



Silaw ti ISABELA

**For ISELCO-I
UPDATES...**

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THE OFFICIAL ORGAN OF THE ISABELA I ELECTRIC COOPERATIVE, INC.

VICTORIA, ALICIA, ISABELA

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ISELCO-I at its BEST... Awards received 2015



Plaques of Appreciation received by ISELCO-1 from SMEC and NEA

Prompt Payor 2015 – under the Distribution Utility Category in recognition to its consistent payment of financial obligations to SMEC.

These were given simultaneously to ISELCO-I on November 6 at Diamond Hotel, Manila.

Moreover, another set of awards were handed over by the National Electrification Administration (NEA) which include:

Sunshine EC Award – a recognition for being one of the Electric Cooperatives which had reached the highest number of house connections under the Sitio Electrification Program (SEP).

AAA Categorization – The most recent award received by the cooperative which was based from its overall performance rating in 2015. Fifteen (15) Electric Cooperatives have improved their category from AA, A and even B to AAA category and ISELCO-I is privileged to be included.

With all these achievements the Cooperative has gleaned through the years, it won't stop dreaming and creating possibilities towards a successful ISELCO-I.

The Isabela I Electric Cooperative, Inc. (ISELCO-I) has continued to uphold its post in the area of rural electrification notwithstanding the burgeoning power demand of its member-consumers.

With the concerted effort of the officers and employees of the Cooperative towards an excellent performance, various awards have been received in the year 2015. The previous year has indeed proven to be a victorious epoch in ISELCO - I's history as awards keep on coming even up to the present year – 2016.

The Cooperative was a recipient of three awards from the San Miguel Energy Corporation (SMEC) namely:

Best Practices in Operations Management – this is in recognition to the General Manager, Engr. Virgilio L. Montano, for his outstanding and effective application of innovative processes towards business improvement.

No. 1 in Energy Sales – under the Distribution Utility Category in recognition to ISELCO-I's highest energy purchase from SMEC.

DRIVE-THRU COLLECTION OFFICE

Maharlika Highway, Batal, Santiago City

Amidst these days where there is fast-paced way of life, everybody is in a hurry to attend to their tasks, there has to be an alternative way of making life easier. In the field of electric industry, one of the strategies of ISELCO-I is to give services closer to the member-consumers. This motivates our General Manager and CEO, Engr. Virgilio L. Montano to construct and develop a Drive-Thru Collection Office wherein our member-consumers can pay their power bills the easy way.

When we acquired a lot along the National Highway of Barangay Batal, Santiago City sometime in 2014 where we put-up our 20MVA substation, he conceptualized the setting-up of a Drive-Thru collection office where the busy commuters who had hard time paying their power bills can drop-by to our collection office and tender payment without worries.

In our Drive-Thru Collection Office, it will only take about one minute for a consumer to tender payment. It is accessible to consumers who



Drive-Thru outdoor and indoor view

are passing along the National Highway and no need to fall in line especially during the peak days of our collections.

This has been patronized by hundreds of our consumers since the time of its inauguration last May 6, 2015 and have an average daily collection of more or less P500,000.00.

With these, we are again constructing another Drive-Thru collection office in the City of Cauayan including another 20 MVA Substation to cater the loads of Cauayan City, Cabatuan, Luna, including big load consumers of said area. The project is targeted to be completed until

the end of this year.

Since the installation of our Wireless Area Network, our acceptance for payment of power bills was “Pay Anywhere” within our coverage area hence no trouble for our consumers to go to their respective collection offices to pay.

We also opened Bayad Centers in different malls and banking institutions to serve our member-consumers nearer and better and likewise increase the number of our collection centers thus widen the choice of our paying customers.

First 500 Households Energized under NIHE Program



The Barangay Officials with Board of Directors, GM, Dep't Heads during the Inaugural Power Switch-on

In observance of the National Electrification Awareness Month, a joint Energization Ceremony on the Nationwide Intensification of Household Electrification (NIHE) Program was conducted at ISELCO-I Multi-Purpose Building on August 18, 2016.

NIHE is a program under the Department of Energy (DOE) which aims to provide power to more households nationwide. This is in



“WALK FOR A CAUSE”

Living the Coop’s Corporate Values

Around Sixty (60) employees of Isabela I Electric Cooperative, Inc. (ISELCO-I) nobly marched on the highway of Alicia on July 6, 2016 as an affirmation of their support to the Cooperative’s Walk For A Cause intended for one of ISELCO-I employees.

The said event was created as a source of financial assistance for the continuous health medication of Mr. Joselito Mariano, a contractual lineman who was by accident electrocuted last February 11, 2016 causing the removal of his arms.

While the cooperative has been supporting him since the accident happened, covering his hospital bills to the least needs essential for his recovery, the coop has never been limited from extending its helping hands to the family.

Having the tag **“Your walk will bring a thousand miles for our brother LITO MARIANO”**, the ISELCO management and employees headed by the General Manager Virgilio L. Montano had started the altruistic walk from ISELCO-I Headquarters at 4 o’clock in the morning and finished



(Top) The employees in front of the Our Lady of Atocha Church, (Bottom) The employees on the road

at the Our Lady of Atocha Church in Alicia.

This “Good Samaritan Act” undoubtedly showed how the cooperative gives its support to its people especially those who are in dire condition, one of the spirits of cooperativism. This is one true reflection of how the cooperative manifests its Corporate Values – Solidarity and Generosity since employees raised funds thru their

registrations.

The day had been concluded through a light breakfast meal and a general cleaning at Silaw Eco-Park participated by the employees in preparation for the creation and publication of ISELCO-I Coffee Table Book. Photo shoots were undertaken with Director Conchita M. Palencia of Cauayan who joined the noteworthy event.

➡ NIHE Program... from 2

support to the Government’s Total Electrification Service Program promoting the benefits of electricity to uplift people’s lives especially in rural and remote areas. This is a partnership program between the DOE and EC to achieve its goal of Total Electrification nationwide. Out of 119 ECs in the country, 22 ECs have been awarded of financial assistance and ISELCO-I is the second EC given this program.

Through the determined venture of the Institutional Services Department (ISD) headed by Ms. Agnes C. Ambrosio, a total of Five Hundred households were energized in the month of July.

The Board of Directors, General Manager, Department Heads, and Barangay Captains of recipient barangays were present during the ceremony which was highlighted by

the ceremonial power switch-on led by Dir. Brendon R. Lazaro, the BOD Vice President representing Jones/San Agustin District.

A second batch of beneficiaries is expected to fire up in the coming months and succeeding year to achieve household electrification goals by 2017.

SISTER COOPS BENCHMARK AT ISELCO-I...



GM Montano while having discussion with CAGELCO-II Personnel



TARELCO-I delegation are being welcomed by ISELCO-I Management and Employees



TARELCO-I Personnel while experiencing the coop's physical fitness room facilities

Month of July has been an in demand time for Isabela I Electric Cooperative, Inc., after having its Triple A categorization, as four Electric Cooperatives (EC) paid visit to the cooperative for benchmarking purposes.

The Cagayan II Electric Cooperative, Inc. (CAGELCO-II) represented by five personnel had their benchmarking on July 5, 2016 whereas nine delegates from Tarlac-I Electric Cooperative (TARELCO-I) came on July 25, 2016 for the same purpose. TARELCO delegation include Ms. Cleodina A. Laurente,

CORPLAN Head; Engr. Rodolfo R. Tal Placido, Jr., TSD Manager; Engr. Alexander B. Subaran, Planning and Design Section Head; Lyzel L. Tan, Cashier; Regina Carmeli S. Agdeppa, Financial Auditor; Christopher C. Agudo, MRB Supervisor; Mark Anthony T. Quibuyen, Accounting Chief; Belly V. Vitug, Financial Auditor; and Joey Adasag, Driver.

Recently, another delegation from ISELCO-II visited the cooperative on August 19, 2016 and CAGELCO-I on August 30, 2016.

Various agenda of the four Coopera-

tives were realized through comprehensible discussions with the General Manager Virgilio L. Montano, Department Heads and some Supervisors regarding EC best practices for service excellence. Visitors were likewise toured inside and outside the Headquarters to observe its facilities and services.

GM Montano said, *“Dati, tayong bumibisita sa ibang kooperatiba, ngayon tayo na rin ang binibisita”*. For him, this signifies that ISELCO-I is creating a relevant performance in the area of electrification since it levelled up on its status.

Collection Strategies

By Linda T. Ramones, North Area Operations Manager

Adoption of flexi time is one of the strategies being implemented by all offices of the cooperative. This means that every office is obliged to be opened daily at 12:00 noon to 1:00 o'clock in the afternoon, likewise every Saturday and during holidays. This is one way of catering the needs of our consumers who cannot come to pay during regular working hours. Opening our collection offices at said

time or day greatly improves the services we are extending to our consumers and has a great impact to our daily collection. The welfare of the consumers is our cooperative's priority. As such, electricity consumptions can be paid to any of the branch/collection office within the coverage area of the cooperative and other Bayad Centers. You have your own CHOICE where to PAY.

Likewise, the “PAPREMYO SA RESIBO” monthly raffle draw is being conducted by each office as an incentive to our prompt payers. A gift/reward (in kind) awaits the winners. To avail such, pay your electricity consumption on time to the nearest ISELCO-I office. Every prompt payer is entitled to a raffle stub. Hurry up. . . YOU might be the lucky one. . .

Development of Technology in the Operation

By Elenita V. Medrano, CORPLAN/ETSD/INFO Tech Dep't Manager

Alicia, Isabela – In this computerization era, electric cooperatives like ISELCO-I do not waste opportunity to grab the modern technology it brought about.

As early as 1980's, the cooperative had already embarked in the computerization of its billing system and when it was outmoded, it shifted to the read/bill and render system since 2009. This hastened the reading and billing system and billing state-

ment for consumers are readily available and distributed to them as soon as their kilowatt hour meters are read.

With these, the tellering system ensued thus our business process in the collection of power bills was reengineered. Gone were the days when power bills of consumers are being printed in the Official Electric Bill Receipts and will take a long and tedious process before these power

bills are released to them. Acceptance of payments by the tellers was also speed-up due to the adaptation of the new programs and technologies in the processing of the same. To date, consumers can now pay their power bills anywhere in our branch and sub-offices.

Computerization of the Warehousing System was made to enable the Warehouseman identify materials and equipment in his custody, which



ISELCO-I Hosts IIEE Seminar 2016

The Institute of Integrated Electrical Engineers (IIEE), Isabela-Quirino (IQ) Chapter conducted their General Membership Meeting and Technical Seminar on August 19, 2016 at ISELCO-I Multi-Purpose Hall, Victoria, Alicia, Isabela.

One Hundred Sixty Two (162) Electrical Engineers, Engineering students and IIEE members from Isabela State University – Ilagan Campus, Patria Sable Corpus College, Quirino Electric Cooperative, Inc. (QUIRELCO), Local Government Units and Private sectors attended the said event.

Three technical speakers coming from various sectors vehemently tackled topics of equal value: Engr. Oscar Mina, Chief Engineer Substation District IV of the National Grid Corporation talked about Electrical Design Analysis for Residential Building, Engr. Wilhelmino Ferrer, EVP SNAP-Magat talked about the National Housing Code of the Philippines,



IIEE attendees are enjoying the icebreaker activity

whereas Engr. Bernardino T. Alindayu, Instructor of Isabela State University - Ilagan tackled the Distribution Line Design for Subdivision.

The President of IIEE-IQ Chapter, Engr. Clifford C. Somera, gave his commendation to ISELCO-I for enabling the organization use the cooperative's facilities. With high hopes, he declared that next IIEE seminar will be held again at

ISELCO. General Manager Engr. Virgilio L. Montano, Technical Services Department Manager Engr. Abraham Balingue, Engr. Bienvenido M. Talvo, Jr., Engr. Hubert Aguimbag and Power Use Coordinators are among the ISELCO-I IIEE members.

The program was hosted by Ms. Precious Ann Oria and Ms. Precious Charlotte Labuguen, both ISD Staff of ISELCO-I.

Earthquake Drill at ISELCO-I



ISELCO-I workforce with the President of the Board, Dir. Presley C. de Jesus



BFP and Rescue 531 Personnel handling a pseudo-trapped victim

The Institutional Services Department (ISD) in coordination with the Bureau of Fire Protection (BFP) and Rescue 531 of Local Government (LGU) Alicia collaborated in the conduct of the “Earthquake Drill” at ISELCO-I Headquarters on June 24, 2016 in compliance to the Provincial Disaster Risk Reduction and Management Council (PDRRMC) directive.

The head of the rescue team, Mr. Bryan Mayoralgo gave orientation and demonstration to the employees. He emphasized that in order to avoid accidents during earthquake, there are some tips to remember: (1) Stay

under a durable table during earthquake; (2) Stay at the edge of a wall post if there is no table available; (3) Vacate the place by doing dock-cover technique once the ground is already at rest. Other tips include putting down any stuff above cabinets to avoid falling debris throughout quake as well as creating an exit floor plan in the headquarters for emergency cases.

Making it more real, employees were given the chance to experience the evacuation procedure right after demonstration. Upon instruction of the rescue team head, employees went back to their respective offices

and waited for the siren sound signifying that drill has needed to start. Team leaders were created so as to lead and check whether teams have evacuated the building completely. Meanwhile, BFP and Rescue 531 showed the proper handling of casualties by saving a pseudo-trapped victim in one of the departments.

In essence, the cooperative once again had not only supported this mandate given by the PDRRMC for compliance’ sake, but also had empowered each one to be equipped and be tactful in times of disaster, earthquake in particular.

➡ OPERATION... from 5

need to be replenished. Likewise, to systematically record the incoming and outgoing materials and equipment in the warehouse, this facilitated the Internal Auditing Department and the Finance Department in the checking and evaluation of documents relative to receipts and issuance of materials.

Attendance of employees are now in the Biometrics Machines to facilitate

the checking of attendance of the employees concerned, this also eliminated the doubts of employees’ ins and outs in the office. CCTV cameras were also installed in all offices to monitor all our employees.

Finally, the implementation of the Wide Network to link branch and sub-offices for monitoring such as online tellering, cash and collection, CCTV cameras and other networking

base system. A set of switches and routers are interconnected to form a Wide Area Network. The switches can be connected in different topologies.

Linking one computer network with another is often desirable especially for businesses that operate a number of facilities. Beginning with the local area network and going up to the wide area network.

ISELCO-I, a Pro-Environment Coop



ISELCO-I Board of Directors, GM and Employees during the Tree Planting Activity



“Plant a Tree, Shade the Planet, MulTREEply” – this is the theme which fuelled the Isabela I Electric Cooperative, Inc. (ISELCO-I) family in executing its Tree Planting Activity on August 24, 2016 in observance of the National Electrification Awareness Month issued by the National Electrification Administration.

The activity is undertaken yearly in cooperation with the Department of Environment and Natural Resources (DENR) at Sillawit, Cauayan City which provided one hundred pcs. of seedlings, of which 50 pcs. were narra and 50 pcs. were mahogany that complemented the eighty three

(83) fruit-bearing trees such as lime, pomelo, guava and guayabano procured by the cooperative.

Mr. Nelson B. Acob, the Supervising Ecosystem Management Specialist, along with eight other staff from DENR had joined the ISELCO-I employees in planting. They were Mr. Antonio N. Ramirez, Ms. Lydia M. Aggarao, Ms. Soraidan S. Ramones, Ms. Genalyn M. Labayog, Ms. Karen Bumatay, Mr. Dervin Mamangon, Ms. Daine Belle Calibuso and Mr. Jose dela Cruz. Orientation on the accurate handling and planting of the seedlings was given shortly by Mr. Acob prior to the planting proper.

ISELCO-I employees enjoyed the said activity believing that this one simple act would create a significant effect in one way or another for the generations to come. Tree planting was executed inside the compound near the APEC Multi-Purpose Building and at the back of the eco-park.

Present also on the said activity were Dir. Nelson V. Agruda, Dir. Nelson P. Mañalac, Dir. Brendon R. Lazaro, Dir. Sharon S. Gervacio, and Dir. Eduardo S. Bayani who participated in planting of the seedlings.

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ISELCO-I gears up for 20 MVA Substation and Drive-Thru



BOD President Presley C. de Jesus and GM Virgilio L. Montano lead the groundbreaking ceremony

committed towards unrelenting improved services for the community, the Board of Directors together with the management has approved the said new project. It is noteworthy to say that ISELCO-I will now have its second Drive-Thru Collection Office, next to Batal Drive-Thru located at the city of Santiago which was labelled as the first EC Drive-Thru Collection Office in the entire Philippines.

The new project is in response to the increasing demand of member-consumers as spurred by the increase in population as well as increase of business establishments such as malls, rice mills and the like.

The construction of the substation is ongoing activity and is expected to be completed until end of this year.

Another historical groundbreaking ceremony was held at San Fermin, Cauayan City on July 13, 2016 in preparation for a new 20 MVA Sub-station and Drive-Thru Collection Office. Given that ISELCO-I is exceedingly

BEST PRACTICES OF ISELCO-I

- ✓ Utilization of Mini-Vegetable Farm
- ✓ Outreach Program
- ✓ Medical and Dental Mission
- ✓ Joint Birthday Celebration
- ✓ Fun Run
- ✓ IselecOlympics
- ✓ Tree Planting
- ✓ High School Symposia
- ✓ Seminar-Workshops and Trainings
- ✓ Expanded Tertiary Education Equivalency and Accreditation Program (ETEEAP)
- ✓ Post College Scholarship Grant to Employees
- ✓ Involvement to Disaster Preparedness Campaigns
- ✓ Providing Assistances during Calamities

Because ISELCO-I is committed to your convenience, You can pay now your electric bills to the following Bayad Centers:

SM City Cauyan • Union Bank, Nationwide • Primark Savemore, Echague • Xentro Mall Savemore, Villasis, Santiago City • Savemore Dubinan, Santiago City • Robinsons Place, Santiago City • Asia United Bank, Cauayan City • Planters Bank, Santiago City • Veterans Bank, Santiago City • UCPB, Santiago City • Primark Savemore, Cauayan City • Batal Drive-Thru Collection Office, Santiago City

“Success is . . . knowing your purpose in life, growing to reach your maximum potential, and sowing seeds that benefit others.”

– John Maxwell

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