

FROM: Wholesale Energy Market Dispute Resolution Adviser (WEMDRA)

Dates covered: **October – December 2019**

1 Disputes and Scheduling errors

Notified: 1 new Electricity

Stage 1: 1 (gas) moved in from the last Quarter

From the previous quarter: 1 Gas (moved to stage 1 as above) and 1 Electricity (chapter 6) [still current]

Finalised this Quarter

- Research on Pool Members and Invitations issued
- Electricity DMS contacts are now updated.
- We are liaising with the AER to agree a secure interface for this data.
- We have distributed an infographic showing all the dispute resolution provisions under the NER.

Chapter 6 of the NER

- The matter from this quarter has been progressed and the parties hope it will be finalised without the need for further action from the AER

Update to the Gas DMC contacts

- This process is complete and the contacts finalised.

January – March 2020

- User notes and contracts to support the new pool.
- Finalise Selection of the pool and publication of their CV and rates on the Resolve Web site
- Communication protocol for our new video conferencing capability for organising disputes (instead of flying!)

Kind Regards



Shirli Kirschner

Wholesale Energy Market Dispute Resolution Adviser.