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Editorial

In order to achieve a truly personalized and world-class customer experience, organizations have been adopting a customer-centric culture. In an organization that is customer centric, every employee is focused on improving the customer experience as a means of building loyalty and repeat business.

While it is common for people to think about customer experience solely within the context of customer service, sales, and marketing, true customer centricity occurs when every employee within the organization, including those not in roles with direct customer contact, acts and behaves in the best interest of the customer, and that is our mandate for this edition of IBEDC VOICE.

We interviewed our Chief Human Resource Officer, Head Customer Support and a consultant, on how best to achieve customer centricity with a multiplier effect on productivity, performance management and the growth of the company's bottom line.

Our regular columns and articles are also a must read for everyone.

BUILDING CUSTOMER CENTRICITY - The Key to Excellent Service Delivery

In today's business world, there is an increasing focus on a positive and increasingly personalized customer experience. Irrespective of the industry, organizations are rapidly trying to improve the experiences their customers have with their company in order to drive business, differentiate themselves in the marketplace, and inspire brand loyalty. For us at IBEDC It is even more germane that part of our strategic focus for the year is signposting our core values of innovation, integrity, dependability, excellence and team work to maximize customer experience in the way we hire, manage, lead, communicate, promote and optimize efficiency.

IBEDC Voice interviewed the three arrow heads saddled with the responsibility of driving the new initiative called Customer Centricity.

VOICE: Mr. Demola Adewusi, you are the expert on customer centricity and the consultant working with IBEDC on this project, it is only proper to ask, what is customer centricity and how does it change the game or what's in it for IBEDC?

MR. ADEWUSI: Customer Centricity refers to a comprehensive approach to business that situates the customer in the center of business strategy, process development, people orientation, technology acquisition and deployment. It is a business philosophy that ensures that the business has insight into its customer segments and meets each segment of its customer base with carefully-designed and differentiated customer experience. The power industry is dynamic, and for IBEDC a major player with a diverse customer base, traversing seven states in Nigeria; customer-centricity is an important customer-endeavour tool. When customers know that IBEDC cares about them and creates solutions to meet their exact needs, they will pay their energy bills on time. Revenue assurance and business profitability and long term sustainability are end-products of customer centricity. It will help to reduce ATC&C losses as you will understand your customer segments better. The company's processes will benefit from the use of customer insight tools, customer analytics and decision support systems which will lead to bespoke solutions. Frontline staff will also feel empowered to deliver outstanding service. The IBEDC brand will benefit from a customer centric approach to business when customer experience across all touchpoints meet and exceed international standards. The staff too will enjoy working in an environment where a culture of excellent internal and external customer service is enshrined. IBEDC will change the face of electricity distribution in Nigeria as it embraces customer-centric policy more deeply.



Demola Adewusi - Consultant

Ayo Adio - Head, Customer Support

Ehi Obaseki - Chief Human Resource Officer

VOICE: How is customer centricity different from customer service?

MR. ADEWUSI: Customer Centricity is much more than the design and delivery of customer service. The degree of customer service delivered by any organisation directly correlates with the organization's level of customer centricity. Excellent customer service is a result of painstaking effort to understand the customer, his or her needs, consumptions patterns, preferred touchpoint and create a service proposition that delights the customer.

The deployment of physical, electronic, virtual, human and technological resources to deliver the value proposition is what we refer to as customer experience which is casually referred to as customer service. Customer centricity means that staff who interface with customers directly or indirectly can handle any client; from the co-operative to the problematic. It means all IBEDC channels will be optimized and monitored to dispense energy and service according to the customer's preference. All processes will be designed with the customer in mind, to make dealing with IBEDC a delight.

VOICE: Customer Centricity is for who or which category of our staff?

MR. ADEWUSI: Customer Centricity is an Enterprise-wide philosophy. It must be seen as the DNA of the business from which it flows into every cell of the organisation. We must build an organisation where every staff and representative of the organisation knows that the real boss is the customer and we must strive to satisfy him or her. IBEDC has launched and published a Customer Experience Charter. The charter is both a promise to all customers and a charge to all staff of IBEDC. From strategic leadership to managerial staff, supervisory cadre and operative level, you must see yourselves as one team whose sole aim is to understand and delight the customer in every interaction with IBEDC. The charter provides a foundation on which to build a customer-centric mindset in all the staff. From the security man at the gate to the COO, everyone is a "servant" to the customer.

VOICE: How do you create and sustain a customer centric culture?

MR. ADEWUSI: A customer-centric culture is possible and a delight to experience. There are five ingredients of a customer-centric culture. First is leadership commitment. Second is continuous training and development. Third is technological enablement and process optimization that leads to better, faster and easier access to excellent service. Fourth is an organizational obsession with continuous improvement. Fifth is a performance management system that rewards people who display the DNA of customer centricity. IBEDC management has taken the first step by committing to this organization-wide change initiative. The goal is to deepen and entrench the ideal with proper training of staff, while HR will institutionalize with a performance management system which incentivizes management and staff members who imbibe the ethos of customer centricity in their behavior, processes and operations in their departments, groups and business hubs.

VOICE: The Expert has set the stage for us, and the baton has been passed to you so to speak Mr. Adio, as Head Customer Support, how would the customer centricity impact or change the face of IBEDC's customer care

MR. ADIO: The customer will be at the center of our business operations and ideas, and we will always consider the impact of any decision to be made on our customers before finalization. This will no doubt build customer loyalty.

In terms of technology, we have deployed Customer Relationship Management (CRM) as a tool to record, monitor and track the resolution of customer complaints. We have an SLA in place stating how long it should take an action owner to resolve issues. The CRM escalates to the supervisor of the action owner if the timeline for resolution is not met. The customer also automatically receives a notification via a ticket ID for complaints made, this enables the customer to track status of complaints till resolution.

IBEDC Customer Experience Charter S.C.O.R.E

SOLUTIONS

We will provide differentiated solutions to all classes of customers, ensuring that we meet and exceed their expectations. We will partner with our customers to identify needs and create bespoke solutions.

COMMUNICATION

We will communicate in a proactive and responsive manner. We will respond to all customer enquiries and complaints within 24 hours and ensure prompt resolution of all faults. We will inform our clients of all outages, upgrades and corrective interventions.

OPTIMISATION

We will ensure that all our processes, policies, systems are continually improved to provide solutions. We will continually deploy technology to improve our technical and commercial service. We will train and equip our staff with tools to delight the customer through excellent service.

RESPECT

We will treat our customers with utmost respect and expect our customers to reciprocate with responsibility and respect in all dealings with IBEDC staff.

ENVIRONMENT

We will pay adequate attention to our offices, ambience, substations and other locations, ensuring that they meet world class standards of operations, sustainability and safety. We shall positively influence our communities.

" Customer Centricity situates the customer in the center of business strategy, process development, people orientation, technology acquisition and deployment."

Customer Conflict Resolution – (Kung-fu or Tango) Part 2

This is the second part of our customer conflict article, indeed, the writer is still posing the question, is it a kung-fu fight or a tango dance? Happy Reading.

How do conflicts commence and how should they be resolved?

From a diverse customer's standpoint and depending on the combined ratio of the bourgeoisie and proletarians to the militants within that locale, once a conflict has been declared, it can be escalated in any number of ways ranging from civility to violence to the very macabre.

Customers would ordinarily visit our offices to express their displeasure, and some will follow it up with protest letters to a higher authority for redress e.g (NERC, The Nigerian Police, State and National Assemblies, etc). Many other times, we have had our offices picketed and in the extreme case, we have reported cases of mob lynching of staff, or ladder-ambush with dogs, juju lacing (this is where magical items are affixed on DisCo assets as deterrents – but I have been told they do not work), equipment 'vandalization' or outright banishment of our staff from assessing the area of conflict. And sometimes, we have been issued the dreaded four words in business, "See you in court!".

I have to emphasize that in all these display of grievances, retaliation is not an option. Sometimes especially when there is a good cause to terminate supply to a customer, and an outage is justified, it may feel good to carry out an "unscheduled maintenance for two weeks" in the area where they enjoy removing ladders when IBEDC staff are on a pole. But in the words of the renowned American businessman John Wanamaker, "Customer is King".

How to properly engage and manage customer conflict.

The allowed medium of engaging a customer without employing kung-fu as a veritable tool of vengeance is via dialogue. In this regard, customer grievances is every STAFF's responsibility and all IBEDC staff can do better by showing interest whenever customers approach with a problem irrespective of designation, role or cadre. The right intervention at the early stages of any conflict can help prevent a snowball from turning into an avalanche.

According to NERC's Regulation on Customer Complaints Handling Standards & Procedures 2006, customer complaints

should be handled potentially at the Customer Complaints Unit (CCU) of every Disco. The CCU is the first level in conflict address mechanism designed by the Regulator. Unresolved cases may then be escalated to the NERC Forum and then ultimately, NERC (The Regulator) as the final arbiter. The success of any litigation instituted against a DisCo without exhausting the conflict management procedures listed herein has long odds.

One thing is clear, the Kung-fu approach has little benefits over meaningful dialogue that puts the customers in IBEDC's loving arms like in a tango. Like the tango, a partner-dance conducted in open embrace, where both dancers lead and follow at rhythmic intervals, connected chest to chest. The trust that comes from empathy is earned easily, but the embers of fire does not quench easily. We must continue to adopt open-mindedness as a culture in relating with our customers rather than learning new kung-fu styles.

It takes two flints to make a fire, but as for me and the IBEDC house, we choose to tango.

Barr. Olawale Aro
Head, Regulatory & Government Relations



ing a customer-service mindset to deliver HR processes and operations to the organization and delivering a great employee experience, are all measurable parameters to appraise the role of HR in driving a customer centric culture in the organization. The Recruitment Policy is transparent and identifies steps geared towards enhancing our HR business focus and operations in the areas of Acquisition, Retention and Expansion in line with our core values.

VOICE: How will centricity amplify operational optimization and what is the sustenance strategy to ensure Customer Centricity becomes a culture at IBEDC.

CHRO: Our HR Division is actually on its way to becoming a customer centric function and here, everyone is talking about the employee experience. It is actually a popular buzzword in HR. Customer centricity has become a critical success factor for company growth, the shift towards becoming a truly customer-centric organization could become complex. One of the greatest barriers to customer-centricity is the absence of a customer-centric organizational culture and I am happy that we have developed our Service Charter with the acronym SCORE which will help in holding every employee accountable for service failure, and those who excel in this will be recognized, like Mr. Adewusi explained earlier. Having said that, an enabler clearly is technology, automation and advanced data analytics for better profiling – This is clearly the way to go.

Customer Centricity should be about delivering value for customers that will eventually create value for the company.

Robert G. Thompson

VOICE: This initiative as Mr. Adewusi explained is for all staff, how do you intend to get all hands on deck to translate to excellent service delivery?

MR. ADIO: I think the mistake most of us make is to believe that we have the monopoly of our coverage area; this is not true. We must realize that disruptive technologies and indirect competitors are changing the way customers behave and what they value. Many of our NMD customers are going for solar, major estates and MDs are also seeking for alternative source of power. This is a threat to our survival, we must therefore give our customers good service experience to survive. We should also realize that we are under pressure by the regulators and government to deliver good service as our performance directly impacts their own score sheet. The newly introduced SRT is a good reflection of this.

We have to make each staff understand their role in making IBEDC achieve her goals and the direct implication if not achieved, our performance appraisal is already focusing on this. There is also continuous training of all staff on getting them to appreciate the importance of good service delivery. There must also be consequences for any staff that does not give a customer a good experience of our brand, every one of us must realize that customer service is not a department, but a culture that we must all imbibe.

VOICE: How do you see our customers responding to this development?

MR. ADIO: Having good service experience will ensure customer loyalty and encourage timely payment of bills.

VOICE: The goal in sight for many staff is Performance management, as the CHRO; do you believe that customer centricity will enhance this?

CHRO: Yes! Developing and delivering customer-centric strategies is increasingly recognized as key to organizational agility and enduring success. A customer centric environment will certainly enhance performance. It starts from you and I. it starts from within. As a service driven organization, it is part of our Orientation and Onboarding, it is part of our performance appraisals, it is part of our culture, and we are taking it to the advanced and/or intermediate level. It certainly would aid performance which is why we are rethinking our strategies for great customer experience and we have partnered with Mr. Ademola Adewusi of Talent Dexterity as the expert to build on, refine, enhance, strengthen, and strategically manage our Customer Centricity journey to yield the desired results.

VOICE: How tailored is the HR hiring policy to customer centricity and will it become a measurable parameter in appraisals?

CHRO: There are several ways that HR can have a positive impact on making sure that employees across the organization deliver a great customer experience while also experiencing same internally. Hiring the right people, training new and existing employees on how to be customer-centric, driving customer-focused culture throughout the organization, infus-

POWER INDUSTRY ROUND UP

IBEDC SECURES N4.2BN, ASSURES IMPROVED ELECTRICITY SUPPLY TO OGUN COMMUNITIES

The Management of Ibadan Electricity Distribution Company (IBEDC) Plc has secured N4.2billion from the Central Bank of Nigeria (CBN) to improve power supply to its numerous customers in Ogun State.

Disclosing this at a stakeholders' meeting with the representatives of communities on the Lagos-Ibadan Expressway in Ogun State, the IBEDC's Chief Operating Officer (COO), Engr. John Ayodele, assured the determination of the company to improve electricity supply in the area.



According to him, the facility would be channeled into building lines to improve electricity supply to the communities.

The COO explained that the company has commenced radiating another feeder from the recently commissioned Kobape Transmission Station in Abeokuta to Mowe/Ibafo to relieve the load demand of the area.

Some of these communities include Magboro, Oke Afa, Ibafo, Asese, Pakuro Adesemoye, Olowotedo and Mowe.

FG SETS 10,000MW TARGET, TO CLOSE METERING GAP IN TWO YEARS

The federal government has unveiled plans to boost electricity supply by wheeling a minimum of 10,000 megawatts of electricity into homes, while setting May 2023 as target to close the six

million metering gap in the power sector. Special Adviser to President Muhammadu Buhari on Infrastructure, Mr. Ahmad Zakari, said the government in collaboration with its development partners would commit between \$3 billion - \$5 billion to the power sector in the next 24 months.

According to him, the Buhari administration is currently focusing on the transmission and distribution parts of the value chain to be able to get the electricity being generated into the homes of Nigerians.



POWER MINISTRY APPEALS TO ELECTRICITY CONSUMERS

The Federal Ministry of Power has continued to appeal to electricity consumers to understand the position of the law that empowers the Nigerian Electricity Regulatory Commission (NERC) to periodically review the price of electricity in tandem with generation cost by Gencos, and purchased by the distribution companies. NERC was created under section 76 of the Electric Power Sector Reform Act

EPSRA which empowers it to establish one or more price review methodology for regulating electricity. Against the back drop of section 32(d) of EPSRA by which NERC must ensure that the prices charged by licensees and operators are fair to consumers and are sufficient to allow the licensees to finance their activities and to allow for reasonable earnings for efficient operation.



BEHIND THE ROLE

With Tosin

My name is Tosin Akomolafe, I am a Distribution Substation Operator (DSO) at Kwara region. The overview of my job as an Operator entails inspecting, operating and monitoring substations and distribution infrastructure

I will like to welcome you to my world and tell you in specifics what I do. I observe switch board instruments to detect indications of line disturbances, such as grounded, shortened or open circuit.

Interestingly I also maintain a daily operating log on all operations, both routine and emergency, reports on line outages and weather conditions. So, if you want information on hourly readings indicating and integrating meters, changes, marks and checks charts of recording instruments, am your man.

But, can I let you in on a secret? (just between you and I), my ever busy day does not start without my daily devotion to God, like clockwork, every morning, I say hello to Baba God, and thereafter, I get ready for work. Hitting my desk at work, the first thing I do is to check my daily routine maintenance logbook and reading sheet to determine the tasks of the day.

I face some challenges in the line of duty, the challenges include: obsolete equipment, lack of a viable communication channels for quick reporting and feedback, and sometimes I face threats during protests. But I have come to see my job as an extension of myself, so in spite of the challenges, I refuse to gripe about them, but I like to grab the bull by the horns to surmount them.

If I were an animal, I would be a Dolphin because I love communicating with others and working as a team member. My favorite food is Rice and beans.

Tosin Akomolafe
Distribution Substation Operator (DSO)
Kwara Region

POLICY WATCH

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 businesses 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 ring-tones 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 internal (colleagues) and external customers, 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 on policy watch, please contact bolaji.balogun@ibedc.com.

SafetyTalk



International Organization for Standardization

ALMOST THERE "ISO 45001:2018 ON THE HORIZON" PART 2

We shall continue our discussion on ISO 45001:2018 - an international certification standard for occupational health and safety issued to protect employees and visitors from work-related accidents and diseases (referred to as the "gold standard"). The decision of the Board and Management of IBEDC to obtain this certification is a step in the right direction as the benefits are innumerable. Having set the stage in our previous article on definitions and terminologies, let us look at key concepts and structures.

Preparing for the Audit

Audit is an integral part of the ISO certification process, therefore adequate preparation is required, with audit criteria, scope, objectives and programmes well stated and defined.

What do auditors lookout for?

- Evidence that all documentation processes conforms to the requirements of the standard.
- Evidence that employees know their roles and responsibilities in the OHS Management System and are familiar with the requirements of the standard as it relates to their functions within the organization.
- That all Standard Operating Procedures (SOP) are understood and work processes are uniform companywide.
- Effectiveness of established work processes, worker's knowledge and adherence to procedures in achieving set objectives.

Documented Information.

ISO 45001 defines "documented information" as "information required to be controlled and maintained by an organization and the medium on which it is contained".

Documented information can be in any format and media from any source.

STEPS TO ACHIEVING ISO 45001 CERTIFICATION



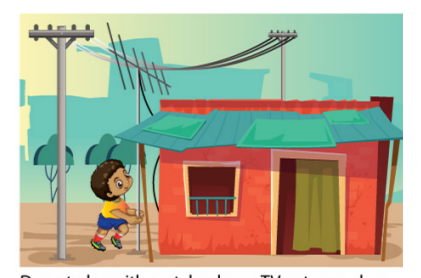
CHILD SAFETY SENSITISATION



It is dangerous to play with electrical appliances.



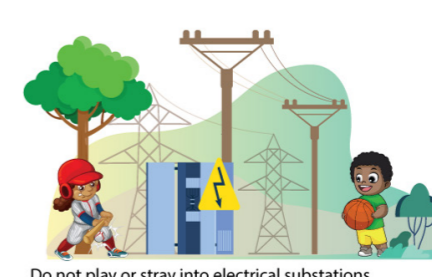
Do not touch or step on snapped wires on the street.



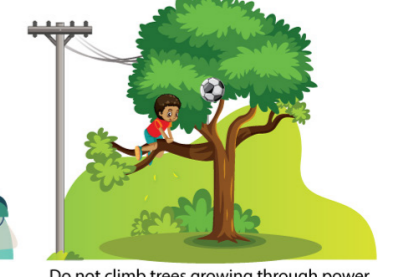
Do not play with metal poles or TV antenna close to power lines.



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



Do not play or stray into electrical substations (transformer) to pick up objects.



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



HYPERTENSION

Hypertension
"Measure Your Blood Pressure Accurately, Control It, Live Longer"

WHAT IS HYPERTENSION?

According to the World Health Organization (WHO), Hypertension, also known as high blood pressure, is a condition in which the blood vessels have persistently raised pressure.

Usually hypertension is defined as blood pressure above 140/90, and is considered severe if the pressure is above 180/120.

Hypertension or high blood pressure occurs when the blood pressure rises to an unhealthy level. The condition is very common and develops over a course of years (chronic) and if not properly managed could lead to heart attack, brain stroke, kidney damage, or nerve damage.

SYMPTOMS AND SIGNS OF HYPERTENSION

Individuals with extremely high blood pressure can however show some of the following symptoms:

- Fatigue
- Severe Headaches
- Vision problems
- Chest pain
- Difficulty breathing
- Irregular heartbeat
- Blood in the urine
- Pounding in the chest, neck or ears

CAUSES OF HYPERTENSION

The cause of most hypertension is unknown. Occasionally, conditions of the kidney or adrenal gland are the cause of high blood pressure.

RISK FACTORS

The following factors may increase one's risk for high blood pressure:

- Unhealthy Diets (excessive salt consumption, a diet high in saturat-

ed fat and trans fats, low intake of fruits and vegetables)

- Physical Inactivity
- Consumption of tobacco and alcohol
- Unhealthy weight gains or obesity.
- Family history of hypertension, co-existing diseases such as diabetes or kidney disease.

MANAGEMENT OF HYPERTENSION

- Pay attention to your mental health (avoid stress factors)
- Visit your doctor regularly if you have any health condition
- Eat fruits and vegetables with less sugar contents
- Check your blood pressure regularly

CONCLUSION

There are various types of hypertension. Getting the correct diagnosis is vital in the treatment and control of high blood pressure.

IBEDC VOICE

Paparazzi

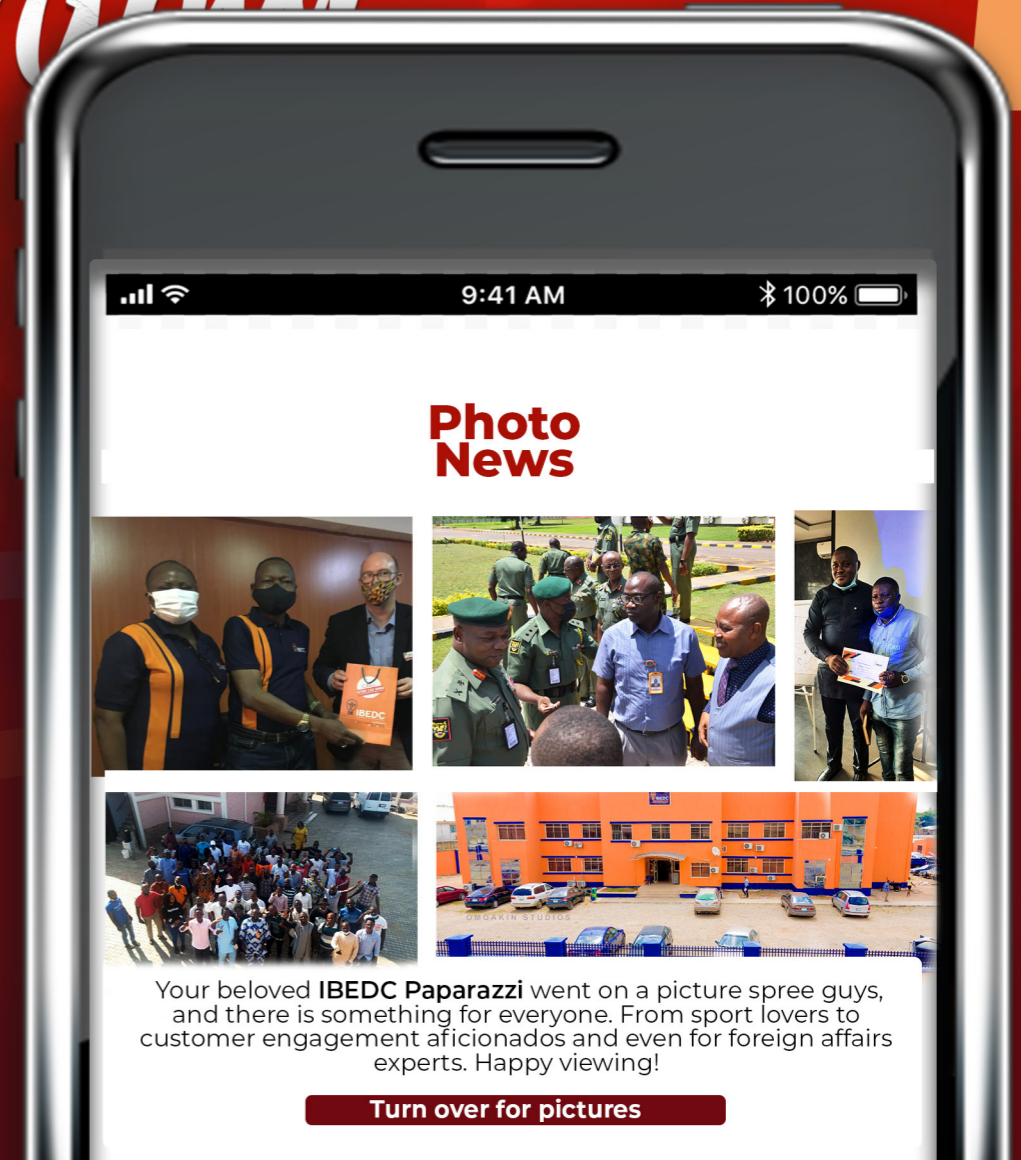
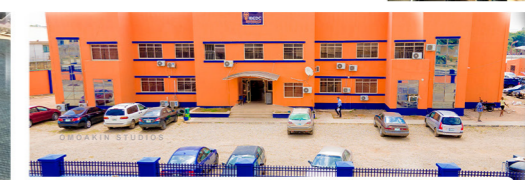


Photo News



Your beloved IBEDC Paparazzi went on a picture spree guys, and there is something for everyone. From sport lovers to customer engagement aficionados and even for foreign affairs experts. Happy viewing!

Turn over for pictures

British - Deputy High Commissioner paid a courtesy call to IBEDC's top Management on 20th of May, 2021.



The Oyo Regional Head & Team paid a courtesy visit to the GOC Mechanized Division, Odogbo Barracks on 16th of June 2021.



Nigerian Society of Engineers - visits IBEDC's Management, seeks collaboration on internships for engineering students on 8th of April, 2021

Customer is king - IBEDC's Management holds stakeholder engagement with some communities in Ogun

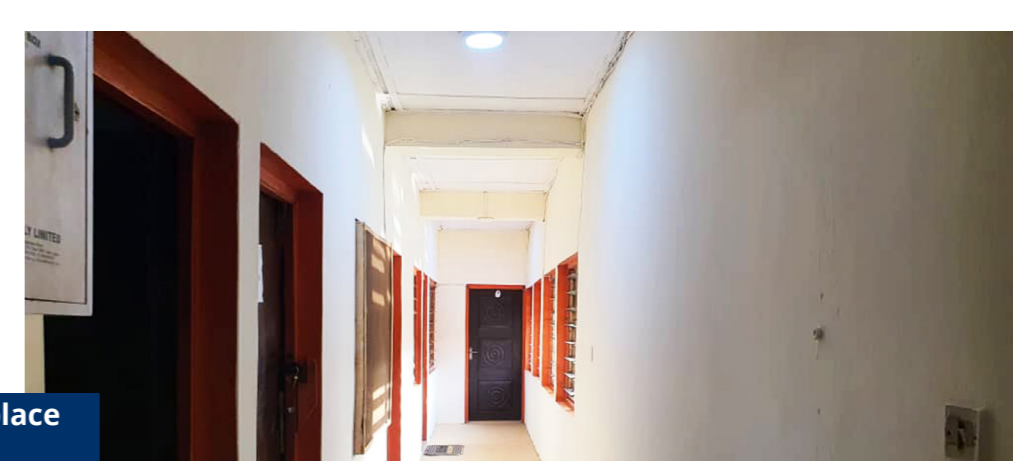
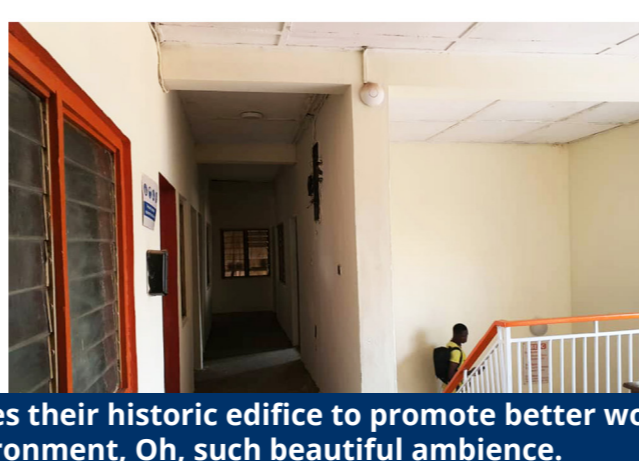




IBEDC Corporate HQ gets a facelift



The new look Ibadan Regional Office



Ijebu-Ode upgrades their historic edifice to promote better workplace environment, Oh, such beautiful ambience.



The Regional Head and other management staff of IBEDC Ogun Region is happy to inform you that the long awaited Inter-Business Hub Volleyball Competition will soon kick off. The Volleyball court has been completed with a view to uniting staff and boosting work-life balance



ANED- interfacing with IBEDC customers on metering



NEXTIER POWER- stakeholder's engagement at Ibadan

SUCCESS NUGGETS

Customer centricity is envisioned as another IBEDC Game Changer; we spoke to some Chiefs of Divisions and Business Hub Managers on what their expectations are on it.

In the competitive business world of today, offering great customer service and feedback is no longer an advantage, it is critical. To have an edge and surpass expectation, every personnel should be in a position to continually challenge themselves "how can I impact the customers?"

For the above reason, the Customer Centricity training is a right initiative in the right direction especially at this time when unparalleled customer satisfaction drives virtually all businesses. Customer service and satisfaction is the responsibility of all staff especially in utility companies, such as IBEDC, that are majorly involved in the provision of essential services like electricity distribution. The training is expected to be beneficial to all staff of the Business Transformation & Strategy division as each employee of the division is the division's flag bearer and by extension the company's. In addition, most of the staff of the division such as Project Officers, Media Officers and Communication Officers are field based and therefore interact with customers regularly on daily basis. The Customer Centric training is expected to improve our interpersonal and communication skills not only for dealing with customers but also with fellow colleagues alike. Consequently, we will better understand customers' need, approach customers politely and correctly, relate to customers in the best possible ways and subsequently create a long lasting relationship and experience between the customers and IBEDC. Thus the training is expected to help IBEDC put their customers first to gain satisfaction and loyalty thereby developing a customer centric environment.

**Mr Iranola Ayodeji,
Chief Business Transformation & Strategy Officer (CBTSO)**

For us at the Asset & Revenue Protection Division, Customer-centricity as a strategy and a culture means balancing customer service and revenue protection (Prevention of losses, detection and recovery of losses), and to achieve this our officers need more than top-tier debt collection skills especially for those caught for energy theft. We are often required to deal with challenging and difficult circumstances, hence, the need to acquire better emotional intelligence and sensitivity skills for maximum productivity. This training could not have come at a better time, at the end of the training, we expect our officers to be:

- Be more polite, exchange pleasantries with a smiling face.
- Respectfully request for vending/payment records.
- Respectfully request to check/access the energy meter.
- Be more tactful in engaging customers on any identified irregularities especially on energy theft; Try to understand why such was done, the implication and how best to manage the issues without being hostile.
- Politely disconnect where necessary, and refer the customer to the Business Hub manager for further action.

**Capt. Gbenga Ajegbe (Rtd)
Chief Asset & Revenue Protection Officer (CARPO)**

Great customer service (through this training) will help the company gain more loyal customers, and as a result boost customer retention rates. This will also promote higher employee motivation and engagement.

**Mrs Zainab Galadima
Business Manager, Jebba
Kwara Region**

As a Technical Division in utility company, interfacing with customers is an everyday activity, it is therefore a welcome decision to embrace customer centricity. We expect the initiative to better equip our Engineers and field Workers to be more prompt in fault clearing, interact with customers better and have a greater interpersonal communication skill among themselves.

**Engr. Akin Abiodun
Chief Technical Officer (CTO)**

A training on customer centricity will further bolster a good relationship with our customers, which in turn will engender satisfaction and ultimately improve revenue collection

**Mrs Elizabeth Olufolarin
Business Manager, Apata
Ibadan Region**

Building customer centricity for us is mandatory because we have different touch points with our customers, especially the payment platforms. We expect this initiative to make our IT personnel more impactful on how the system is deployed and how to address complaints more quickly. We operate the CRM and the call Center, it is important that IT personnel are a plus to the success stories of quicker turn-around time for customers' complaints and enquires. And also, through customer centricity, I hope our internal customers (staff) will get more timely responses and a better inter-face with the IT personnel.

**Mr Martins Uwoghren
Chief Information Officer (CIO)**



Happenings Across The Franchise

Oyo

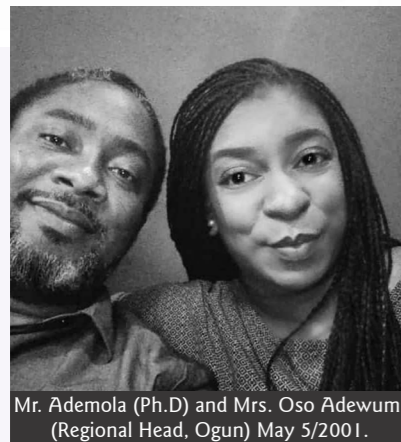
OYO REGION GETS NEW RH, DELIVERS PERFORMANCE BLUEPRINT

Mr. Olumide Akinmusire, the hitherto Business manager of Molete business hub has been elevated to the position of the Regional Head(RH) for Oyo region. He took over from Mr. Tope Bailey who is now the head of Maximum Demand customers' Management at the Head Office.

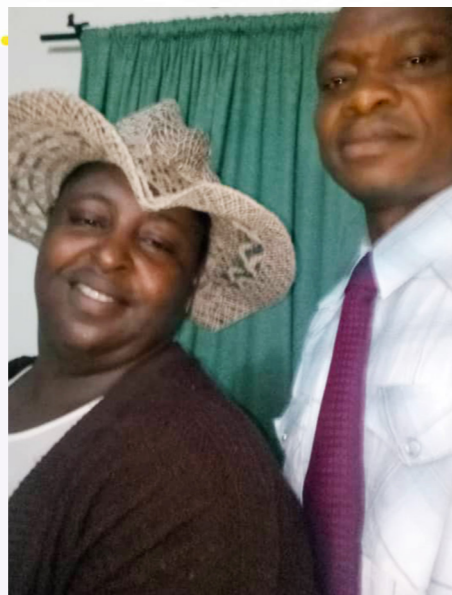
The new RH started his career with IBEDC in the Corporate Accounts unit at the HQ before his deployment to Ile-Ife as the Business Hub manager. After a few years, he moved to Akanran and then to Molete Business Hubs, respectively. His outstanding efforts in revenue generation and the establishment of effective performance improvement strategies, a progressive work ethic in all his duties everywhere he has worked, earned him the elevation.

The new RH in his words said, "I understand the big challenge of delivering satisfactory outcomes to our costumers who are getting increasingly critical of our service delivery resulting in various levels of dissatisfactions. My team, which comprises the TM, BMs, TEs, and the regional officers, are working out measures; templates, blueprints, and orientations to move the region from the present performance to delivering better and satisfactory results monthly. The time to achieve this is now as the reward for hard work is more work with effective strategies".

The new RH stated that the perennial Aggregate Technical Commercial & Collection (ATC&C) losses in the distribution aspect of the electricity value chain have continued with negative declines. The ATC&C loss, which is a measure of the overall efficiency of the distribution business, keeps increasing. He asserted that ATC&C losses in Oyo region stand at 62%, from an opening loss level of over 67% in January 2021. He believes the newly adopted reinvigorated business plans by the Regional Management will reduce the losses by 42% before the last quarter of 2021.



Mr. Ademola (Ph.D) and Mrs. Oso Adewumi (Regional Head, Ogun) May 5/2001.



Ololade and Theresa Bakare (Ace Ijeun Business Hub, Ogun) June 07/2003



Mr. Kunle and Mrs. Funmilayo Adekanye (Regional Protection and Control Officer) April 25/2015



Mr. Abideen Afolabi, the accountant of Oyo business hub has been conferred with a fellowship award (FCA) from the Institute of Chartered Accountants of Nigeria (ICAN). His expertise and wealth of experience had assisted the business hub management in their bookkeeping, financial processes, management and cash collection



Ayodeji & Temitope Ogunyombo - 12th of June, 2021 Finance & Account, Omu-Aran Business Hub, Kwara Region

Ogun



IBEDC TRAINS STAFF ON ATC&C LOSS REDUCTION

As part of the strategic focus on achieving Accountability for Optimal Performance, the Management has kicked started a training for staff across the franchise on ATC&C Reduction – tagged Energy Theft Detection Programme".

Sango and Ota Business Hubs under Ogun region were the pilot points for the training targeted at field workers and staff who directly and indirectly interface with customers. A total of two hundred and ninety-eight staff, including outsourced staff underwent the educative sessions to better horn their skills on how reduce ATC & C losses

At the end of the training, participants were tested and a whopping 93% passed, and were presented with certificates of attendance.

Ibadan

IBADAN REGIONAL OFFICE GETS A FANTASTIC TRANSFORMATION

As part of Ibadan Region's focus for the year 2021, the office building housing the Ibadan Regional Office and Molete Business Hub has gotten a much needed facelift in the beautiful official colors of IBEDC. This is to reflect the corporate image of the organization and improve staff working environment under the committed leadership of the Regional Head, Mr. Peter Oni.

The elated staff at the region said this development will spur them on to meet their deliverables more as the customers seem to be relaxed when they come in for one transaction or the other.

As a testament of the new upbeat in the region, the Health, Safety and Environment Sub-division in conjunction with AM-PAK Nig. Ltd. flagged off an Occupational Health and Management training for staff at the region.

The training which is ultimately a sensitization session, provided a better insight to the process involved in the documentation of risks associated with various operations.





WORD SEARCH

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

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

Let's solve this Sudoku

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.

Congratulations to Adedoyin Ogunmefun - Material Management Officer, HQ Store, Eleyele for winning the brain teaser questions for the last edition

Answers for last edition questions.

- | | |
|--------------|-----------------|
| 1. Team | 7. Iranola |
| 2. Handbook | 8. Ethics |
| 3. Contract | 9. Compensation |
| 4. Bonus | 10. Supervision |
| 5. Education | 11. Tanzania |
| 6. Feedback | 12. Redundancy |
| | 13. Recruitment |



Call for Sport Columnist

Calling for a volunteer Sport Columnist on IBEDC Voice. Staff interested should send an email to corporatecommunication@ibedc.com Write an article of not less than 500 words on the on-going Euro 2020 and what is in it for IBEDC sport enthusiasts. Deadline: July 16, 2020

Discussing Issues Surrounding Career Opportunities (DISCO) for Women.

"Nothing is Impossible to a determined woman."
—Louisa May Alcot

Choose Your Challenge Part 2

(#choosetochallenge)



In the last edition, we took a keen look at what we mean by "Choosing Your Challenge" in the light of the International Women's Day Theme for 2021. In this edition, we will continue the conversation from where we left off and address some other issues or phenomena we may "Choose to Challenge".

1. Glass ceilings: Do you feel your opportunity to climb the corporate ladder is hampered on the account of your gender? If yes walk up to the Employee Relations Department or liaise with the HRBP to discuss your concern. The height of your success in any corporate ladder should only be limited to your level of aspiration and not your gender.

2. Positional bias: What makes a woman better suited to be a secretary or receptionist? Why shouldn't a man fill that position? Why shouldn't a woman serve as your first line of security? This type of gender bias is rampant in all types of businesses. You can speak-up when you see this trend.

3. Harassment: Have you ever been harassed by your line manager for demanding to be treated equally? Then you need to speak up. We believe that rules and policies should apply for both genders--across the board.

4. Sexual harassment: I would not have done justice to this essay if I do not mention sexual harassment as it relates to gender bias. It is amazing the level of abuse women have to cope with in the workplace. In such a male-dominant profession as ours, harassment is often either overlooked or not even

perceived. This is the danger zone of gender bias. If you have experienced sexual harassment either as a victim or witness kindly speak-up. Meet with the Employee Relations Department for a confidential session.

How do we choose your challenge?

Given that not all challenges are equal and expedient at certain times, how do you choose "good" gender challenges? Below are the common characteristics that all good gender challenges share that will bring full engagement and fulfillment to your lives and career:

1. Singularity of Focus: This means that the Gender Challenge must be weighty enough that it requires full and undivided attention at the moment. It should engage both your mental and physical presence. This may go beyond work and may even involve teaching your kids an activity, designing a website, creating or giving a presentation. To inspire a singularity of focus, a challenge must be important to you and it must be something you feel you should do now in this moment. So in selecting your gender challenge, choose one that is meaningful and will demand your complete concentration.

2. Stretching: Great challenges stretch your efforts and capabilities, demanding slightly more than the best of our skills and strengths. They are just over and above our current abilities, so they require us to engage fully and grow. The secret here is to select a gender challenges that extends just beyond your comfort zones. Approach your gender

challenge as an opportunity to go from level one to level two or three etc.

3. Measurement of Performance: This means that you have the opportunity to know how you're doing—either to self-assess your progress or to get outside feedback. Running often becomes a more satisfying experience when we can measure how fast and far you've gone.

4. Sense of completion: Allow for a sense of completion. People can run a marathon because they know that their challenge has a finish line. This concept becomes even more important as we take on bigger and bigger gender challenges. Therefore, if you're going to take on the challenge of ending gender discrimination in IBEDC, you have to construct the challenge and your expectations in such a way that you feel you are completing significant milestones. This is why organizational change agents will always design small wins into a change plan. Such wins give an opportunity to score performance, it is always a great feeling to reach the finish line and breast the tape!

For the sake of our daughters and all humankind, we must advance beyond the primordial sentiments that holds us back as a society, sentiments like gender inequality and biases. We need to join the train of progressive, upwardly mobile female professionals world-over challenging these set-systems thereby creating a better future for our children and their children's children.

Daniel Iyoha-Ojje
(Lead - Learning & Development)

DOMESTIC SAFETY SENSITISATION



Do not be quick to unplug household items when there is a power surge rather evacuate the building.



Do not step on snapped wires/ fallen poles.



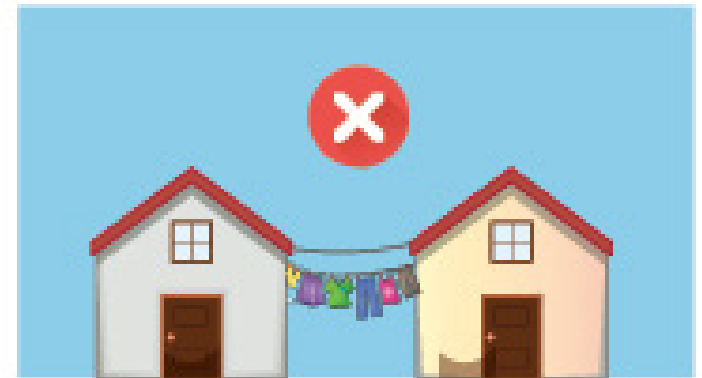
Engage competent and licensed electrical contractors for building wiring and installations and also use quality materials.



Put on rubber foot wear and avoid wet hands when using electrical appliances.



Ensure that service main wires and extensions are not in contact with the roof of the building to avoid induction/conduction leading to electrical shock or electrocution.



Do not spread clothes on electrical wires or metallic strings (naked wires) to avoid leakages leading to electrical shock or electrocution.

Periodically ensure the proper earthing of your buildings to avoid leakages leading to electrical shock or electrocution.

