March 2012

Lynley

**Quarterly report January 2012- March 2012**

Below is a report for both:

Dispute Resolution Adviser National Electricity Market

Dispute Resolution Adviser National Gas Rules

**Summary**

 **Disputes in Stage 1:** nil

**Scheduling Errors**: (one foreshadowed)

**Training**: nil

**Meetings:**

* We had a 15 C liaisons Group meeting Melbourne to set l direction for the next 6 months. It identified the need to look at modifying the publication of contact information of DMS and DMC individuals to protect privacy, liaise with the DRP to ensure that they are on board if something happens. Continue to update DMS, DMC contacts and try to set up regular interfaces to keep contacts connected and up to date.
* I had a meeting with AEMO to organize a coordinated approach to getting participants to register their DMS contacts.
1. **Outputs:**
* Architecture for the revision of the gas and electricity dispute resolution portions of the AER web site.
* Meeting with web designers re privacy options for DMS/DMC contact information
* Set up and communicate DRP meetings for Sydney and Melbourne. Contact and update each DRP member and updates any information for them as required.
* Set up and communicate DMS/DMC training for Sydney in May. ( As foreshadowed in December)
* Discussions with potential hosts for holding lunchtime forums
* Continue to update the website/Adds moves and changes to the AER/DMC contacts
* Liaison with the AER.

I look forward to the meetings and implementing the changes to the web site in the next quarter.

Sincerely

Shirli Kirschner