



**Report by
Dispute Resolution Counsellor**

January to December 2022

30 June 2023

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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 2022.

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 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 2022:

Market Entity	DMS Contact
Diamond Electric	Olivier Veteau
Enel X Singapore	Carl Hutchinson
MSD International GmbH	Zhou Mingjun
Sembcorp Cogen	Lai Kum Fai
Taser Power	Albert Siah
Taser Power	Kenrick Tan

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.

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 with the assistance of various representatives from eight different market participants.

DISPUTES

During the period 1 January to 31 December 2022, there were no disputes filed by any participant in the market. However, a market participant raised an inquiry regarding a potential dispute, which was promptly addressed through direct discussion and clarification with the concerned party. No further action was deemed necessary, and it is our hope that the matter has been satisfactorily resolved for all parties involved.

CONCLUSION

I would like to express my gratitude to all market participants, the DRCP members, the DMS contacts, and the MAU for their unwavering support in facilitating the work of the DRC. I am committed in continuing my support for the market as the Dispute Resolution Counsellor and endeavoring to further enhance the dispute resolution process of NEMS.



George Lim, *Senior Counsel*
Dispute Resolution Counsellor

² Complete list of DMS contacts in the NEMS: <https://www.home.emcsg.com/about-the-market/governance/dispute-resolution/dispute-management-system-contacts>

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 Electric	Olivier Veteau
6.	Enel X Singapore	Carl Hutchinson
7.	Energy Market Company	Dominic Tan
8.	ExxonMobil Asia Pacific	Lim Li Fang
9.	ExxonMobil Asia Pacific	Ma Xiu Yan
10.	Flo Energy Singapore	Matthijs Guichelaar
11.	GreenCity Energy	Chilton Loh
12.	Green Power Asia	Daniel Ma
13.	JE Green Solutions	Chin Cherk Min
14.	JE Green Solutions	Tan Kuen Jong
15.	Just Electric	Wittman Wah
16.	Keppel Electric	Joelyn Wong
17.	Keppel Electric	Tay Hock Hai
18.	Keppel Merlimau Cogen	Jeremy Lim
19.	Keppel Merlimau Cogen	Sean Chan
20.	LYS Genco Beta	Jonathan Chong
21.	MyElectricity	Jeffrey Tan
22.	MSD International GmbH (Singapore Branch)	Zhou Mingjun
23.	National Environment Agency	Teresa Tan
24.	National Environment Agency	Yap Hwee Tat
25.	PacificLight Energy	Ng Zi Kang
26.	PacificLight Power	Yang Jia Xin
27.	Power System Operator	Loh Poh Soon
28.	Power System Operator	Oh Chai Choo
29.	Public Utilities Board	Lee Si Jia
30.	Sembcorp Cogen	Lai Kum Fai
31.	Sembcorp Floating Solar Singapore	Fendy Nursalim
32.	Sembcorp Floating Solar Singapore	Kenny Kee
33.	Sembcorp Power	Serina Wong
34.	Sembcorp Power	Winson Kor
35.	Sembcorp Solar Singapore	Fendy Nursalim
36.	Senoko Energy	Poo Siok Yin
37.	Senoko Energy Supply	Michelle Lim
38.	Senoko Waste-To-Energy	Lee Song Koi

³ Complete list of DMS contacts in the NEMS: <https://www.home.emcsg.com/about-the-market/governance/dispute-resolution/dispute-management-system-contacts>

No.	Market Entity	DMS Contact
39.	Senoko Waste-To-Energy	Clifton Tan
40.	Seraya Energy	Alex Liam
41.	Seraya Energy	Sarah Sum
42.	Shell Eastern Petroleum	Benny Leng
43.	Shell Eastern Petroleum	Koh Sian Kim
44.	Shell Eastern Petroleum	Teo Woon Kai
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.	Sunseap Energy	Laurence Kwan
55.	Sunseap Energy Ventures	Laurence Kwan
56.	Sunseap Leasing	Laurence Kwan
57.	Sunseap Leasing	Laurence Kwan
58.	Sunseap Leasing Beta	Laurence Kwan
59.	Taser Power	Albert Siah
60.	Taser Power	Kenrick Tan
61.	Terrenus Energy	Charles Wong
62.	Terrenus Energy	David Chan
63.	Terrenus Energy SL2	Charles Wong
64.	Terrenus Energy SL2	David Chan
65.	TP Utilities	Daniel Lee
66.	Tuas DBOO Trust	Chen Zhixuan
67.	Tuas DBOO Trust	Victor Fong
68.	Tuas Power Generation	Priscilla Chua
69.	Tuas Power Supply	Jazz Feng
70.	Tuas Power Supply	Kessler Wong
71.	TuasOne	Kwanwei Sim
72.	TuasOne	Mitsuru Tada
73.	Union Power	Ellen Teo
74.	Union Power	Eric Lim
75.	YTL PowerSeraya	Albert Siah
76.	YTL PowerSeraya	Kenrick Tan