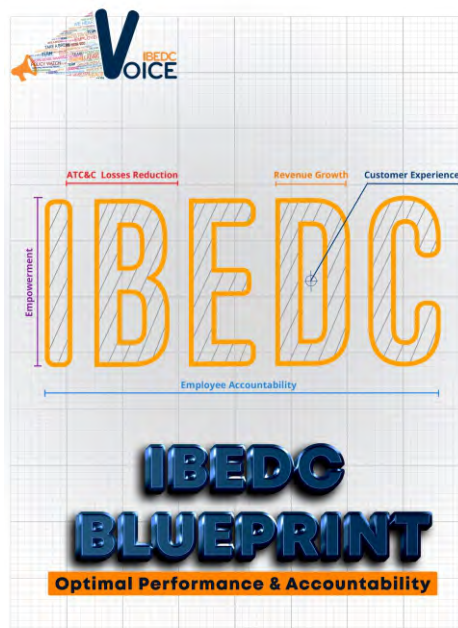




REFLECTION 2021 «««



May - June 2021



NOVEMBER & DECEMBER
TWENTY21



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We are in the New Year, we certainly have new goals, new dreams, new resolutions, and many of us may want to learn skills to improve our performance at work. However, we need to think about how we can actually learn new skills, achieve our set goals to create the experiences we want in the various departments of our lives? What will make us successful in our endeavors?

Some learning experts believe that learning from direct experience can be more effective if coupled with reflection—that is, the intentional attempt to synthesize, abstract, and articulate the key lessons taught by experience, but very few companies give their employees time for reflection, especially when competitive pressures are escalating.

Luckily, IBEDC is one of the few companies that values reflection as one of the ways to gain Insight and coordinate actions for better impact, hence our focus in this edition of IBEDC Voice, we are examining what we did right or wrong in 2021, and learning from them for a more productive 2022. Our regular columns are also loaded with educative and exciting features.



REFLECTION

IBEDC IN 2021

The year 2021 was described as a year of recovery and continued resilience due to the socio-economic challenges influenced by the COVID-19 pandemic. The advent of vaccines to stem the tide of infections and the can do spirit of businesses made the difference in spite of the hurdles.

Organizations leveraged on these hurdles to create new opportunities, shift gears and improve processes. This is particularly true for IBEDC that, in spite of the volatile economic terrain, increased energy cost, vandalism of company's infrastructure amongst other challenges, still closed the year with a collection of N8.85 billion in December 2021. IBEDC Voice interviewed the Chief Operating Officer Engr. John Ayodele for a proper perspective to all the facts aforementioned.

VOICE- How would you describe Nigeria's business climate for the year 2021, especially in the power sector?

COO- In 2021, world's economies began slowly to recover from the negative impact of the pandemic. Thanks to Government's measures put in place to curb the spread of COVID 19. High inflation and unfriendly exchange rates lingered while the Nigerian business climate and the power sector witnessed partnership and synergy at its core operations. There have been continued

collaborations by the Federal Government of Nigeria and other stakeholders in the power sector, in a bid to improve the sector and optimize its capacity.

Major events in 2021 towards improving electricity supplies include Metering through MAP and NMMP, review of electricity tariff, increased Investments in Nigeria Renewable Power and Mini-Grid Sectors, financial supports to the DisCos by the federal government through the CBN loans to improve network infrastructure, etc.

VOICE- How did the state of Nigeria's economy impact the business in 2021?

COO— Lack of gas supply, insufficient transmission capacity especially at load centers and distribution infrastructure and sector illiquidity were major challenges that affected the power sector in the country year 2021. From generation to transmission and distribution, the sector is in dire need of infrastructure upgrade to meet the energy needs of the populace. Only 25 out of 150 GenCos licensed by NERC operated optimally last year.

However, government policies, supported by the World Bank, look to resolve some of the key issues holding the sector back. We hope the Gas Supply System will improve with the passage of Petroleum Industry Act (PIA) into law.

VOICE- The business closed on a total collection of N89.5 billion as against the 60.9 billion recorded in 2020, what are the factors responsible for this?

COO- Let me first say that the human resource is key to this figures recorded, the dogged, can do spirit of all staff must be appreciated. Coming to specific factors now, our performance was boosted by a 3% growth in energy received Year on Year, while tariff moved slightly upward, although it is still a far short from cost reflectivity. Furthermore, due to the slight recovery in the economy as earlier mentioned, more MD customers ramped up production and hence a rise in their energy consumption. All these factors contributed to about 43% growth in billing and 47% growth in collection compared to our achievement in 2020. The tariff change can not also be eliminated here.

VOICE- We closed the 2021 Financial Year with an ATC&C loss of 52% compared to 56% in 2020. What would you say accounted for this reduction and what plans are in place to ensure IBEDC meets the targeted ATC&C loss level this year?

COO— The ATC&C loss recorded at the end of 2021 was a far cry from our target of 18.6%. IBEDC has historically struggled with the specter of high ATC&C losses due to the nature of our franchise (large coverage area, lengthy feeders, dilapidated equipment and customer reluctance and/or inability to pay for service enjoyed). We have been upgrading our equipment to ensure losses reduce and for customers to enjoy better service. For

instance, we spent a lot in 2021 on network upgrade. This year will see IBEDC spend more on network improvement under the partnership with multinationals (Siemens) and with the support of the Federal Government loan. We have also overhauled our internal processes relating to energy theft, meter bypass and all other fraudulent activities leading to revenue leakages. We hope these measures will ensure our ATC&C loss reduce to an acceptable level this year.

VOICE- Part of our PIP commitments in 2021 was to gradually improve supply to customers to ensure that customers under service bands D and E move up to bands C, B & A, how many of those communities benefitted from this?

COO— More than 50 communities in Oyo, Ibadan and Ogun regions were moved from band E to C, B and A, but we must admit that our feeders can be better harnessed to forestall energy deficit. With the investment planned towards upgrading our key feeders this year, more communities in our coverage area will enjoy more stable supply. I, however wish to implore all our esteemed customers to pay for services enjoyed in accordance with the tariff bands and desist from fraudulent activities in relation to energy consumption. It is only when customers pay their bills fully that IBEDC can continue to provide the best of services.

VOICE- In terms of service delivery and

resolution of complaints, did the business perform better than the year before?

COO—We are committed to improving service delivery to customers, and 2021 was no different. A lot was expended on training the work force on customer centricity to ensure that customer satisfaction is a way of life for us at IBEDC. We achieved a 100% enhanced power statistical metering across the franchise, successfully metered over 98,000 customers under the NNMP phase zero, successfully relaunched the Meter Asset Provider Scheme (MAPS), we also treated and resolved about 500 NERC related complaints and issues, and our Call Centres attended to over 40,000 calls from customers.

VOICE- How would you rate our payment channels for the year 2021?

COO— All the channels were viable, up and running, but these are the records for E-Channels transaction count: The Mobile/ Bank Apps moved upward from 11,571 in 2020 to 42,327 in 2021, USSD moved downward from 98,957 to 68,037, while Web moved upward as well from 195,424 in 2020 to 242,051 in 2021. More customers are encouraged to make use of these channels for their convenience

VOICE- Did we meet the set target for staff welfare and development?

COO- Let us applaud ourselves for achieving zero industrial unrest in 2021, it was a harmonious year for the two in-house unions. As part of our efforts to ensure better staff welfare, we effected the 5% cost of living adjustment

for all staff and reviewed the Conditions of Service (COS). We also achieved 80% training rate of IBEDC Employees, concluded work on the development of IBEDC Learning Academy (ILA) and launched the organization restructuring project CAMEO, with a 100% review on job description and KPIs.

VOICE-IBEDC was ranked 4th position on the NEMSA safety log, what other safety achievements were recorded in 2021?

COO- We don't joke with safety inspections, we carried over 1435 inspections across the franchise, conducted over 28 emergency preparedness

response drills to remain well positioned. IBEDC COVID-19 Management Committee remained committed to staff welfare all through the year, we reviewed the safety protocols to respond to the realities of the pandemic, and I'm happy to say over 300 IBEDC staff have been fully vaccinated, of greater cause for celebration is that IBEDC has not lost a single staff to the pandemic since it began. To God be the glory.

VOICE- How do you hope to overcome the notable challenges of 2021?

COO- One of the major challenges for the year under review was the issue of ATC& C losses, so we have to redouble our effort on energy accounting to reduce losses. Also, NERC has reviewed our Minimum Remittance (MR) upward to our power suppliers (NBET & MO) to 100%. This means, starting from February 2022, IBEDC must pay NBET and MO fully for energy supplied. This is a very tough call given that customers are not paying their bills fully. I am using this medium to reach out to my colleagues to redouble their efforts in revenue drive to ensure IBEDC meets the MR as prescribed by NERC. Let me also reiterate to our esteemed customers that power supply is not free, IBEDC must pass the money collected from them up the value chain. Therefore, customers should always pay their bills fully to ensure the Generating Companies, Transmission Company and all other stakeholders receive their dues.

VOICE- In your overall review of the year 2021, are you satisfied with the performance?

COO– We are not satisfied. While revenue somewhat increased, our ATC&C loss level is still high. At 52%, it means for every N100 worth of energy IBEDC bought from the value chain, we can only account for N48. No business can survive

for long under this scenario. I however believe that this year will bring improvement as my colleagues and I rededicate ourselves to work harder and smarter to ensure our performance improves. As regards 2021 performance, staff who demonstrated exceptional performance will get their rewards through the annual appraisal exercise. We look forward to a more successful 2022.

Thank you Sir.

“Follow effective actions with quiet reflection. From the quiet reflection will come even more effective action”. – Peter Drucker

LEGAL PERSPECTIVE

Regulatory Highlights in the Power Sector for the year 2021 (Part 2)

The year 2021 has ended and the Nigerian Electricity Supply Industry saw its fair share of vicissitudes in the face of changing policies and increasingly intricate regulatory requirements. This article is the concluding part of Regulatory highlights of 2021.

July 2021

DisCos won the battle against TCN in respect to the unauthorized bilateral electricity trading with its customers. The Commission by a directive to TCN prohibited it from wheeling power from Mainstream to Self-acclaimed Eligible Customers. It clarified that the Commission was the only authority established to determine the Eligibility Status of any customer. During this period, the Commission provided guidance to DisCos on the processes and procedure for the migration of customers from one service band to another in alignment with the provisions of the Service Based tariff regime. IBEDC received the Vice Chairman of NERC during his inspection visit to the Forum office located at Iyaganku GRA in Ibadan.

August 2021

The NERC Order on the MAP and NMMP Regulations (REGULATION NO: NERC (R – 113) was finally issued. The Regulation amended the Meter Asset Provider Regulations and integrated the MAP framework with the National Mass Metering Programme ("NMMP") and initiated other metering arrangements in favour of customers. It came into effect on the 9th August, 2021. The Commission finally commenced the review of the following Customer and Operational Standard Regulations to align with current realities for the Customer Complaints Handling Standards, and Procedure Regulations, 2006; Meter Reading, Billing, Cash Collections and Credit Management for Electricity Supplies Regulations, 2007; Customer Service Standard of Performance for Electricity Companies, 2007; Connection and Disconnection Procedures for Electricity Services, 2007; and Methodology for the determination of Connection Charges for Electricity Supply 2012.

September 2021

The Minister of Power, Saleh Mamman was replaced with Engineer Abubakar Aliyu (Former Minister of State for Federal Ministry of Works & Housing). All GenCos and DisCos CEO's were invited to meet with the new Minister to discuss preliminary expectations for subsequent interactions with the Minister with respect to the resolution of NESI issues. The meeting was heralded as a positive sign for the NESI. Sequel to the issuance of the new MAP/NMMP Regulation, an invitation was sent to IBEDC to participate in the Nigerian Electricity Supply Industry Stakeholders meeting to deliberate on the implementation of the regulation and the renewal of Nigerian Bulk Electricity Trading Company's (NBET) license. Stakeholders deliberated on the need for NBET's continued existence or otherwise. Likewise, the House of Representatives called for recommendations for a Bill to amend the Electric Power Sector Reform Act ("ESPR") 2005 and the legislation of an Energy Theft Bill.

October 2021

The House of Representatives held a public hearing on the adoption of the Energy Theft Bill (draft) in Abuja with NESI stakeholders in attendance. Likewise, NERC also called for recommendations for the review of the Markets Rules.

November 2021

The Bureau of Public Enterprise commenced the review of the Performance Agreement with the Gencos and DisCos as it expires in December 2021. NBET was granted a three-year renewal license.

Ultimately, the liquidity challenges and the myriad of other problems being faced by participants of the NESI in the face of daunting regulatory requirements continues as the sector transitions from a subsidized electricity market to a profitable, cost and service reflective market. At IBEDC, the herculean task of surviving rests on every employee's shoulders, who constitute the main resource with the ability and the possibility to turn things around for the better.

Barr. Olawale Aro

Head, Regulatory Affairs & Government Relations

NEED TO KNOW

THE NIGERIAN ELECTRICITY VALUE CHAIN AND ITS IMPACT ON CUSTOMERS

A value chain represents a series of activities that are performed towards delivering value to a specific market. Electricity is delivered to various customers in a chain process that involves the Generation Companies (GenCo), Transmission Company of Nigeria (TransCo or TCN) and the Distribution Companies (DisCos) in delivering electricity to the final consumers – Households, Industries, Government, among others. Central to the stability of the value chain is the Nigerian Electricity Regulatory Commission (NERC). As a regulator within the Nigerian

Electricity Supply Industry (NESI), its key regulatory functions are mainly:

- 1) Licensing of on- and off-grid generation of power, as well as for distribution of electricity to end users; and
- 2) Managing price regulation through the setting of Multi-Year Tariff Order (MYTO), from time to time.

The Power System

An electricity power system comprises a network of electrical components that supply, transport and consume electrical power in real time. These systems range from nano or micro

power systems of small isolated generators (like 'I better pass my neighbor' generators) which can deliver energy for consumption in the electrical network in a house, to a grid power system capable of delivering energy over a large region, which could extend beyond national territories. The main sources of grid electricity generation in Nigeria are gas, coal and water. Principally, the bulk of our electricity supplies are Gas-fired, with the main sources coming from the Southern part of the country.

1. The GenCos produce electricity to be transported to where it is needed through the transmission system, operated by a TransCo or TCN. In Nigeria, the electricity transmission system consists of Step-up stations, transmission lines and Step-down stations (Injection sub-stations). Step-up stations reduce losses as much as possible, by transmitting electricity at high voltage using step-up transformers to step up the voltage to 330 kilovolts (kV) for long distance transportation. Transmission lines are used for wheeling power from the step-up stations over long distances to the locations nearest to consumers. As the transported electricity approaches consumers, its voltage is reduced using step-down transformers at the 330/132 kV and 132kV/33kV injection sub-stations.
2. The Transmission System- From the step-down injection sub-stations the transmission system hands over to the distribution system. However, large users of electricity, like steel companies, obtain power directly from the transmission system due to their heavy load demands.
3. The distribution System- As the third step

in the value chain, the distribution system uses infrastructure(s) like the 33kV, 11 kV and 0.415V Service transformers to distribute electricity at usable voltage to end users. However, a large number of Nigeria's distribution network operates without the 33kV/11kV injection sub-station, but 33kV/415V service transformers, which are permissible in rural areas with low population density.

Between the generation and distribution systems, power failures would likely occur. This deviation requires restoration within a reasonable time limit. The associated techniques, rules, procedures and methodologies for ensuring a real time balancing and restoration within the grid is called System Operations.

However, when the system fails and delay in restoration occurs, the DisCos can not but wait for the TCN to restore power to the grid.

Market Settlements within the NESI
Within the NESI, market settlement activities involve the following participants:

- a. Nigerian Bulk Electricity Trading Plc (NBET)
- b. Market Operators
- c. DisCos

How the Market Settlement works

On a monthly cycle, grid readings of energy delivered to the DisCos are advised to NBET

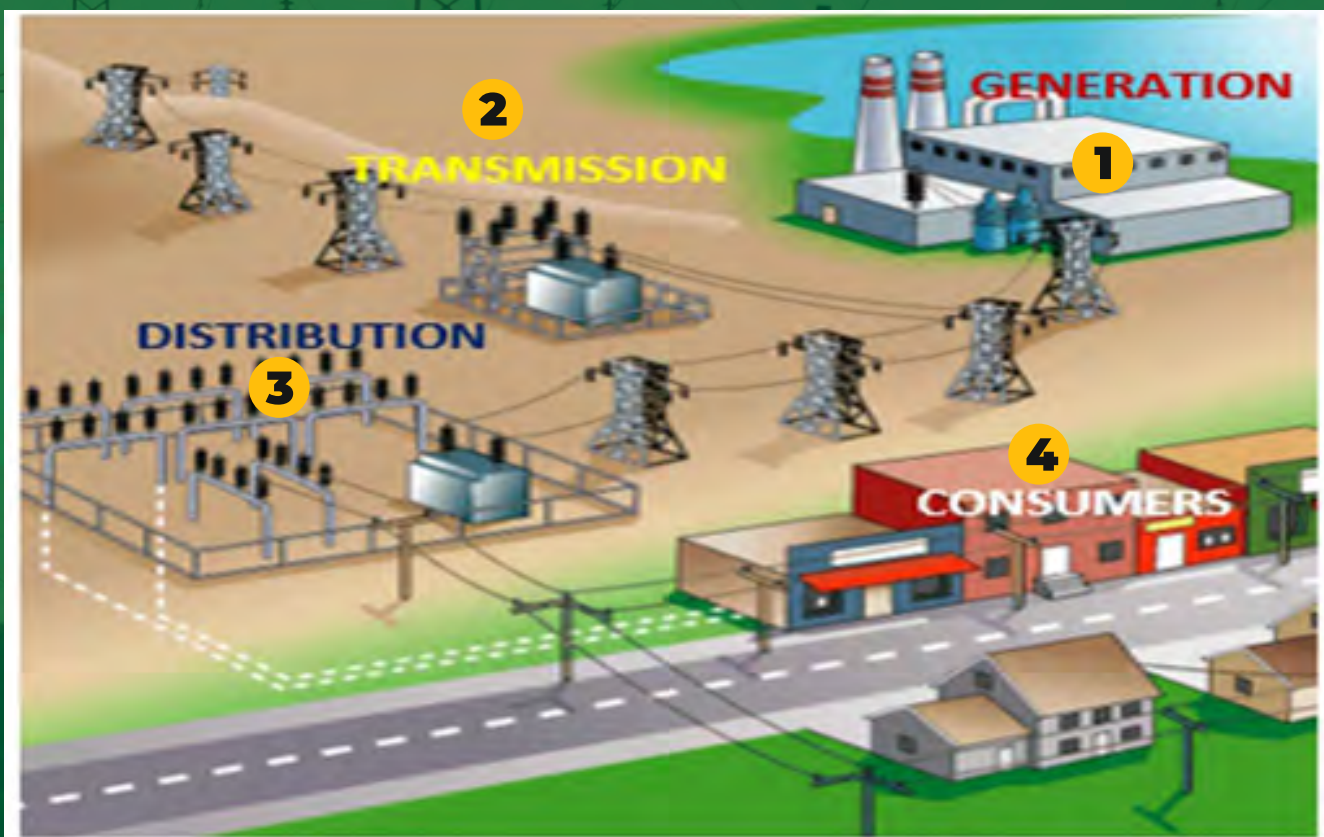
who then issues capacity and energy settlement invoices to the DisCos. Further, the Market Operator issues its invoices to the DisCos for energy wheeled by the TCN to the various Sub-stations from which the electricity is distributed to the customers. The DisCos then bills its customers according to their electricity consumption at the appropriate NERC approved tariffs.

Subsequently, the NBET and MO invoices are paid by each DisCo from collections received from customers across their respective franchises. However, with an average collection efficiency of less than 70%, failures in the market are attributable primarily to the low customer responses to bill payments and electricity thefts, which ultimately leads to the inability of the DisCos to meet the requirements for the minimum monthly market settlements of the NBET and MO Bills. The minimum expected remittances to be met by IBEDC is 100% with effect from February 2022.

In conclusion, Since we can not do it alone, all the stakeholders from the GenCos, TCN to the DisCos and the customers have various roles to play in ensuring that the broken links within the value chain are fixed from time to time. This will ensure that the customers are guaranteed quality power supplies across our franchise.

Muritala Jinad

Lead Performance Management.



METERING UPDATE

5 STEPS TO GET METERED UNDER MAP

STEP 01



FILL YOUR MAP FORM

Visit msms.ibedc.com or any of our offices nearest to you

STEP 02



MAP ID IS GENERATED

Customer's account verification and a unique number /MAP ID is generated

STEP 03



TECHNICAL EVALUATION

Customer's account will be evaluated to ascertain suitable meter type

STEP 04



MAKE YOUR PAYMENT

Make payment with your MAP ID in any bank branch using IBEDC MAP NIBBS or IBEDC MAP (Interswitch Paydirect) platforms or online transfer

STEP 05



GET METERED

Get metered within 10 working days after payment.

Single Phase:
NGN 63,061.32
Three Phase:
NGN 117,910.69
(VAT Inclusive)

BEHIND THE ROLE

My name is Isaac Onifade Adebayo, the Revenue Protection Officer for Ojoo business Hub, Oyo Region. My job covers the investigations and inspections of all commercial field operations in the hub under my purview.

I ensure that all Non-Maximum Demand (NMD) meter meets the performance, functions, technical requirements, and applicable standards within the business hub. I conduct weekly inspection of NMD Meters and associated equipment to ascertain optimal performance. I also, calculate and estimate bills from damaged meters and investigate attributable energy losses/ thefts.

In addition, I identify areas of high financial leakages within the business hub and design appropriate strategies to curtail the leakages. I also inspect energy meters to ascertain that proper connections are established for smooth operations. I conduct monthly Quality Assurance (QA) on revenue protection processes with the Business Hub and recommend improvement opportunities. I daily submit field activities report to the Head, Revenue Protection.

My desire is to see IBEDC walking the corporate mission statement of delivering power supply and changing the lives of our customers positively with commensurate revenue growth. We must therefore overcome the challenges of band-adequate supply and efficient fault clearing, reducing the period of outages and revenue leakages; this must be the hallmark of our field operations.

“It takes the heart of a lion to discover and prosecute defaulters and errant customers.”

I unwind by jogging, playing draughts and watching movies during the weekends, mostly evenings. I would have become a professional comedian as I enjoy making people laugh and happy. I am also a strong fan of Arsenal (Up Gunners) and IICC FCs. My favorite drink is Palm wine and Lacasera, Omo, you can't beat the taste (Smiles), and my best meal is Pounded Yam and Efo-Riro, but sometimes I enjoy Beans and dry fish with fried yam.

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I would have been a lion, if I were an animal. I love LIONS, if not for their dangerous and wild nature; I would have one as a pet. Their boldness and courage to face any opposition and have any animal for dinner piques my interest, because It takes the heart of a lion to discover and prosecute defaulters and errant customers.

Isaac Onifade Adebayo

Revenue Protection Officer
Ojoo Business Hub,
Oyo Region



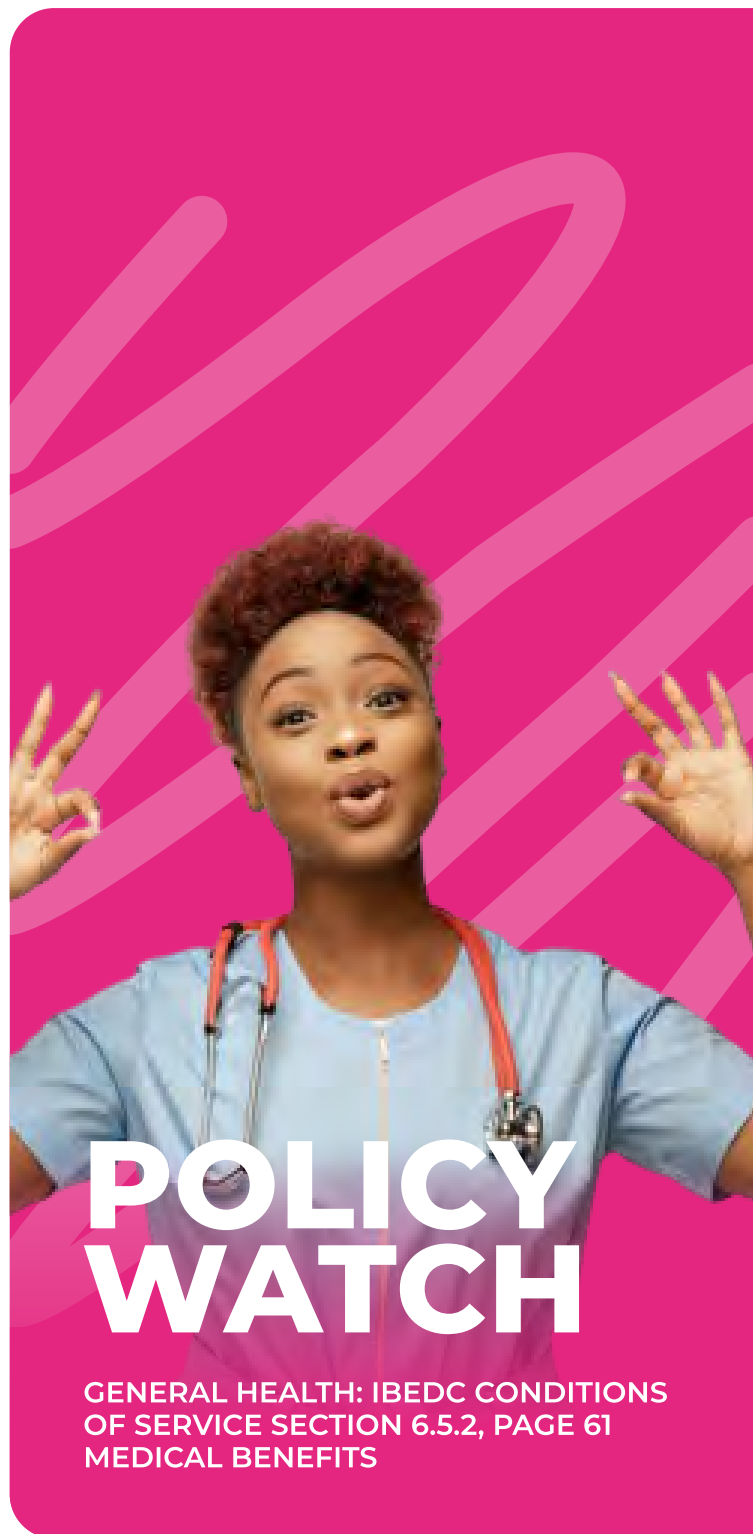
Most individuals begin the New Year with new resolutions like; spending more time with loved ones, sorting out finances, changing lifestyles and diet, being more aware and taking care of physical and mental health, etc. These decisions usually arise from reflections of the past year(s). Considering this fact, we would agree that the major health challenge of the past year, COVID-19 is still much around and we need to continue to observe all COVID-19 protocol measures.

In addition to this is the dry and dusty Harmattan weather, which seems to intensify with each passing day. The Harmattan dust particles affect negatively the health of the people causing respiratory disease in adults and children, which is also one of the symptoms of COVID-19, so we need to take extra precautions and protect ourselves.

As employees, we should take advantage of the medical benefits, which the company has made available to us when required. All employees, their immediate legal dependants that should not exceed a spouse and a maximum of four (4) children below the age of 18 are entitled to medical care. Also available are a variety of medical services, which would help us maintain our physical and mental well-being.

The following processes should be adhered to, in order to access the medical services provided by the company:

- Employees are required to use the Company's retainer hospitals at all times, an exception would only be allowed when the staff is in a location where there are no IBEDC retainer hospitals. However, employees are advised to use government hospitals in such situations but can resort to private hospitals in areas where government hospitals are unavailable. Medical bills incurred are refunded upon presentation of receipts.
- Employees are advised to obtain a medical form from their respective Administrative Assistance or Human Resource Business Partner before visiting any hospital. Treatments/drugs and amounts billed for each visit are usually entered on these forms, employees are to ensure they confirm these values are correct before they append their signatures on the forms.



POLICY WATCH

GENERAL HEALTH: IBEDC CONDITIONS OF SERVICE SECTION 6.5.2, PAGE 61
MEDICAL BENEFITS

- In cases of emergencies, employees can visit the hospitals first then pick up the medical forms afterward. The list of IBEDC Retainer Hospitals can be accessed under the Human Resource folder in IBEDC Common shared folder, or by contacting the Welfare Officer via bukola.adedeji@ibedc.com. For more information on policy watch, please contact .

SAFETY TALK

THE ROLE OF A GOOD SAFETY CULTURE FOR PRODUCTIVITY AND PERFORMANCE (PART 1)

Safety Culture is the way safety is perceived, valued and prioritized in an organization. It reflects the real commitment to safety at all levels in the organization. It has also been described as "how an organization behaves when no one is watching". Safety Culture is not something you get or buy; it is something an organization acquires as a product of the combined effects of [Organizational Culture](#), [Professional Culture](#) and, often, [National Culture](#).

Safety Culture can therefore be positive, negative or neutral. Its essence is in what people believe about the importance of safety, including what they think that their peers, superiors and leaders really believe about safety.

Why safety culture is important
 Safety culture is important because it has direct impact on safety & performance of workers. It has been observed that organizations' well-thought and crafted rules, processes and Safety Management Systems (SMS) are often neglected. As they are overshadowed by general beliefs, attitudes and norms usually demonstrated by peers,

supervisors or the overall leader. Hence, organizations need both the SMS (Rules & Processes) and good/positive culture in order to achieve workers' performance and productivity. Indicators of a good Health and Safety Culture

- **LEADERSHIP AND COMMITMENT:** A clear demonstration of management's commitment to the health & safety can provide higher levels of motivation to employees.

- **EFFECTIVE COMMUNICATION:** The extent, purpose and format of top-down communication from management to workers (vice-versa) can indicate the dynamics of a good safety culture.

- **WORKERS CONSULTATION AND PARTICIPATION:** The involvement of workers at all levels of the organization through training, awareness; consultation of workers can indicate the sustainability and likely effectiveness of the culture.

- **THE EXTENT TO WHICH THE CULTURE LEARNS:** A learning organization is able to tap into the ideas and concerns of those at all levels of the organization.

- **THE EXTENT TO WHICH THE CULTURE IS JUST:** The presence of a culture that places blame on an individual following an undesired event has clear implications for the other indicators of a positive culture. "Overemphasizing individual blame for the human error, at the expense of correcting defective system is not a sign of a JUST ORGANIZATION".

Hierarchy's of Safety Culture

The Safety Culture Ladder recognizes five steps. The ladder steps indicate the level of development in which a company operates in the field of safety awareness.



(To be continued)

Health Focus



WORLD CANCER DAY 2022

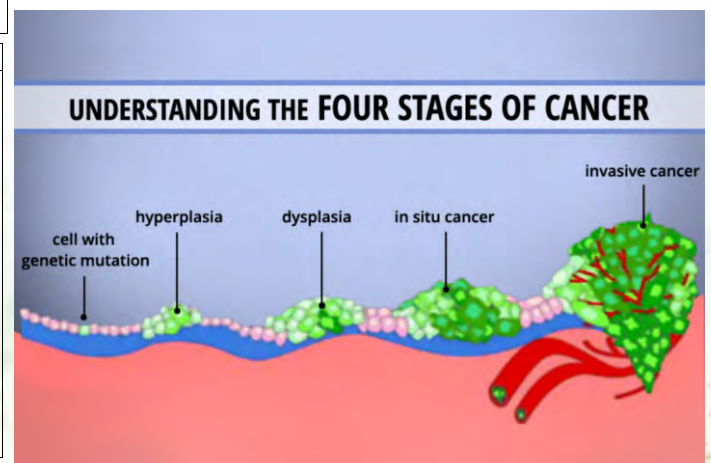
World Cancer Day is celebrated on 4th February every year around the world. The theme for World Cancer Day 2022 is 'Close the Care Gap'. The aim is to raise awareness and tackle the unequal care given to those battling cancer across the globe. According to WHO, cancer is a large group of diseases that can start in almost any tissue of the body, when abnormal cells grow uncontrollably beyond their usual boundaries to invade adjoining parts of the body and/or spread to other organs. Around one-third of death from cancer are due to tobacco use, high body mass index, alcohol use, low fruits and vegetable intake and lack of physical activity.

TYPES	CAUSES
<ul style="list-style-type: none"> Breast cancer (common in both male & female) Lung cancer (common in both male & female) Prostate cancer (male) Colorectal cancer (common in both male & female) Cervical cancer (female) Liver Cancer (male) Stomach cancer (common in both male & female) Thyroid cancer (female) Leukemia (Cancer of the blood) 	<p>Cancer is majorly caused by changes in DNA. These changes are called genetic changes. Other causes includes:</p> <ul style="list-style-type: none"> Smoking Sun and other types of radiation Viruses & other infections Chemicals Obesity Alcohol Poor diet

SYMPTOMS/WARNING SIGNS	PREVENTIONS
<ul style="list-style-type: none"> Fatigue or extreme tiredness. Unusual weight loss or gain Eating problems: loss of appetite, Dysphagia & belly pain. Nausea and vomiting Swelling/lumps growing anywhere in the body. Unusual bleeding or bruising. Yellowish color to the skin or eyes (Jaundice). Changes in bladder function: Painful or bloody urination. Fever or Night sweat. Mouth sores, bleeding, pain or numbness. Cough or hoarseness that does not go away. 	<ul style="list-style-type: none"> Maintaining a healthy body weight Low tobacco intake Eating healthy diet, including fruits & vegetables Doing physical activity on a regular basis. Avoiding harmful use of alcohol Getting vaccinated against HPV & hepatitis B (if you belong to a group for which vaccination is recommended). Avoiding ultraviolet radiation (which primarily result from exposure to the sun & artificial tanning devices) Minimizing occupational exposure to ionizing radiation Reducing exposure to outdoor & indoor air pollution.

CANNOT CAUSE CANCER	CAN CAUSE CANCER
<ul style="list-style-type: none"> Electromagnetic frequencies Genetically modified food Microwave ovens Drinking from plastic bottles Stress Food additives 	<ul style="list-style-type: none"> Smoking Second hand smoke (i.e. inhaling smokes from surroundings or close by smokers) Sunburn Drinking of alcohol Unsafe sex (Human papillomavirus(HPV) can be transmitted through unsafe sex which can lead to cancer). <p>NOTE: According to WHO, the more sexual partners a person has, the higher the risk of contracting HPV. Condom use can reduce HPV risk. HPV is found in about 99% of cervical cancers. Although in rare cases, other risk factors may trigger the onset of cervical cancer.</p>

SYMPTOMS/WARNING SIGNS	PREVENTIONS
<ul style="list-style-type: none"> Fatigue or extreme tiredness. Unusual weight loss or gain Eating problems: loss of appetite, Dysphagia & belly pain. Nausea and vomiting Swelling/lumps growing anywhere in the body. Unusual bleeding or bruising. Yellowish color to the skin or eyes (Jaundice). Changes in bladder function: Painful or bloody urination. Fever or Night sweat. Mouth sores, bleeding, pain or numbness. Cough or hoarseness that does not go away. 	<ul style="list-style-type: none"> Maintaining a healthy body weight Low tobacco intake Eating healthy diet, including fruits & vegetables Doing physical activity on a regular basis. Avoiding harmful use of alcohol Getting vaccinated against HPV & hepatitis B (if you belong to a group for which vaccination is recommended). Avoiding ultraviolet radiation (which primarily result from exposure to the sun & artificial tanning devices) Minimizing occupational exposure to ionizing radiation Reducing exposure to outdoor & indoor air pollution.



SUCCESS NUGGETS

2021 COULD HAVE BEEN BETTER IF ...

"Everything is theoretically impossible until it is done" – Robert A. Heinlein

We may have faced challenges, broken down walls, put in extra time, energy, effort, and sometimes tears to set new performance records for the year 2021, but could the year have been more productive if certain factors were considered?, we captured some feedback from staff.

• My 2021 could have been better if there was effective monitoring of losses of Revenue (LOR) payments to ensure appropriate billing for customers and effective monitoring of faulty meters to forestall bypass

-**Olaekan Kupoluyi, Team Lead, Soka, Oyo Region**

• My 2021 would have been better if there were deployment of additional FETS Wallets Agents to areas with good power supply but far from our Cash offices, and a good reward system to encourage the Team Leads and CROs for better revenue generation. **Tope Alade, Business Hub Manager, Monatan, Oyo Region**

• My 2021 could have been better if there was effective monitoring of losses of Revenue (LOR) payments to ensure appropriate billing for customers and effective monitoring of faulty meters to forestall bypass

-**Olaekan Kupoluyi, Team Lead, Soka, Oyo Region**

• My 2021 would have been better if there were deployment of additional FETS Wallets Agents to areas with good power supply but far from our Cash offices, and a good reward system to encourage the Team Leads and CROs for better revenue generation. I also would love to see strict monitoring of account creation and suspension to ensure accurate payment in tandem with energy allocation to particular circles.

-**Tope Alade, Business Hub Manager, Monatan, Oyo Region**

My 2021 could have been better if a vehicle was assigned to our MD team. This will enhance superlative performance.

Raymond Joseph, Customer Relation Officer, Olumo Business Hub, Ogun Region.

• My 2021 would have been better if we had more Customer education and community

engagements on bill payment and top-notch training for CROs on customer relations.

Adetunji Aduloju, Team Lead, Oyo Region

• My 2021 could have been better if there was more migration of customers on Band D & C to higher band A or B. These would have had great effects in the reduction of our ATC&C leading to a better performance in the year 2021.

Babatunde Abdulraheem, Team Lead, MD Team, Sango, Ogun Region

• My 2021 could have been great if I got a 100% salary increase, I would have done more

Akanni Adewale Anuah, Team Lead - DSO, Molete, Ibadan

• 2021 could have been better if not for COVID -19 and the impact it had on the business, personal growth and development, but working smart and thinking out of the box helped me a lot

Usman Usman, Regional Security Officer, Kwara Region.

• Better welfare to motivate staff and provision of work tools for the smooth running of the day-to-day activities would have made 2021 better.

Ijeun Business Hub, Ogun Region

• My 2021 could have been better if there were better office infrastructure

-**Happy Osunbor, PPM Analyst HQ**

• The year 2021 could have been better if the Management leveraged more on our the social media platforms as a marketing tool for the business.

-**Sulyman sulyman olatunji, Customer**

SPORTS AND PRODUCTIVITY



One of the main goals of any establishment is to improve productivity. Increased productivity means higher revenues and a stronger bottom line. The most popular team building activity is Sport and this action boosts better health and improved moods that lead to increased productivity and positive atmosphere in the workplace. Exercise truly feeds the brain, essentially if you are going to be more effective and efficient. So lets share with you some tips on how to incorporate excise into your daily routine for a more productive 2022.

Tips for daily exercise

1. **Lunch break workout-** Log off, get up, and get moving! Ask a co-worker to go for a walk or head to the gym for a quick lunchtime workout. You're more likely to exercise if it's a convenient part of your day.

2. **Go beyond the gym-** Exercise can happen just about anywhere, anytime. Each time you climb the stairs, do some squats. Balance on one leg while brushing your teeth or make calls while walking.

3. **Exercise before you go home-** Find a gym, track, or trail close to your work that you can head to before going home. Change your clothes at work and go immediately to your exercise destination. No stopping for groceries or dry cleaning along the way.

4. **Think in small increments-** Sometimes the idea of exercising after a long day feels totally impossible. Rather than giving up before you even start, tell yourself that you'll just get dressed and do a 10-minute warmup before you even think about going home. After you get moving, there's a good chance you'll want to keep going.

5. **Mix it up-** One workout plan can work temporarily, but it won't work forever. To keep your motivation running at top speed, periodically change your workouts. It's also a smart idea to cycle through different fitness classes and modes of cardio and resistance training within the week.

6. **Make sure to rest-** Working out every day can take a toll on your body. If you like to exercise most, if not every day of the week, make sure one of those days is devoted to active rest. Too much of a good thing can lead to overtraining, which can land you flat on your backside.

7. **Do what you love-** Exercising after work should give you an energy boost and help take your mind off the day. Choosing activities and workouts that you enjoy and look forward to can help keep you motivated more often.

The bottom line - Finding the motivation to exercise starts with carving out time in your day to make fitness a priority even if it's a 10 min walk daily.

Donald Olu



Brain Teaser

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.

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

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

Answers for last edition questions.



WINNER OF THE LAST EDITION

GRACE ODEJAYI

POSTPAID BILLING ANALYST HQ

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

HAPPENINGS ACROSS THE FRANCHISE

SAFETY AWARENESS CAMPAIGN IN OYO REGION

As part of IBEDC's efforts at ensuring safety of lives in line with the ISO safety standards, Oyo Regional Management has taken an electrical safety sensitization campaign to schools and artisans' workshops within its environment

The Oyo HSE team, led by Engr. Michael Jolomi said the main objective of the campaign is to forestall third party related electrical incidents

in schools and workshops within its coverage area. "There are cases of careless and unsafe use electricity at home, schools, offices and workshops; we must continue to educate our customers and the general public on the inherent danger that accompany such acts" Jolomi explained.

The Senior Communication Officer, Oyo, Frank Williams who was also part of the HSE team spoke on the importance of safety consciousness, and urged the students and artisans to be change agents in their various communities.



OGUN TRAINS DRIVERS ON SAFE DRIVING

If you are seeking to know what safe driving is, you may find out that you been driving the wrong way all along. This fact prompted Ogun Regional Management to organize a training session for drivers, to ensure that they are driving the safe way.

RH Ogun Adomola Adewunmi said safety of

lives is sacrosanct to the success of any organization, and as such , it is important to learn new skills and unlearn the bad attitudes when it comes to safe driving. "Safe driving most importantly means the driver is much more likely to return home safe to his family at the end of the day. As a company, we want our drivers to drive as safe as possible and be good brand ambassadors" The Drivers trained were happy and promised to put all they learnt to practice.



DISCO 4 WOMEN

WOMEN LEADERSHIP SERIES: SOMEONE TOLD ME I HAD AN ATTITUDE (1)!

“Gender Equality is a Human Fight NOT A Female Fight” —Frieda Pinto

The goal of this series of articles is to explore the unique issues that arise when women take the lead. The articles are original thoughts and/or existing publications adapted to suit the developmental needs of current or aspiring female leaders in IBEDC, who are seeking progressive approaches to boost self-confidence and influence at all levels while living a more balanced life. In the next two (2) episodes, we shall be reviewing a personal memoir by Susan Blaser, the first Female Line worker for Kansas City Power & Light. Titled: “Someone Told Me I Had an Attitude”

Someone told me the other day that I “had an attitude” while I was a lineman and apprentice. I started my apprenticeship in 1989, 14th in a line of women that were unsuccessful in their attempt to make it in the male dominated field. The “old school” was alive and well. Women were not appreciated, respected, or welcome in the “man's world” of line work.

I did not go into the career choice for the pride or glory. I went in to support my family. Not always making good choices when it came to a significant other, I knew I it would always fall back on me to support my children. This sets the scene for the next 3 ½ years that I would spend to earn the title of “Lineman”. Something no other women had successfully done at our company or in the state of Missouri.

I have been told that I am a trailblazer, a pioneer, a leader for those to follow and those titles are nice. They made me feel like what I had done somehow mattered, but over the last several years or so, as social media has connected so many women and opened the conversations about what it takes to reach that Journeyman status, I have decided that I was never a trail blazer, pioneer or leader... I was a warrior. I fought for every minute, hour and day of my apprenticeship. Nothing was “given” to me; it had to be taken. Did I have an attitude?, how can you not? I never spoke up, challenged behavior or treatment, and drew a line in the sand for respect. I did not want to draw attention to myself. The microscope was already on me; I did not need it dialed in. Therefore, I survived, I adapted to my environment to make it through day by day. Ignored the ignorant and carried

the weight of my treatment at work and the responsibilities of my home on my shoulders. Never starting a battle, but trying to find ways to navigate the under current that was always trying to take me under. I looked over my shoulder every day waiting for that one mistake or lie that had been told about me to get me fired.

I have never shared with anyone all of the things that I experienced in my career as an apprentice and Journeyman. I tell stories with bits and pieces to use as examples and how I handled it or could have handled it better. I have tried to share experiences with other females to prepare them for a career path that will not welcome them with open arms. Prepare them for the companies that will turn a blind eye to what they know is true, but can't manage the behavior of their own management or frontline supervisors. Company policies are in place, but personal opinion of how those rules are interpreted, enforced, or carried out on a daily basis is all rolled into the “good ole boy” game book. This is where the rules and decisions are based on the individual's personal agenda and not professional ethics. Women still go through the same treatment, double standard, misogynistic attitude I faced 32 years ago. It is improving. I know that in my heart, but we still have a long way to go.

So what was behind the “attitude” I had....
I had male apprentices refuse to work with me.
I had male Journeyman refuse to be on the same truck as me.
I had male Journeyman and Leadsman that would not speak to me on the job. I had a union representative offer me a position in the union in exchange for sex.

An apprentice that would push his erection up against me in the large single bucket while I worked, pretending to “help”. I had a Leadsman that I thought was a mentor and friend grab my breast and then ask if I was going to tell. Phone calls in the middle of the night threatening me. One caller stating that he would make sure “I never made it to Journeyman”. (To be continued



MAP ROAD SHOW



Paparazzi

Your beloved IBEDC Paparazzi has been up and about the town, just to satisfy your viewing pleasure. We bring you shots from the Map Road Show, Orange Day celebration, novelty football match and lots more. Enjoy!



ORANGE DAY CELEBRATION

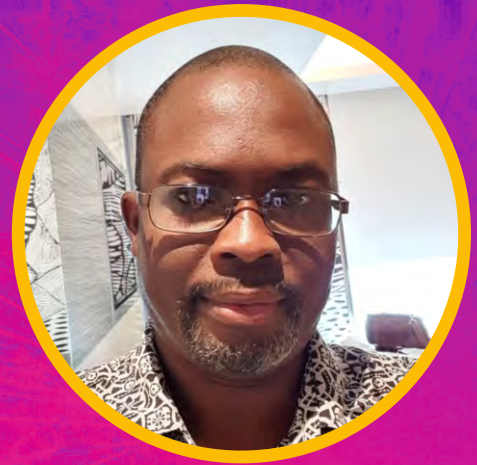
NOVELTY FOOTBALL MATCH



OGUN REGION RETREAT



Capt Olugbenga Ajagbe



Martins Uwoghiren

Celebrating you!

A big Congratulations to our senior colleagues who celebrated their birthday in the month of January. We wish you a lifetime of succes and happiness..



Mr Deolu Ijose



Engr. Mrs Bimbola Dada

welcome

S/N	NAME	JOB TITLE	LOCATION
1	ABIODUN LAWRENCE OSUNSEYI	COMPLIANCE OFFICER	REGIONAL OFFICE, OGUN
2	YEKEEN OLOKOOPA ZUBAIR	COMPLIANCE OFFICER	REGIONAL OFFICE, OSUN
3	ABDULQUDUS OLAYIWOLA ANIMASHAUN	COMPLIANCE OFFICER	REGIONAL OFFICE, KWARA
4	OLUWAFEMI AKEEM SOBAJO	LINESWORKER	IJEBU-ODE
5	OGHIJESU FRANKLIN VICTOR-OGIE	FACILITY OFFICER	REGIONAL OFFICE, OSUN
6	BUHARI OSIKHENA DIRISU	INVESTIGATIONS, INSPECTIONS & MONITORING OFFICER	OGBOMOSO
7	SOKARIBA SARAH TUBOTAMUNO	FACILITY OFFICER	REGIONAL OFFICE, OYO
8	ALBERT YOMI OLAREWAJU	AMI ADMINISTRATOR	OMU-ARAN

8	ALBERT YOMI OLAREWAJU	AMI ADMINISTRATOR	OMU-ARAN
9	OLUWASEUN MATHEW OYINLOYE	DISTRIBUTION SUBSTATION OPERATOR	IJEBU-ODE
10	LIBERTY EROMOSELE OBOMHENSES	METERING & MAINS INSPECTION OFFICER	SANGO
11	ADETOLA OLUWASEUN IRANLOY E	FACILITY OFFICER	REGIONAL OFFICE, IBADAN
12	SEMIU AKINLOYE ADEAGBO	ADMINISTRATIVE ASSISTANT	REGIONAL OFFICE, OGUN
13	FELIX KAYODE AJEIGBE	INVESTIGATIONS, INSPECTIONS & MONITORING OFFICER	MOLETE
14	SAMUEL TUNDE JOSEPH	AMI ADMINISTRATOR	MOLETE
15	JOSIAH AKPABIO	METERING & MAINS INSPECTION OFFICER	OTA
16	MUHAMMED KAZEEM SAKARIYAH	METERING & MAINS INSPECTION OFFICER	MOLETE
17	TAIWO OLUNIYI OLADITI	METERING & MAINS INSPECTION OFFICER	MOLETE
18	CALISTUS OVWAERE OGBOGBONO	METERING & MAINS INSPECTION OFFICER	OTA
19	OLAYINKA JOY MAKANJUOLA	COMPLIANCE OFFICER	REGIONAL OFFICE, OYO
20	EYITAYO ALADE OJO	METERING & MAINS INSPECTION OFFICER	DUGBE
21	AKINBOGUN SAHEED WOODS-ALLI	BUSINESS HUB MANAGER	AKANRAN
22	ALFRED OLUWATOSIN FOLAYAN	BUSINESS HUB MANAGER	EDE
23	OLANREWAJU OLADUNNI LAKUNLE - OSENI	LEAD, LEARNING & DEVELOPMENT	HEAD OFFICE
24	OLUSEGUN AYOMIDE OLUREBI	METERING & MAINS INSPECTION OFFICER	OTA
25	OLUWASEUN FUNMIBI OGUNSANYA	ACCOUNT OFFICER	IJEUN
26	DAMILOLA FEMI OLONISOLA	FACILITY OFFICER	REGIONAL OFFICE, OGUN
27	OLUWASEUN DAVID AJAO	PREPAYMENT ANALYST	HEAD OFFICE
28	SEBASTIAN OLALEKAN AJAKAYE	CASH CONTROL OFFICER - BH	MOWE-IBAFO
29	EZINNE JACINTA OCHIAGHA	CREDIT CONTROL OFFICER - BH	APATA
30	OLUWABUNMI GEORGE AKINDELE	PERFORMANCE MANAGEMENT ADMINISTRATOR	HEAD OFFICE
31	TAOFEEK ADEREMI SALAMI	METERING & MAINS INSPECTION OFFICER	OLUMO
32	EMMANUEL ETIM EDET	DISTRIBUTION SUBSTATION OPERATOR	MONATAN
33	DEBORAH INIOLUWA OMONIYI	PREPAYMENT ANALYST	HEAD OFFICE
34	ABEEB LEKAN AGUNLOFI	METERING & MAINS INSPECTION OFFICER	OLUMO
35	IDRIS OLAREWAJU ABDUL-RAUF	METERING & MAINS INSPECTION OFFICER	DUGBE
36	ADEKUNLE KABIR MOJEED	METERING & MAINS INSPECTION OFFICER	MOWE-IBAFO
37	IFEOLUWA YINKA GIWA	BILLING ANALYST	REGIONAL OFFICE, OYO
38	MUHYIDEEN OLAIDE YUNUS	LINESWORKER	ILE-IFE
39	FATAI ADEOLA AWOKUNLE	METERING & MAINS INSPECTION OFFICER	IJEBU-ODE
40	OLUWATIMILEHIN JOEL OYEDELE	METERING & MAINS INSPECTION OFFICER	IJEUN
41	AHMED AYODELE AREMU	METERING & MAINS INSPECTION OFFICER	IJEUN
42	SAMUEL ADESINA OJUMU	METERING & MAINS INSPECTION OFFICER	IJEBU-ODE
43	OLUWATOBILOBA OLUWASEUN AYINDE	METERING & MAINS INSPECTION OFFICER	MOWE-IBAFO
44	SYLVANUS OLU JOHN	METERING & MAINS INSPECTION OFFICER	SAGAMU
45	KAZEEM ADENIYI RAFIU	DISTRIBUTION SUBSTATION OPERATOR	SAGAMU



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 63,061.32

Three Phase:
NGN 117,910.69
(VAT Inclusive)

Take advantage now!

Go to any of our offices to register or visit www.ibedc.com for more information