

Contents

Features & Regulars

1-2 **Editorial**
ICT: A Game Changer

3-4 **Legal Perspective**
A cursory look into the determination of the liability of a new owner/tenant to pay outstanding electricity due on a property

4 **Employee Corner**

5 **Behind the Role**

6 **Policy Watch**
Internal Communication

7 **Health Focus**
Mental Health Awareness

8 **Safety Tips During The Rainy Season**
Brain Teaser

9 **Stories from the regions**

10-14 **IBEDC VOICE Paparazzi**

15 **New Staff**
FAQs on the Service Reflective Tariff (SRT)

16 **DISCO for Women**
10 Strategies to Engage Men in Gender Equality in the Workforce



BEDC Business process re-engineering makes it possible to radically reconsider and significantly revamp the outdated rules and basic concepts underlying processes within the organization. The IT Division has been charged with a mandate to provide new advantages using knowledge of information technology to direct business strategies that can be used to transform business processes across multiple functional lines. The IT Division is driven by a mandate to meet stakeholders' needs (Investors, Customers, Staff and the Regulators) by creating value through the realization of benefits and optimization of risks at the most efficient resource costs. This approach is designed to enable the efficient and qualitative maximization of opportunities that modernized innovative technology presents, towards achieving a truly customer-centric business.

This mandate has further been broken down to actionable plans and objectives such as:

- Offer digitalization of the company operation process and turn the company into a paperless environment
- Create an environment that reduces fraudulent activities
- Equip the staff with relevant tools for easy retrieval of processed data and information
- Review existing applications for optimal performance
- Redesign the career portal of the company
- Reduce the cost of software licenses
- Offer quality services to our customers (both internal and external) conveniently
- Use technology to drive business automation and streamline business processes
- Use technology to deliver efficient services to customers and simplify access to IBEDC services
- Make information available and accessible to support effective decision-making
- Provide high quality, secure and efficient IT solutions that enable IBEDC to distribute electricity

We have been strategically running with the mandate to record these achievements below:

ACHIEVEMENTS/INNOVATIONS

- Implementation of the CRM application
- The call center system was reviewed and upgraded for better performance
- Deployment of Enterprise Resource planning system
- Implementation of the MSMS application.
- Introduction and implementation of Ops Manager, a mobile application for business operations
- Introduction of the use of meeting tools e.g. Zoom
- Deployment of a disaster recovery site
- Deployment of a high capacity enterprise firewall system for enhanced security, service provision and remote user authentication
- Deployment of a Wide Area Network (WAN) across all IBEDC Business Hubs and Regions
- Deployment of an Advanced Metering Infrastructure (AMI) system for energy readings, meter provisioning, meter status monitoring, tamper detection etc.
- Provision of secured remote access to IBEDC services and applications
- Provision of internet access to select Business Hubs and Regional offices

This approach is designed to enable the efficient and qualitative maximization of opportunities that modernized innovative technology presents, towards achieving a truly customer-centric business.



Martins Uwoghien
Chief Information Officer

- Provision of monthly DT meter energy readings for billing and regulatory requirements
- Provisioning of MAP meters for integration with IBEDC AMI and prepayment systems
- Provisioning of an enterprise storage system
- Provision of Highly Available enterprise internet services
- Prepayment vending system upgrade
- Maintenance of over 559 PC systems
- Provide helpdesk system to drive IT Support across the franchise
- Provide BI Reports to guide business decisions
- Deployed and maintained the call center and the CRM application for our customers to call and log in their issues
- The Electronic Document Management System solution is presently ongoing which will convert our paper-based operations to a paperless one.
- IT Support Team received 3,168 issues/complaints

and resolved over 2,900 through the helpdesk this year

- Training on security awareness across the regions by the IT support Team
- Training CROs and Team Leads on BI dashboard use to drive efficiency
- Distribution of Mobile Phones and training for Team leads, CROs and CLW for OPS. MGR. operations across the regions

Our future success is directly proportional to our ability to understand, adopt and integrate new technology into our work
Sukant Ratnakar

TRANSFORMATIONAL IMPACT ON BUSINESS OPERATIONS

The Service delivery Department is one of the three departments under Information Technology Division, with the objective of bringing resolution to IT-related problems and improving the business process through its two units namely, Business Intelligence and IT support with the undermentioned transformational impact:

- IBEDC servers and infrastructure are now located in a secure facility with surveillance, monitoring, fire prevention, and access control services. IBEDC now complies with regulatory data center requirements and stakeholder expectations.
- Critical services to our customers can now continue in the event of a natural disaster, attack, or unexpected damage to the primary infrastructure hosted in the IBEDC HQ data center.
- IBEDC employees in all hubs and select stores locations now have access to reliable and quality internet services via the WAN MPLS network service, thereby eliminating the reliance on best effort public ISPs.
- The IBEDC billing centers can securely connect to the centralized billing system and consequently deliver billing and related services to postpaid and MD customers across the IBEDC franchise. This provides efficient and timely billing services to customers.
- Regional managers and hubs now have access to monthly energy consumption readings. This provides accurate billing, energy accounting and energy management.
- IBEDC employees in all hubs and select stores locations now have access to emails and other business applications via the WAN MPLS network service.
- MAP meters are now configured with IBEDC's Supply Group Code (SGC) for enhanced prepayment services and features. This ensures that deployed MAP meters can conveniently receive both energy and engineering tokens from the ECMI system.
- Enhanced security and user functionality have been achieved with the upgrade of the ECMI prepayment vending system. Quick decision-making and improved business process with the use of the insight gotten from the investigative and regular reports being generated on a daily and monthly basis by the Business Intelligence Analyst.
- Transforming the IBEDC document process to a paperless system with the effective use of the Electronic Document

Management System (DMS), which has a positive impact on the entire IBEDC business process and is cost-effective.

- The implementation of SAGE ERP is not only ensuring data integrity but also enhances data flow across the franchise.
- The use of meeting tools for staff meetings reduces the cost of traveling for meetings across the franchise.
- The IT support team across the Regions has effectively and efficiently created backup of official documents of all IBEDC staff on the shared drive, this is to avert any loss of official documents should their systems be stolen or damaged. However, the process is about 85% completed.
- IT Security awareness is being conducted for IBEDC staff at the Business Hub by the IT support team, this is to sensitize staff on the current happenings within the cyberspace and how to identify Internet fraud.

TRANSFORMATIONAL IMPACT ON CUSTOMER-CENTRIC OPERATIONS

Apart from efficient and effective business operational impacts, the Division has also recorded major miles stones in improving customer experience and relationship with the company, through these installations:

- Implementation of the upgraded CRM platform which enhances a better customer relationship with the company. More customers' complaints are been attended to easily. The CRM system provides seamless communication for the quick resolutions of complaints, inquires and fault clearing across our coverage area which has increased customers' loyalty and promoted the IBEDC brand.
- The call center staff can attend to more calls, while calls are monitored and recorded.
- MSMS application is the center point that records the data for sales and installation of MAP meters.
- The training of Team leads and CROs across the franchises by the Business Intelligence team on the use of the CRO dashboard reports to drive cash collection effectively and efficiently has boosted the performance of the field staff and also contributed immensely to the growth of IBEDC revenue.
- The IT support team successfully delivered over 1,960 mobile phones to Team leads, CROs, and CLW across the regions for field operations, when this is effective, it will drive the business process using the OPS MGR. application and IT support team will train users on the effective usage.





LIABILITIES

A CURSORY LOOK INTO THE DETERMINATION OF THE LIABILITY OF A NEW OWNER/TENANT TO PAY OUTSTANDING ELECTRICITY BILLS DUE ON A PROPERTY

The question as to who bears the liabilities of the outstanding electricity bills on a recently vacated property between the old tenant/landlord or new tenant/landlord after taking possession is not a new one. Even though the answer is a simple one, the controversy surrounding what customers perceive as being fair and what the law says has been an age-old debate that has continued to generate disputes.

This question arose once again in the matter between Mr. Sunday Babalola Vs Eko Electricity Distribution Company Plc (EKEDC) wherein the Court found that the Claimant who had just acquired a property was not entitled to pay the outstanding electricity bill consumed by the former occupant of the said building.

The NERC Commissioner for Finance and Accounts in the person of Mr. Nathan Shatti at different public fora also reaffirmed the court's decision, stating that a new Tenant/Landlord cannot be held responsible for the outstanding utility bill incurred before taking possession.

In addressing Mr. Nathan Shatti's position on the above, we are of the dissenting view that the provisions of

NERC's Sectoral Operational Guidelines and website publication contradicts his perspective on the matter.

Section 2 (1) of NERC's Meter Reading, Cash Collection and Credit Management for Electricity Supplies Regulations, 2007 emphatically imposed a duty on the relocating Tenant/Landlord to notify his Distribution Company to allow them to read their meters and have them settle their outstanding bills if any.

It is trite law that the Seller's liabilities extinguish upon sale and is passed to the Buyer.

It is our opinion that one can reasonably infer that the same responsibility lies on the entity (whether personal or corporate) acquiring any kind of interest in the said property to ensure that it's Distribution Company is notified to verify the state of indebtedness or otherwise on the meter account within such a property before renting it. It is trite law that the Seller's liabilities extinguish upon sale and is passed to the Buyer. Where the buyer fails to hold the Seller liable till title passes to it, the Seller cannot rely on the defense that it was not aware.

Beyond electricity payment for arrears incurred before the sale of a property, this

position holds sway for every other form of liability that has accrued on the property as well. For example, Under the Land Use Charge, CAP 79 of the Laws of Lagos State of Nigeria, 2015, the liability for the payment of Land Use Charge extends beyond the prior activities of the Owner of Land to the Occupier of Land.

Strangely, a publication on the NERC website regarding the rights and obligations of Customers, (accessible via the following link: <https://nerc.gov.ng/index.php/home/consumers/consumer-rights-obligations>) agrees that a relocating customer should inform its Distribution Company and settle any accrued debt owed on the premises. This appears to be in contra-distinction to both Mr. Shatti and the Courts stand on the matter.

While it appears no one is supporting non-payment of electricity bills by the Customer, the opposing view on the subject believe that the liability should be borne by the existing entities that utilized the electricity being charged on the premises rather than have an innocent bystander (as a new tenant or Owner is being portrayed mostly) bear the burden of a liability he was not only aware off but did not benefit from.

The Customer has an obligation to itself to conduct an effective due diligence exercise before the acquisition of any property otherwise it will be deemed that it had constructive notice of the liabilities attached to that property. According to Wikipedia, Constructive notice is the legal fiction that signifies that a person or entity should have known, as a reasonable person would have, of a legal action taken or to be taken, even if they have no actual knowledge of it. A person is presumed (or duty-bound) to acquire by making normal and reasonable inquiries. "Ignorantia Juris non excusat or ignorantia legis neminem excusat" (Latin for "ignorance of the law excuses not" and "ignorance of the law excuses no one" respectively) is a legal principle holding that a person who is unaware of a law may not escape liability for violating that law merely because one was unaware of its existence.

The Distribution Companies already have a herculean task collecting electricity bills and payments without having to add customer tracing into the mix. To this end, the Distribution Company is also confined to act within the information made available to it by the Customer and cannot be reasonably expected to be privy to Landlord/Customer lease arrangement on the said premises.

EKEDC has filed an appeal against the judgment of the Igboere High Court in Lagos which awarded the sum of one Million Naira damages against it and we are hopeful that the ongoing appeal of this matter would be successful so that it does not become a bad precedent for otherwise settled regulations for operational issues in the Nigerian Electricity Supply Industry and beyond.

In conclusion, Customers or prospective Real estate transactions should begin to consider a search at the applicable Distribution Company as an important part of their due diligence exercise before showing interest in acquiring any property, as it is done and required at the Land Registry and the Tax Authorities to avoid incurring liabilities in Electricity Charges passed down by previous occupiers/owners.

By Olawale Aro and Ayodeji Ajayi
Regulatory Affairs Department of IBEDC, both are members of the Nigerian Bar Association (NBA).

Employee Corner



"My dream for IBEDC is technological growth in every aspect of the company and being the best electricity company in Nigeria."

Akinrinlola Folarin | Finance & Account
Ijeun Business Hub



**BE A GAME CHANGER,
THE WORLD IS ALREADY
FULL OF PLAYERS**

BEHIND THE ROLE



“Anything worth doing, is worth doing well”

My name is Adetayo Abiola, Currently, I am the Head, Human Capital Development, in the HR Division.

I have been tasked with the responsibility of driving business performance by Developing Employee Capabilities, Attracting the right Talent into the Organization, and Aligning Learning to the Strategic Objectives of the Organization. This role also shoulders the task of supporting the Leadership Team in implementing Strategic HR Initiatives and interventions to position IBEDC as a Great Place to Work.

My typical day starts in the morning with prayers, dedicating my day to God. I then go through a series of exercise routines to help me keep fit. I get to work at about 7.30 am-7.45 am.

My routine at work involves me starting the day with meeting the Human Capital Development team. Here, we do a quick review of the previous day's work which entails obtaining feedback on the status of the various tasks and projects being handled by the team. This meeting sets the tone and pace of the day, as we go about tackling challenges and proffering solutions to the needs of our “customer” Divisions and Departments within the

organization.

I am a firm believer in the principle that says, “Anything worth doing, is worth doing well!”

I believe in demonstrating the “Can Do” spirit in everything I set my mind to achieve because ultimately, nothing is impossible if you really put your mind to it. Having worked professionally for over 20 years in high flying organizations; I have developed the ability to 'think outside the box' in identifying problems and proffering innovative solutions to business challenges. This has helped me in pursuing excellence and continuous learning in Human Capital Development

I am very creative person; a natural planner and my Kolbe Personality Index results show that I have instinctive ability at establishing priorities for carrying out plans that are Precise and Efficient.

Well, I am also a very sociable person and so I like to hang out with friends occasionally and banter ideas. I am also a family-oriented man, so I value the time spent with my wife and children a lot.

We spend quality time engaging in fun activities and traveling. Reading is easily one of my best hobbies. I also like meeting people and sharing new ideas, irrespective of the subject matter. No knowledge is ever

Far and away the **best prize** that life has to offer is **the chance to work hard** at work **worth doing**.

-Theodore Roosevelt



POLICY WATCH: **INTERNAL COMMUNICATION**

IBEDC CONDITIONS OF SERVICE Section 4.12, Page 22



IBEDC INTERNAL COMMUNICATION

In recent times we often hear people use the phrase “the new normal”, this is as frequent as one hears the word COVID-19.

The COVID-19 pandemic and the associated effects of the deadly virus have not only changed our perspective on what a healthy lifestyle should be, it also has affected other aspects of the human life including how we communicate and socialise.

Social gatherings, handshakes, hugging, visitations, and physical socialising actions and activities are discouraged (and at times outrightly prohibited) in order to curb the spread of this virus. These physical activities have been replaced by what we may view as their technological equivalent: this is the “new normal” which we are encouraged to embrace.

IBEDC as a responsible employer has put measures in place to ensure COVID-19 compliance and has provided resources to enable employees comply with this new normal and still deliver on the job. We are encouraged to communicate more using phones, emails, chats, video conferencing and limit physical meetings and trainings, except where it is totally inevitable.

However, we must be official in our communication, and make conscious effort to differentiate it from our everyday social media language. We can refer to the Conditions of Service Section 4.12, Page 22 for more information on Internal Communication

4.12.1 English Language is the official language of communication (written and oral).

4.12.2 All communication activities shall be channeled in a timely manner throughout the organization using appropriately selected media such as Bulletin Boards, Email, Memos, etc.

4.12.3 All work-related communication must be sent via work email addresses. No work-related matter shall be sent to personal email addresses.

4.12.4 Use of indecorous and obscene language is prohibited in both written and verbal communication.

4.12.5 No commercial messages, employee solicitations, messages of a religious or political nature, junk mail, chain letters and executables shall be distributed using the Company's e-mail system or other internal means of communication.

COVID-19 virus has not been contained yet; we must continue to keep safe, and remember that while adhering to the constant flow of information from the company on how to keep safe. It is strongly advised that any employee who experiences any of the illness' symptoms such as, itching in the throat, dry throat, dry cough, high temperature, tiredness, shortness of breath, is advised to seek medical attention immediately. Adequate arrangements have been made with our retainer hospitals and teaching hospitals in our various location to facilitate required medical care.

Kindly contact the HR Business Partner in the respective locations to assist further on this. Also, endeavor to call 080097000010, the national toll-free emergency contact as provided by NCDC.

For more information on policy watch, please contact bolaji.balogun@ibedc.com



**Communication is the
human connection -
It's the key to personal
and career success**

Com muni cate !

HEALTH FOCUS MENTAL HEALTH AWARENESS



WORLD MENTAL HEALTH DAY 2020

Mental Health for All GET INVOLVED



Mental health is a state of well-being in which an individual realizes his or her abilities, able to cope with the normal stresses of life, can work productively, and can make contributions to his or her community.”

The World Health Organization (WHO) emphasized that mental health is more than just the absence of mental disorders or disabilities, it is also not only avoiding active mental conditions but also looking after ongoing wellness and happiness.

Conditions such as stress, depression, and anxiety can all affect mental health and disrupt a person's routine.

Although the term mental health is in common use, many conditions that doctors recognize as psychological disorders may also have physical roots.

Risk factors for mental health conditions

Everyone stands the risk of developing a mental health disorder, no matter the age, sex, income, or ethnicity. Social and financial circumstances, biological factors, and lifestyle choices can all shape a person's mental health. A large proportion of people with mental health disorder have more than one condition at a time.

It is important to note that good mental health depends on a delicate balance of factors and several elements of life and the world at large can work together to contribute to disorders.

It is imperative to watch out for these triggers below to avoid health disruptions and maintain a good mental balance:

1. Continuous social and economic pressure - Allowing the pressure of limited financial means to weigh you down or being bothered about belonging to a marginalized or persecuted ethnic group can increase the risk of mental health disorders.

2. Biological factors - Genetic family history can increase the likelihood of mental health conditions, as certain genes and gene variants put a person at higher risk. Genetic links to mental disorders such as depression and Schizophrenia can be exacerbated by conditions such as stress, anxiety, chronic pain and many life-threatening ailments. It is however not a certainty that people with genetic links to mental disorder must exhibit the same

Early signs to watch out for

There is no physical test or scan that reliably indicates whether a person has developed a mental illness. However, people should look out for the following as possible signs of a mental health disorder:

- Withdrawing from friends, family, and colleagues
- Avoiding activities that they would normally enjoy
- Sleeping too much or too little
- Eating too much or too little
- Feeling hopeless
- Having consistently low energy
- Using mood-altering substances, including alcohol and nicotine, more frequently
- Displaying negative emotions
- Being confused
- Being unable to complete daily tasks, such as getting to work or cooking a meal
- Having persistent thoughts or flashbacks of events consistently
- Thinking of causing physical harm to themselves or others
- Hearing voices
- Experiencing delusions

Treatment

There are various methods for managing mental health problems. Treatment is highly individual and specific as what works for one person may not work for another. Treatments can include:

1. Psychotherapy, or talking therapies -

This type of treatment takes a psychological approach to treating mental illness. Cognitive-behavioral therapy, exposure therapy and dialectical behavior therapy are examples. Psychiatrists, Psychologists, Psychotherapists, and some primary care physicians carry out this type of treatment.

2. Medication -

Some people take prescribed medications, such as antidepressants, antipsychotics and anxiolytic drugs. Although these cannot cure mental disorders, some medications can improve symptoms and help a person resume social interaction and a normal routine while they work on their mental health. Some of these medications work by boosting the body's absorption of feel-good chemicals, such as serotonin, from the brain. Other drugs either boost the overall levels of these chemicals or prevent their degradation or destruction.

3. Self-help -

A person coping with mental health difficulties will usually need to make changes to their lifestyle to facilitate wellness. Such changes might include reducing alcohol intake, sleeping more and eating a balanced, nutritious diet. People may need to take time away from work or resolve issues with personal relationships that may be causing damage to their mental health.

People with conditions such as anxiety or depressive disorder may benefit from relaxation techniques, which include deep breathing, meditation and mindfulness.

Having a support network, whether via self-help groups or close friends and family, can also be essential to recovery from mental illness.



SAFETY TIPS DURING DURING RAINY SEASON

- Do not stay, trade, or erect any structure under High Tension lines.
- Do not move close to any fallen electrical pole or conductor.
- Report any fallen pole or wire the o nearest IBEDC office or call 07001239999 for quick intervention.
- Respect the Right-of-Way (ROW) of electrical lines.
- Ensure you engage the services of licensed electrical contractor to install proper earthing system to your house or structure(s).
- Do not park vehicle under electrical lines.
- While returning home at night, ensure you have a torch light to avoid running/walking into electrical hazard which might not be there when you were going out.
- Do not spread clothes on service wires as it might be dangerous.
- While using umbrella during a downpour, hold it firmly to yourself and avoid it slipping away from your hands (it might go up and trip the feeder lines).
- Wear dry insulating shoes before handling Change-over switch.
- Do not attempt to do any job you do not have the Technical know-how.



BRAIN TEASER

Solve the puzzle below, send your answers to munirat.audu@ibedc.com and stand a chance to win a prize.

Answer the questions below:

- 1. What year was the electricity industry unbundled?**
- 2. The first Generator was installed in Nigeria in the year-----& where was it installed?**
- 3. Who calculated the circumference of the earth?**
- 4. Conduction in the external circuit is carried by-----?**
- 5. Who said Management is a "soft science"?**
- 6. Who designed the Nigerian flag and in what year?**
- 7. How many Business Hubs and Service Units do we have at IBEDC?**

Congratulations to Taoheed.O.Oyewole Technical Department (Ogbomoso Business Hub) - who won the Word Search Puzzle in the last Edition.

Answers

1. CHEETAH
2. BASKETBALL
3. SUPERNATURAL
4. CORONA IS DEAD
5. METAMORPHOSIS
6. INEXHAUSTIBLE
7. SPINACH
8. GYNAECOLOGIST
9. PINEAPPLLE
- 10.CONNNECTIVITY

STORIES FROM THE REGION

Osun

OSBC GIVES THUMBS UP TO IBEDC FOR QUALITY SERVICE DELIVERY AND INFORMATION DISSEMINATION



T

he Osun Broadcasting Service Commission (OSBC) has honoured the Ibadan Electricity Distribution Company with the Corporate Award of Excellent Service Delivery as a result of the customer resolution and customer relationship within the region.

The award was received by the Regional Head at the official Commissioning of OSBC Radio and Television Cooperative building at the premises of Ile-Awiye, Osogbo, the State capital.

The Director-General of OSBC, Mrs. Olajumoke Akinjiola who presented the plaque to the Regional Head, Osun, Mr. Akinleye Ogunleye after IBEDC Citation was read, congratulated the company on the award and urged IBEDC to keep improving on its services.

Mrs Akinjiola also appreciated IBEDC for donating a Photocopier/ Printer and Scanner Machine worth N150,000.00 (One Hundred and Fifty Thousand Naira) to the OSBC Radio/TV CICS Business Centre to improve the activities of the CICS.

The event which had the Osun State Governor, Alhaji Gboyega Oyetola represented by the Secretary of the State Government, Prince Kola Oyebamiji, had in attendance a large turnout of other dignitaries, awardees and other Management Staff of OSBC.

Also, on the IBEDC team led by the Regional Head to the event was Technical Manager, Engr. Godwin Nemedi, Regional Communication Officer, Miss Kikelomo Owoeye, Regional Safety Supervisor, Mr. Segun Samuel, and Regional Customer Support Officer, Mrs. Yemisi Adebisi to receive the award.

Ibadan

MINISTER OF STATE FOR POWER INSPECTS IBEDC'S INJECTION SUBSTATION AT IBADAN, COMMENDS EFFORTS TO SERVE THE CUSTOMERS BETTER



N

igeria's Minister of State for Power, Mr Goddy Jedy-Agba has commended Ibadan Electricity Distribution Company Plc (IBEDC) for installing a new 11KV switchgear at its Interchange Injection Substation Ibadan, as part of efforts to improve its services and ensure customers get value for their

money.

The Minister, along with the Chairman IBEDC Board of Directors, Dr Tunde Ayeni during a facility tour of the Injection Substation under Molete Business Hub- Ibadan Region said this upgrade will empower the company to serve its customers better.

The Chief Operating Officer, Engr John Ayodele who conducted the Minister round the facility, explained that with the new Switchgear, energy dispatch and management will be done with ease, thereby boosting supply to customers in Ibadan and its environs. This will also aid the network expansion plan of the company.


The Minister also made a stop at Ayede TCN sub-station in Ibadan and urged IBEDC to form a synergy with TCN for effective service delivery to customers. Mr Jedy-Agba said that part of his mission in Ibadan was to see what could be done to improve services to customers. "We are here to see what is on the ground and what should be done to support the TCN so that the DISCO can provide better services to Ibadan and its environs," he said.

VOICE

IBEDC

Papaparazzi



Turn over for more 

Happy!

CUSTOMER SERVICE WEEK 2020



P

Presenting the colorful celebration of the customer service week across our franchise.

Ibadan and Osun regions rolled out the drums and beautifully designed cakes to mark the week.

Some of the highpoints of the week was rewarding our customers with free energy vouchers through a lucky dip and handing out consolation prizes like Buckets, Face masks, Umbrellas and Pens. IBEDC VOICE Paparazzi captured the moments !!!

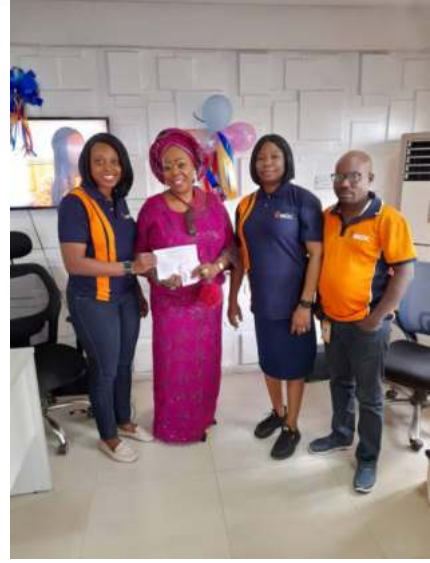




Photo News

Customer Care officers celebrating Customer Care Week 2020 across the Regions

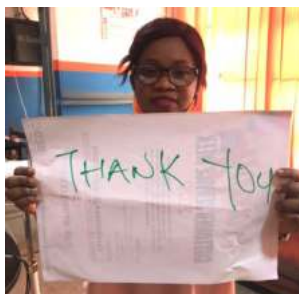




Photo
News

Minister of State for Power Inspects IBEDC Interchange Substation





Photo
News

The Chief Business Transformation & Strategy Officer (CBTSO) – Mr Iranola Ayodeji at Premier FM Ibadan speaking on Nigeria @ 60



Training for Head Office Cleaners & Security Personnel on how to curb the spread of COVID-19





S/N	FIRST NAME	SURNAME	JOB TITLE	LOCATION
1	Akeem	Babatunde	Head, Legal	Head Office
2	Semira	Tijani	Data Analytics/Account Payment Officer	Head Office
3	Victor	Ogiogio	Business Application Manager	Head Office
4	Segun	Ogunniyi	Driver	Head Office
5	Akinola	Olusegun	Regional Safety Officer	Regional Office, Oyo
6	Agom	Ulom	Driver to the Chairman BoD	Lagos

FAQs ON SERVICE REFLECTIVE TARIFF



1. HOW DOES INCREMENT IN TARIFF AFFECT MY ELECTRICITY COST?

There is increase in charges for customers who fall within classes A-C (12 - 20 hours) tariff bands. However, those in Bands D & E (less than 12 hours) will not experience any increase in their tariff.

2. WHY INCREASE THE TARIFF WHEN POWER IS NOT STABLE YET?

The increase in tariff is geared towards investments and infrastructural upgrades that will ultimately improve quality of service for all our customers. IBEDC is already committed and obligated by the Performance Improvement Plan (PIP) to provide better service to all its customers.

3. HOW WILL THIS TARIFF INCREMENT AFFECT PREPAID CUSTOMERS?

Prepaid customers will continue to vend normally and pay the new tariff rates that are applicable to their service bands. The various service bands are displayed on the vending receipts.

4. HOW WILL TARIFF INCREMENT AFFECT UNMETERED CUSTOMERS?

Customers without meters will be billed in line with NERC approved capping policy (NERC/197/2020). We however appeal to all our unmetered customers to embrace the Meter Asset Provider Scheme (MAP) and get metered within 10 working days after payment (Visit msms.ibedc.com).

5. WHAT PERCENTAGE OF IBEDC CUSTOMERS FALL INTO D-E BAND (LESS THAN 12 HOURS)?

About 59% of our customers fall into this band and are not affected by the increase. However, we are committed and working resolutely to increase supply availability to the customers in this band towards moving them to a higher band.

6. WHAT DO I DO IF I AM PLACED ON THE WRONG TARIFF CLASS OR BAND?

Kindly contact us on our customer care line: **0700 123 9999** for a redress.

7. HOW CAN I MANAGE MY ENERGY CONSUMPTION TO AVOID WASTAGE?

- Switch off your bulbs and appliances when not in use
- Use energy saving bulbs and appliances
- Stop using the incandescent bulbs
- Ensure there are no earthing leakages from electrical connections in your residence or establishment.

8. HOW DO I KNOW THE HOURS OF SUPPLY I ENJOY AND GET MORE INFORMATION ON SRT?

- Visit www.ibedc.com, click on SRT on the Menu Bar
- CALL: 0700 123 9999
- EMAIL: customercare@ibedc.com



10 Strategies to Engage Men in Gender Equality in the Workforce

“When women are empowered, they immeasurably improve the lives of everyone around them - their families, their communities, and their countries.

This is not just about women; we men need to recognize the part we play too.

Real men treat women with dignity and give them the respect they deserve.”

—Prince Harry

Progress toward gender equality is never a contest between men and women. It can only be achieved through a strategic partnership between men and women. In today's reality, without mincing words, men still occupy the vast majority of the decision-making positions in our workplace, so for any significant progress to be made towards gender equity in IBEDC, there must be a buy-in from the top echelon of the menfolk to create an equitable work environment.

According to a recent survey, men's understanding of gender-related issues were often poorer than women and while most men were supportive of equality, many did not see gender equality as an issue relevant to them.

The survey also revealed that men have a vital role to play in building gender equality at work and will gain from gender equality initiatives themselves.

It should be noted men will benefit from gender equality in the workplace when the environment is conducive for greater productivity, creativity and diversity because of the wider pools of talent and fairer processes created by both genders.

Rachel McFadden (Probobo News | 16 June 2017) postulated 10 strategies to engaging men on gender equality. See them below:

GET THE FOUNDATION RIGHT – ensure gender equality initiatives involve women and men as active and equal partners.

GET THE FRAMING RIGHT – Treat gender equality as a business issue, not a women's issue.

GO WIDE – make visible and target all key gender equality areas (i.e. paid work, power and decision making, financial security, personal safety, interpersonal work relationships, caring, and community involvement).

GET THE MESSAGING RIGHT – Ensure your messages appeal to men as well as to women.

ENGAGE A DIVERSITY OF MEN – including men in different organizational roles and levels and with a variety of demographic backgrounds (e.g. ages, cultural backgrounds, education).

EDUCATE ABOUT HOW TO LEAD CHANGE EFFECTIVELY – Resource initiatives, be visible, persistent, and “walk the talk”.

MAKE THE CONNECTION BETWEEN WORK AND HOME – Implement initiatives that encourage gender equality in

care giving.

MAKE THE CONNECTION BETWEEN WORK AND COMMUNITIES – Frame gender inequality as a societal or community problem.

BUILD INDIVIDUALS' GENDER CONFIDENCE AND CAPABILITY – Provide opportunities for both men and women to change their mindset, assumptions and behaviors.

ENCOURAGE MEN AND WOMEN TO THINK OUTSIDE THE BOX – By challenging and changing gender-biased organizational policies and practices.

While engaging men may not suddenly achieve gender equality, it is still important to continue to strive for a synergy with men in the process and solutions to attaining the desired goals. We must find more effective ways to encourage men to work in partnership with women to create the necessary change.

Daniel Iyoha-Ojie
Learning & Development Specialist



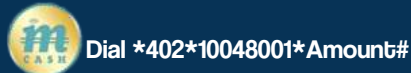
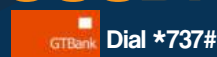
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