



**Report by  
Dispute Resolution Counsellor**

**January to December 2021**

***12 May 2022***

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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 2021.

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. Daniel John
2. Danny McFadden
3. Engelin Teh, Senior Counsel
4. Geoff Sharp
5. Associate Professor Joel Lee
6. Associate Professor Lim Lei Theng
7. Lim Tat
8. Professor Nadja Alexander
9. Dr Peter Adler
10. Robert Yu
11. 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. Raymond Chan
10. Dr Robert Gaitskell, Queen’s Counsel
11. Tan Chee Meng, Senior Counsel
12. 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 DMS<sup>1</sup>, 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 2021:

Market Entity	DMS Contact
Energy Market Company	Dominic Tan
MSD International GMBH (Singapore Branch)	Rajeev Garg
PacificLight Energy	Ng Zi Kang
PacificLight Power	Yang Jia Xin
Public Utilities Board	Lee Si Jia
Sembcorp Floating Solar Singapore	Fendy Nursalim
Sembcorp Floating Solar Singapore	Kenny Kee

<sup>1</sup> 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
Seraya Energy	Alex Liam
Seraya Energy	Sarah Sum
Terrenus Energy SL2	Charles Wong
Terrenus Energy SL2	David Chan
TP Utilities	Daniel Lee
TuasOne	Kwanwei Sim
TuasOne	Mitsuru Tada
YTL PowerSeraya	Albert Siah
YTL PowerSeraya	Kenrick Tan

A complete list of the DMS contacts is available in the annex and on the EMC website<sup>2</sup>.

### **DISPUTE RESOLUTION TRAINING**

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

On 3 March 2022, 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 2021, 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

<sup>2</sup> 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 website<sup>3</sup>.

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	Dominic Tan
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.	JE Green Solutions	Chin Cherk Min
16.	JE Green Solutions	Tan Kuen Jong
17.	Just Electric	Wittman Wah
18.	Keppel Electric	Joelyn Wong
19.	Keppel Electric	Tay Hock Hai
20.	Keppel Merlimau Cogen	Jeremy Lin
21.	Keppel Merlimau Cogen	Sean Chan
22.	LYS Genco Beta	Jonathan Chong
23.	MyElectricity	Jeffrey Tan
24.	MSD International GMBH (Singapore Branch)	Rajeev Garg
25.	National Environment Agency	Teresa Tan
26.	National Environment Agency	Yap Hwee Tat
27.	Ohm Energy	Nerine Teo
28.	PacificLight Energy	Ng Zi Kang
29.	PacificLight Power	Yang Jia Xin
30.	Power System Operator	Loh Poh Soon
31.	Power System Operator	Oh Chai Choo
32.	Public Utilities Board	Lee Si Jia
33.	Sembcorp Cogen	Agnes Low
34.	Sembcorp Cogen	Andy Lim
35.	Sembcorp Power	Serina Wong
36.	Sembcorp Power	Winson Kor
37.	Sembcorp Floating Solar Singapore	Fendy Nursalim
38.	Sembcorp Floating Solar Singapore	Kenny Kee
39.	Sembcorp Solar Singapore	Fendy Nursalim

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

No.	Market Entity	DMS Contact
40.	Senoko Energy	Poo Siok Yin
41.	Senoko Energy Supply	Michelle Lim
42.	Senoko Waste-To-Energy	Lee Song Koi
43.	Senoko Waste-To-Energy	Clifton Tan
44.	Seraya Energy	Alex Liam
45.	Seraya Energy	Sarah Sum
46.	Shell Eastern Petroleum	Benny Leng
47.	Shell Eastern Petroleum	Koh Sian Kim
48.	Shell Eastern Petroleum	Teo Woon Kai
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	Laurence Kwan
61.	Sunseap Leasing	Laurence Kwan
62.	Sunseap Leasing Beta	Laurence Kwan
63.	Terrenus Energy	Charles Wong
64.	Terrenus Energy	David Chan
65.	Terrenus Energy SL2	Charles Wong
66.	Terrenus Energy SL2	David Chan
67.	TP Utilities	Daniel Lee
68.	Tuas DBOO Trust	Chen Zhixuan
69.	Tuas DBOO Trust	Victor Fong
70.	Tuas Power Generation	Priscilla Chua
71.	Tuas Power Supply	Jazz Feng
72.	Tuas Power Supply	Kessler Wong
73.	TuasOne	Kwanwei Sim
74.	TuasOne	Mitsuru Tada
75.	Tuaspring	Ng Zhao Rui
76.	Union Power	Ellen Teo
77.	Union Power	Eric Lim
78.	YTL PowerSeraya	Albert Siah
79.	YTL PowerSeraya	Kenrick Tan