

**Report by
Dispute Resolution Counsellor**

January to December 2020

16 June 2021

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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 2020.

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. Chelva Rajah, Senior Counsel
2. Giam Chin Toon, Senior Counsel
3. Gregory Thorpe
4. Kenneth Tan, Senior Counsel
5. Professor Lawrence Boo
6. N Sreenivasan, Senior Counsel
7. Naresh Mahtani
8. Philip Jeyaretnam, Senior Counsel
9. Phillip Harris
10. Raymond Chan
11. Dr Robert Gaitskell, Queen’s Counsel
12. Tan Chee Meng, Senior Counsel
13. 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 2020:

Market Entity	DMS Contact
Bioenergy	David Leong
Energy Market Company	Christopher Yeo
Flo Energy Singapore	Matthijs Guichelaar

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

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.

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

DISPUTE RESOLUTION TRAINING

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

On 11 December 2020, I conducted a virtual briefing and refresher on the NEMS' dispute resolution process for the DMS contacts. The virtual workshop was organised and supported by EMC's Market Assessment Unit.

DISPUTES

During the period 1 January to 31 December 2020, 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

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.	Air Liquide Singapore	Lim Yong Yi
2.	Best Electricity Supply	Terence Neo
3.	Bioenergy	David Leong
4.	CleanTech Solar Singapore Assets	Andre Nobre
5.	Diamond Energy Merchants	Muhammad Khairul
6.	Enel X Singapore	Daniel Garrett
7.	Enel X Singapore	Goh Tong Ye
8.	Energy Market Company	Christopher Yeoh
9.	ExxonMobil Asia Pacific	Eric Lim
10.	ExxonMobil Asia Pacific	Lim Li Fang
11.	ExxonMobil Asia Pacific	Matthias Franke
12.	Flo Energy Singapore	Matthijs Guichelaar
13.	GreenCity Energy	Chilton Loh
14.	Green Power Asia	Daniel Ma
15.	Hyflux Energy	Cindy Lim
16.	Hyflux Energy	Ooi Chel-Lin
17.	I Switch	Senthil Kumar
18.	JE Green Solutions	Chin Cherk Min
19.	JE Green Solutions	Tan Kuen Jong
20.	Just Electric	Wittman Wah
21.	Keppel Electric	Joelyn Wong
22.	Keppel Electric	Tay Hock Hai
23.	Keppel Merlimau Cogen	Jeremy Lin
24.	Keppel Merlimau Cogen	Sean Chan
25.	LYS Genco Beta	Jonathan Chong
26.	MyElectricity	Jeffrey Tan
27.	National Environment Agency	Teresa Tan
28.	National Environment Agency	Yap Hwee Tat
29.	Ohm Energy	Nerine Teo
30.	PacificLight Energy	Ng Zi Kang
31.	PacificLight Power	Yang Jia Xin

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

No.	Market Entity	DMS Contact
32.	Power System Operator	Loh Poh Soon
33.	Power System Operator	Oh Chai Choo
34.	Sembcorp Cogen	Agnes Low
35.	Sembcorp Cogen	Andy Lim
36.	Sembcorp Power	Serina Wong
37.	Sembcorp Power	Winson Kor
38.	Sembcorp Solar Singapore	Fendy Nursalim
39.	Senoko Energy	Poo Siok Yin
40.	Senoko Energy Supply	Michelle Lim
41.	Senoko Waste-To-Energy	Lee Song Koi
42.	Senoko Waste-To-Energy	Clifton Tan
43.	Seraya Energy	Alex Liam
44.	Seraya Energy	Sarah Sum
45.	Shell Eastern Petroleum	Benny Leng
46.	Shell Eastern Petroleum	Koh Sian Kim
47.	Shell Eastern Petroleum	Teo Woon Kai
48.	SilverCloud Energy	Lee Hock Lim
49.	Singapore District Cooling	Dennis Chong
50.	Singapore District Cooling	John Tan
51.	Singapore LNG Corporation	Jasmine Pang
52.	Singapore LNG Corporation	Vincent Lam
53.	Singapore Refining Company	Balasubramaniam Sundararaj Mohanakkannan
54.	Singapore Refining Company	Ho Weng Foo
55.	SP PowerAssets	Chan Hung Kwan
56.	SP Services	Ho Yin Shan
57.	SP Services	Rachel Su
58.	Sunseap Energy	Laurence Kwan
59.	Sunseap Energy Ventures	Laurence Kwan
60.	Sunseap Leasing	Jonathan Tai
61.	Sunseap Leasing	Shawn Tan
62.	Sunseap Leasing Beta	Shawn Tan
63.	Terrenus Energy	Charles Wong
64.	Terrenus Energy	David Chan
65.	TP Utilities	Lim Xingyi
66.	Tuas DBOO Trust	Chen Zhixuan
67.	Tuas DBOO Trust	Victor Fong

No.	Market Entity	DMS Contact
68.	Tuas Power Generation	Priscilla Chua
69.	Tuas Power Supply	Jazz Feng
70.	Tuas Power Supply	Kessler Wong
71.	TuasOne	Kang Thian Jian
72.	Tuaspring	Ng Zhao Rui
73.	UGS Energy	Esther Lim
74.	UGS Energy	Jessica Ang
75.	Union Power	Ellen Teo
76.	Union Power	Eric Lim
77.	YTL PowerSeraya	Don Tan
78.	YTL PowerSeraya	Jonathan Chew