitomised "fake it till you make it". This isn't to say lying your way to success but embodying and re-inventing oneself by building on your psychology and behaviour with the added effort to accomplish your desired life goals.

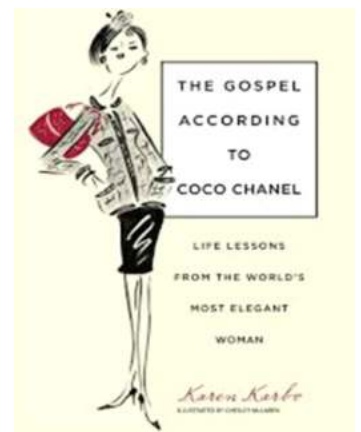
Here are four pointers that could help you become the best you can be.

1. **Prioritize your tasks**

Reinventing yourself doesn't happen overnight. To make the transformation run more smoothly, you should dedicate at least one hour a day towards achieving your goals. That means that you need to prioritize your goals and tasks by creating to-do-lists and time management tools so that you get the most out of out of your day.

2. **Dress the part**

Although we don't often give this fact a great deal of attention, clothes are instruments of communication. We are very much open to being influenced by what a person wears. Since people tend to judge us (consciously or not) based on how we look, why not look as if you're ready for that promotion? Dressing well, however, "doesn't necessarily mean wearing a suit or designer labels every day," sometimes subtle details can make a distinct impression.



3. **Be Resilient**

Set your mind on a life goal and forge ahead. Problems and obstacles are guaranteed to happen. Some may knock you off your dream course. However, learn from these challenges and never lose focus on your goal.

4. **Visualize a new self-image**

Develop a new image of yourself to serve as your guide to a new goal. Step out of your comfort zone and strive to become the person you want to become by pulling away from habits and self-perceptions that are inimical to your goal.

Adeoriike Aderibigbe

Lead, Brand Development