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WELCOME TO 2019



Ehi Obaseki
Ag. CHRO

Hello Family, happy New Year! To herald this beautiful year is our newsletter - a monthly bulletin birthed to improve employee engagement. It is about you - to recognize you, celebrate you, inform you and motivate you.

As we all know, we have a monthly collection target of ₦5 billion. In the last 24 months of setting this target, it has dribbled us like a skillful football player, striking hard and ensuring we don't score. We must not condone this dribble in 2019. This is our collective goal and we must all rise to ensure we achieve and surpass this target. We can do it, all hands-on deck!

In this maiden edition, one of the exciting announcements is the Team Spotlight on Ibadan Region who hit a new record of ₦1 billion collections. Kudos to all employees in the region under the leadership of Engr. Peter Oyelami. We hope to hear more good news along these lines. To buttress management's commitment to gender equality, the DISCO for Women column is a learning contribution on how employees particularly women can further develop themselves on the job. Generally, we have insightful columns, announcements, tips and editorials and would like to build on these sections in subsequent editions. Please notify us of your publications for inclusion in the next newsletter.

Renowned scientist Albert Einstein once said, *"Life is like riding a bicycle. To keep your balance, you must keep moving"*. On behalf of the Management of IBEDC, I will like to thank you for the tremendous progress we will make in 2019. Therefore, **ON YOUR MARKS, GET SET, GO!!!**

PERFORMANCE RECOGNITION



Congratulations to 66 employees across the 5 regions who received commendation letters from their various Regional Heads. These employees, including 22 outsourced CROs consistently performed outstandingly, surpassing their 75% target over a 4-month period (August - November 2018).

Management assures all employees that performance will be recognized and rewarded accordingly. Names of the recipients will be published in February edition.

LEADING FROM THE FRONT



To achieve our corporate goal, the executive management have taken the initiative to assist in the supervision of the Regions, Business Hubs and Service Centers towards ensuring maximum revenue increase through effective coaching, training and coordination.

Therefore, do not be alarmed if any of the leadership team is in your location. They are there to help as we all share a collective responsibility towards achieving our ₦5 billion target.

EMPLOYEE CORNER

The Change I Want To See

"Employee's promotion should be open to all for recommendation"

Yewande Babatundé
Commercial - HQ





Victor Adeoye
IT-Head Office

BEHIND THE ROLE

I work in the Business Application Department of the IT Function. My job title is IT support officer and I ensure issues are resolved in the quickest possible time. Work can be very hectic at times, there are fast days and there are slow days. A normal day for me after signing in, is looking into all the monitoring applications to ensure that all applications are running smoothly and assign issues raised from the help desk to IT technicians. I get frustrated when my task takes longer than expected because other jobs would spill afterwards. This affects closing time and I get home tired!

Being able to fix issues and provide solutions makes my day. I feel fulfilled every time this is achieved. I am an “adjusted introvert” and go out occasionally. I do not flow with negative minded people and I detest laziness. I unwind by listening to music especially rock, punk, jazz and contemporary genre. My first impression of IBEDC was pretty normal. Not exciting but not overwhelming either. I’d like to see more career opportunities in IBEDC where we can grow with the company.

OSUN REGION HITS SAFETY MILESTONE

On Friday 7th December 2018, Osun Region achieved a milestone of 365 days LTI-free translating to 1.6 Million Safe Man-hours. This means that the region had no time lost to injury with staff and the public in 365 days.

To put this in context, the region had in the past recorded a high number of serious injuries in which victims were mostly members of the public. In 2016, there were 7 fatalities involving one staff and six members of the public. A lot of effort was expended following the staff fatality report which compelled the Regional Team - Regional Managers, HSE, Regional Communication Officer and the Human Resource officers to embark on intensive safety campaign across the region.

The Regional Technical Manager- Engr. Akin Abiodun in one of the induction programs, “Safety must come first and I believe there is no reason why we can’t have an injury-free workplace”. This mindset was instrumental to this safety achievement.

This feat was achieved through:

1. Strong and visible leadership by the Regional and Hub Management
2. Collective and individual ownership
3. Active participation in the monthly safety meeting
4. Strategic community safety education/awareness
5. Training and re-training
6. Regular inspection and monitoring

NEED TO KNOW: MAP

What is MAP?

MAP means Meter Asset Provider. It is a new regulation approved by the Nigerian Electricity Regulatory Commission (NERC) which provides for the supply, installation and maintenance of end-user meters by other parties approved by the commission.

Benefits of MAP

The scheme is expected to:

1. Bridge the metering gap.
2. Encourage the development of independent suppliers.
3. Create competitive metering services in the electricity industry.

Proposed Commencement Date

The scheme is scheduled to commence on the 3rd of April 2019.



WE HEAR YOU LOUD & CLEAR

The clamor for salary increments and better working environment has never been louder. Driven by these needs, there is a renewed zeal to meet our set target of N5 billion naira monthly in order to represent a stronger case for Salary Increment before the Board of Directors.

HR will continue to render professional business support and advisory services to all functions towards the attainment of this goal.

TEAM SPOTLIGHT: IBADAN REGION



Thursday 10th of January was an evening of accolades, awards, merriment and dancing as employees in Ibadan Region took time out to celebrate their achievement of a record breaking ₦1 billion collections. To celebrate with them were some members of the executive management team including the Chief Commercial Officer (CCO),

Chief Technical officer (CTO), Chief Financial Officer (CFO) and the Ag. Chief Human Resource Officer (CHRO). The superb team gave awards to different category of staff including best team lead, best CRO, best Substation Officer, best driver, most improved employee in the region etc. and the winners danced to the stage to collect their award. The

Regional Head, Engr. Peter Oyelami under whose leadership the feat was achieved showed the excited employees the region's score card, closing his remarks with "the reward for hard work is more work".

SPY POLICE DRIVERS



Congratulations to the Executive Drivers on the successful completion of a high profile 12-weeks intensive SPY training with the Nigerian Police Force (NPF). Aimed at complimenting the security protocol of IBEDC, the training was done at Nigerian Police Training College Ikeja, Lagos in the last quarter of 2018.

Reports reaching us from NPF was that our drivers conducted themselves in a civilized manner and contributed immensely in class.

So next time you see the SPY drivers, be sure to shout **"ATTENTION"**



HOW TO PAY ONLINE

Using our Hassle Free Payment Platform

For Tower Users and Postpaid Customers

STEPS

1. Go to www.ibedc.com
2. Click Pay your bills option
3. Choose either Quickteller, Fees Wallet or Pay All option
4. Click Pay Online
5. Fill in your details and confirm account number
6. Pay using your debit card
7. Click Submit
8. For Prepaid: Tower is pre-authorized
For Postpaid: Account is credited



IBEDC is a member of the Nigerian Electricity Regulatory Commission (NERC) and is licensed to provide electricity services to its customers.

Brain Teaser

An angry customer went to a Business Hub to complain about his bill which in his words were estimated. He met one of our professional Customer Care Representative who lived up the expectation of the role by listening to him and taking time to explain his bill to him. At the end of the day, it turned out that he was rightly billed. The customer paid his bill and left the business hub happy.

Find 20 IBEDC related words from the story in the puzzle. On completion, scan a copy to munirat.audu@ibedc.com

First person to send in the correct answer wins a prize.

D	I	S	T	R	I	B	U	T	I	O	N	P	F
Y	B	T	A	E	R	H	W	C	N	L	E	R	A
A	I	Q	R	V	G	O	Z	E	F	U	T	E	Y
T	H	O	I	E	B	J	W	R	O	M	W	P	M
T	Y	M	F	N	M	O	K	A	R	O	O	A	E
O	O	N	F	U	L	O	O	C	M	E	R	I	N
X	R	C	X	E	P	Q	S	R	A	E	K	D	T
Y	G	O	L	O	N	H	C	E	T	X	T	Z	V
E	L	S	A	N	S	O	C	M	I	B	J	E	Q
T	L	T	N	C	X	Z	V	O	O	L	W	U	R
E	I	B	Y	G	W	S	I	T	N	C	B	K	L
L	B	U	S	I	N	E	S	S	H	U	B	Q	M
O	S	O	G	B	O	T	H	U	D	Y	F	W	G
M	O	N	A	T	A	N	A	C	M	J	O	H	N



BREAKING THE GLASS CEILING Pt 1

The glass ceiling, a phrase first introduced in the late 70s is defined as the invisible and artificial barriers that block women from advancing up the corporate ladder. Though it is applied to minority groups and goes beyond issues of gender and ethnicity, affecting people from all walks of life for different reasons, this article addresses the female employee as a minority in our workplace.

Despite a dramatically growing presence in the workplace, women remain underrepresented in management positions in business with the invisible barriers inhibiting their advancement. So, what's holding women back?

I am of the opinion that we accept the limitations of our learning, abilities, talents, situation, compensation etc. and are not ready to leave our comfort zone to take up more responsibilities. Once we overcome these stereotypes, we are on our way to the top. Some of the reasons why we have not broken our glass ceiling are:

1. Learning & Development: Have a personal development plan and stick to it. Look for the cracks and keep working on it. Self sponsor.
2. Network: Build useful networks in and outside the organization. Professional association, Women leadership programs, etc. WIMBIZ is one of such.
3. Be Visible, Be Involved: Speak during meetings, demonstrate your knowledge, take on new challenges, be proactive - ask to be included in meetings, projects, plan etc. The more confident and competent you appear, the more recognition you'll get.

Watch out for Part 2 in February Edition.

FOR YOUR INFORMATION & ACTION (FYIA)

VACANCY ANNOUNCEMENT!

Log on to <https://careers.ibedc.com/> for info on IBEDC vacancies

You can refer your friends/family to apply. If found suitable, they would go through our recruitment process.

Note: All job applications must go through the website. We no longer accept paper or unsolicited applications.

CUG LINES
Your CUG lines should always be used for internal calls to employees. It is free and has been paid for by IBEDC

HEALTH CHECK
Have a wellbeing strategy in place for 2019. Check your vitals regularly. For over 40s do a yearly medical checkup.

HQ STAFF CANTEEN
Don't forget to fill the staff canteen survey.

Send your contributions (Editorials, Features, Suggestions, Feedbacks, Enquiries, Jokes etc to munirat.audu@ibedc.com or 0908 337 1012
The newsletter can be found on the IBEDC shared folder .

VACATION
Schedule your vacation NOW. Fill the leave roaster.

IBEDC Customized Shirts: The company has provided shirts for all employees for team synergy and identity. This should be worn on first & last Friday of the month.

IBEDC Shared Folder: You can get forms and templates from the Company's shared folder. Click on any folder and navigate to the form you need.

IBEDC LIGHT UP IMOLE DE

ON YOUR SCREEN

TUESDAYS 11am-11am
TUESDAYS 11am-12pm
WEDNESDAYS 11am-12pm
THURSDAYS 11am-12pm

FEBRUARY OUTLOOK

1. Corporate Target -N5 billion
2. Staff Audit
3. Staff Appraisals for 2018
4. Commercial Monthly Performance Review (MPR)
5. Corporate Business Review Meeting