

## **DISPUTE RESOLUTION ADMINISTRATOR WORK PLAN 2020**

**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 2019 Annual Report and 2020 Work Plan to the PEM Board	2019 Annual Report and 2020 Work Plan	February 2020
2	Prepare and submit to CPC or ECO a training material on WESM Dispute Resolution Framework for inclusion in the PEMC Training Program and Plan	WESM Dispute Resolution Framework Training Material	February 2020
3	Develop and maintain a registry of downstream/ outsourced service providers	Registry of downstream/ outsourced service providers	February 2020
4	Proposed Further Amendments to the WESM Dispute Resolution Manual regarding Dispute Resolution for the Retail Market among others	Proposed amendments to the Dispute Resolution Market Manual to the RCC	March 2020
5	Registry of DRA templates, boiler plates, pro-forma template, forms, etc with serial numbers	Registry of DRA's Documents and Records	April 2020
7	Annual Publication of Updated Directory of DMP Focal Persons and Alternates	Published DMP Focal Person and Alternates	Q2 2020
8	Awareness campaign for the WESM Dispute Resolution Process among Market Participants	1. Mock video on WESM Arbitration 2. Published FAQs on WESM Dispute Management Framework 3. Include the arbitration framework in the WCO Summit in September 2020 or during the Annual General Membership Meeting in June 2020.	Q3 2020

<b>No.</b>	<b>Strategy</b>	<b>Output</b>	<b>Timeline</b>
9	Conduct of Seminar for the WESM Pool of Accredited WESM Mediators and Arbitrators on the following topics: <ol style="list-style-type: none"> <li>1. Negotiation and Mediation</li> <li>2. Emergency Arbitration</li> <li>3. Dispute avoidance modes</li> </ol>	Training/seminar for the WESM Governance Committees, Pool of Arbitrators and Mediators and PEMC Officers	Q4 2020
10	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
11	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