



**Report by
Dispute Resolution Counsellor**

January to December 2019

8 April 2020

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INTRODUCTION

This is a report by the Dispute Resolution Counsellor (“DRC”) on dispute resolution in relation to the wholesale electricity markets of the National Electricity Market of Singapore (“NEMS”) from 1 January to 31 December 2019.

This report includes public information on resolved disputes, changes in the composition of the dispute management system (“DMS”) contacts and information on training in dispute resolution provided to the DMS contacts.

DISPUTE RESOLUTION INSTITUTIONS

The dispute resolution institutions of the wholesale electricity market of the NEMS comprise the DRC and the Dispute Resolution and Compensation Panel (“DRCP”). The DRCP is made up of a Mediation Panel and an Arbitration Panel.

The DRCP members are:

Mediation Panel

1. Chow Kok Fong
2. Daniel John
3. Danny McFadden
4. Engelin Teh, Senior Counsel
5. Geoff Sharp
6. Associate Professor Joel Lee
7. Associate Professor Lim Lei Theng
8. Lim Tat
9. Professor Nadja Alexander
10. Dr Peter Adler
11. Robert Yu
12. Shirli Kirschner

Arbitration Panel

1. Ben Giaretta
2. Chelva Rajah, Senior Counsel
3. Giam Chin Toon, Senior Counsel
4. Gregory Thorpe
5. Harry Elias, Senior Counsel
6. Kenneth Tan, Senior Counsel
7. Professor Lawrence Boo
8. N Sreenivasan, Senior Counsel
9. Naresh Mahtani
10. Philip Jeyaretnam, Senior Counsel
11. Phillip Harris
12. Raymond Chan
13. Dr Robert Gaitskell, Queen’s Counsel
14. Tan Chee Meng, Senior Counsel
15. Professor Tan Cheng Han, Senior Counsel

MARKET ASSESSMENT UNIT

The Market Assessment Unit (“MAU”) of Energy Market Company Pte Ltd (“EMC”) supports the dispute resolution process for the wholesale electricity markets of the NEMS and assists the DRC and DRCP in discharging their functions.

DISPUTE RESOLUTION PROCESS

Section 3 of Chapter 3 of the Singapore Electricity Market Rules (“Market Rules”) sets out the dispute resolution process in the NEMS.

Dispute Resolution Stages

The NEMS has a comprehensive approach to dispute resolution which enables disputes to be resolved outside of the courts in a fair, efficient and cost-effective manner. A dispute in the NEMS is to be resolved following the three stages listed below:

- **Negotiation** – The parties attempt to resolve the dispute in good faith using their DMS. This stage is initiated by a party to a dispute serving a notice of dispute on the other parties and giving a copy to the DRC.
- **Mediation** – If the dispute is not resolved by the parties themselves, it may be submitted for mediation. The mediation is conducted by a mediator selected from the Mediation Panel. This stage is initiated by a party serving a notice of mediation on the DRC.
- **Arbitration** – If the dispute is not resolved by the parties through mediation, it may be submitted for arbitration. If the dispute is over a request for compensation or a final settlement statement, it is submitted for arbitration directly. The arbitration is conducted by one or three arbitrators selected from the Arbitration Panel. This stage is initiated by a party filing a notice of arbitration with the DRC.

Dispute Management System and Dispute Management System Contacts

Under section 3.6.1 of the Market Rules, each market entity shall, as part of its DMS¹, nominate a DMS contact to be the first point of contact for the notification of disputes.

The table below lists the new DMS contacts in the NEMS in 2019:

Market Entity	DMS Contact
Enel X Singapore	Daniel Garrett
	Goh Tong Ye
ExxonMobil Asia Pacific	Matthias Franke
Terrenus Energy	David Chan
	Kevin Chiu
TuasOne	Kang Thian Jian
	Jennifer Ong

¹ Apart from nominating a DMS contact, the DMS shall set out the market entity’s procedures for responding to requests for information from another party in relation to a dispute and be consistent with the guidance notes of the DRC on the DMS.

Market Entity	DMS Contact
Tuaspring Pte. Ltd.	Timothy James Reid
	Terence Ang

A complete list of the DMS contacts is available in the annex and on the EMC website².

DISPUTE RESOLUTION TRAINING

As part of my responsibilities, I provide training in dispute resolution for the DMS contacts.

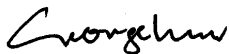
On 7 May 2019, I conducted a briefing on the NEMS' dispute resolution process for new DMS contacts. The workshop was organised and supported by EMC's Market Assessment Unit.

DISPUTES

During the period 1 January to 31 December 2019, I did not receive any notice of dispute from market participants.

CONCLUSION

I would like to thank all market participants, DMS contacts and the MAU for supporting the work of the DRC. I look forward to working towards further improving the dispute resolution process of NEMS.



George Lim, *Senior Counsel*
Dispute Resolution Counsellor

² Complete list of DMS contacts in the NEMS: <https://www.emcsg.com/disputemanagementsystemcontacts>

ANNEX – DISPUTE MANAGEMENT SYSTEM CONTACTS

The table below lists all the DMS contacts in the NEMS. The contact details of the DMS contacts are published on the EMC website³.

No.	Market Entity	DMS Contact
1.	Best Electricity Supply	Terence Neo
2.	CleanTech Solar Singapore Assets	Andre Nobre
3.	Diamond Energy Merchants	Muhammad Khairul
4.	Enel X Singapore	Daniel Garrett
5.	Enel X Singapore	Goh Tong Ye
6.	Energy Market Company	Christopher Yeoh
7.	ExxonMobil Asia Pacific	Eric Lim
8.	ExxonMobil Asia Pacific	Lim Li Fang
9.	ExxonMobil Asia Pacific	Matthias Franke
10.	GreenCity Energy	Chilton Loh
11.	Green Power Asia	Daniel Ma
12.	Hyflux Energy	Cindy Lim
13.	Hyflux Energy	Ooi Chel-Lin
14.	I Switch	Senthil Kumar
15.	JE Green Solutions	Fan Ke
16.	JE Green Solutions	Xie Jun Chuan
17.	Just Electric	Wittman Wah
18.	Keppel Electric	Joelyn Wong
19.	Keppel Electric	Nicholas Tan
20.	Keppel Merlimau Cogen	Janice Bong
21.	Keppel Merlimau Cogen	Sean Chan
22.	LYS Genco Beta	Jonathan Chong
23.	MyElectricity	Jeffrey Tan
24.	National Environment Agency	Teresa Tan
25.	National Environment Agency	Yap Hwee Tat
26.	Ohm Energy	Nerine Teo
27.	PacificLight Energy	Teo Chin Hau
28.	PacificLight Power	Teo Chin Hau
29.	Power System Operator	Loh Poh Soon
30.	Power System Operator	Oh Chai Choo
31.	Red Dot Power	Vijay Sirse

³ Complete list of DMS contacts in the NEMS: <https://www.emcsg.com/disputemanagementsystemcontacts>

No.	Market Entity	DMS Contact
32.	Sembcorp Cogen	Agnes Low
33.	Sembcorp Cogen	Andy Lim
34.	Sembcorp Power	Serina Wong
35.	Sembcorp Power	Winson Kor
36.	Sembcorp Solar Singapore	Fendy Nursalim
37.	Senoko Energy	Poo Siok Yin
38.	Senoko Energy Supply	Michelle Lim
39.	Senoko Waste-To-Energy	Lee Song Koi
40.	Senoko Waste-To-Energy	Max Heng
41.	Seraya Energy	Elaine Syn
42.	Shell Eastern Petroleum	Grace Chiam
43.	Shell Eastern Petroleum	Koh Sian Kim
44.	SilverCloud Energy	Lee Hock Lim
45.	Singapore District Cooling	Dennis Chong
46.	Singapore District Cooling	John Tan
47.	Singapore LNG Corporation	Jasmine Pang
48.	Singapore LNG Corporation	Vincent Lam
49.	Singapore Refining Company	Balasubramaniam Sundararaj Mohanakkannan
50.	Singapore Refining Company	Ho Weng Foo
51.	SP PowerAssets	Chan Hung Kwan
52.	SP Services	Ho Yin Shan
53.	SP Services	Rachel Su
54.	Sun Electric Energy Assets	Eugene Lim
55.	Sun Electric Energy Assets	Matthew Peloso
56.	Sunseap Energy	Lawrence Kwan
57.	Sunseap Leasing	Jonathan Tai
58.	Sunseap Leasing	Shawn Tan
59.	Sunseap Leasing Beta	Shawn Tan
60.	Terrenus Energy	David Chan
61.	Terrenus Energy	Kevin Chiu
62.	Tuas DBOO Trust	Victor Fong
63.	Tuas DBOO Trust	Wilfred Tan
64.	Tuas Power Generation	Priscilla Chua
65.	Tuas Power Supply	Jazz Feng
66.	Tuas Power Supply	Zhang Ai Jia

No.	Market Entity	DMS Contact
67.	TuasOne	Jennifer Ong
68.	TuasOne	Kang Thian Jian
69.	Tuaspring	Terence Ang
70.	Tuaspring	Timothy James Reid
71.	UGS Energy	Esther Lim
72.	UGS Energy	Jessica Ang
73.	Union Power	Ellen Teo
74.	Union Power	Eric Lim
75.	YTL PowerSeraya	Don Tan
76.	YTL PowerSeraya	Jonathan Chew