

ANNEX A

DISPUTE RESOLUTION ADMINISTRATOR WORK PLAN 2022

MISSION: GOVERNANCE**GOAL 2: EFFICIENCY AND GOVERNANCE****Desired Outcomes/Goals:**

1. The operations and performance of PEMC, the market, the market operator and service providers are among the best in the global electricity markets.
2. PEM Board and WESM Governance Committees attain timely, responsive and strategic goals that are consistent with the market objectives and the changing electricity landscape.

Goal 7: Disputes among the market participants are expeditiously resolved and effectively implemented/ enforced within the market, if not avoided.

Strategies:

1. Promote good faith and adherence to the Dispute Management Protocol (DMP) to prevent controversies escalating to full blown disputes
2. Ensure proper and efficient handling of disputes

No.	Strategy	Output	Timeline
1	Submit the 2021 Annual Report and 2022 Work Plan to the PEM Board	2021 Annual Report and 2022 Work Plan	March 2022

2	Approval of the Proposed Further Amendments to the WESM Rules and the WESM Dispute Resolution Manual on the following: A. Dispute Resolution for the Retail Rules B. Guidelines on Virtual Hearings C. Removal of the PEM Board and the WESM Governance Committees as Impleadable Entities under Clause 7.3.1.1 (c) of the WESM Rules	Approved DOE Circular	Q2 2022 dependent on DOE Approval and Issuance of Circular
3	Conduct of Seminar for the WESM Pool of Accredited WESM Mediators and Arbitrators involving WESM updates, latest amendments to the Dispute Resolution Manual and new procedures for Dispute Resolution for the Retail Rules and Renewable Energy Market.	Training/seminar for the WESM Accredited Pool of Arbitrators and Mediators	Q2 2022
4	Creation of Protocols for the Continuous Mandatory Continuing Education of the WESM Pool of Accredited Mediators and Arbitrators	Protocols on the Conduct of Seminars as a Requirement for the continuous accreditation of the WESM Mediators and Arbitrators	Q2 2022
5	Conduct of Seminar for the DMP Focal Persons involving WESM updates and procedures involving Dispute Management Protocols.	Training/seminar for the DMP Focal Persons	Q2 2022
6	Awareness campaign for the WESM Dispute Resolution Process among Market Participants	<ul style="list-style-type: none"> • Information Video on WESM Arbitration • Survey Questionnaire on Stakeholders' / WESM Members' Reception / Position on the Efficiency / Effectivity of the WESM Dispute Resolution (and / or Avoidance) Framework 	Q3 2022
7	Proposed Further Amendments to the WESM Dispute Resolution Manual regarding the inclusion of the ad hoc support services during arbitration	Discussion Paper and Presentation Materials	Q4 2022

8	Appointment of Emergency Arbitrators for 2022	Appointment of Emergency Arbitrators for 2022	Q2 2022
9	Annual Publication of Updated Directory of DMP Focal Persons and Alternates	Published DMP Focal Person and Alternates	Q4 2022
10	Dissemination of schedules of ADR-related programs, lectures or events organized by external strategic partners for the continuing education of WESM accredited Mediators/Arbitrators	Email dissemination of available activities to the WESM-accredited Mediators/Arbitrators	as offered/ as scheduled