

DISPUTE RESOLUTION ADMINISTRATOR WORK PLAN 2023

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 1: Provide a Reliable and Transparent WESM and REM Through Effective and Efficient Governance
Objective 9: Efficient Administration of the WESM and REM Dispute Resolution Processes

No.	Strategy	Output	Timeline
1	Submit the 2022 Annual Report and 2023 Work Plan to the PEM Board	2022 Annual Report and 2023 Work Plan	March 2023
2	Further Study on the Proposed Amendments to the WESM Rules and the WESM Dispute Resolution Manual on the following: A. Dispute Resolution for the Retail Rules B. Removal of the PEM Board and the WESM Governance Committees as Impleadable Entities under Clause 7.3.1.1 (c) of the WESM Rules	Study / Report for the PEM Board	Q1 to Q2 2023

3	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 2023
4	Annual Publication of Updated Directory of DMP Focal Persons and Alternates	Published DMP Focal Person and Alternates	Q3 2023
5	Assignment of Emergency Arbitrators	Monthly Assignment of Emergency Arbitrators	Q3 2023
6	Conduct of Seminar for the WESM Pool of Accredited WESM Mediators and Arbitrators	Training/seminar for the WESM Governance Committees, Pool of Arbitrators and Mediators	Q3 2023
7	Conduct of Trainings for the Dispute Management Protocol (DMP) Focal Persons for the WESM and REM	Trainings for the DMP Focal Persons for the WESM and REM	Q4 2023
8	Participation in and 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