

DISPUTE RESOLUTION ADMINISTRATOR WORK PLAN 2021

MISSION: GOVERNANCE

Desired Outcome: Empowered Governance: PEM Board and Governance Committees attain timely, responsive and strategic goals that are consistent with the market objectives and the changing electricity landscape.

Goal No. 4 - Indicator: Disputes among the market participants are expeditiously resolved and effectively implemented/enforced within the Market, if not avoided.

No.	Strategy	Output	Timeline
1	Submit the 2020 Annual Report and 2020 Work Plan to the PEM Board	2020 Annual Report and 2021 Work Plan	March 2021
2	Submission to the Rules Change Committee 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. Final Settlement of WESM Disputes and its Binding Effect D. Removal of the PEM Board and the WESM Governance Committees as Impleadable Entities under Clause 7.3.1.1 (c) of the WESM Rules	Discussion Paper and Presentation Materials	March 2021
3	Develop and maintain a registry of downstream/ outsourced service providers	Registry of downstream/ outsourced service providers	June 2021
4	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	September 2021
5	Annual Publication of Updated Directory of DMP Focal Persons and Alternates	Published DMP Focal Person and Alternates	Q2 2021

No.	Strategy	Output	Timeline
6	Awareness campaign for the WESM Dispute Resolution Process among Market Participants	<ul style="list-style-type: none"> • Mock 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 2021
7	Conduct of Seminar for the WESM Pool of Accredited WESM Mediators and Arbitrators on the following topics: <ol style="list-style-type: none"> 1. Negotiation and Mediation 2. Emergency Arbitration 3. Dispute avoidance modes 	Training/seminar for the WESM Governance Committees, Pool of Arbitrators and Mediators and PEMC Officers	Q4 2021
8	Facilitation of Training for WESM-accredited Mediators/Arbitrators on the WESM, the Retail Market and the Reserve Market; update on changes WESM Dispute Resolution Process.	Training(s)/Seminar(s)/Advisories/Notifications/ Invitations to WESM Mediators/Arbitrators	Regular activity per schedule (Q3 2021)
9	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