



**Report by
Dispute Resolution Counsellor**

January to December 2023

24 April 2024

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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 2023.

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. Chandra Mohan
2. Daniel John
3. Engelin Teh, Senior Counsel
4. Geoff Sharp
5. Associate Professor Joel Lee
6. 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 Harris
9. Raymond Chan
10. Dr Robert Gaitskell, King’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.

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 16 June 2023, I conducted a detailed briefing and refresher session concerning the NEMS’ dispute resolution process specifically designed for the DMS contacts. This workshop, inclusive of a networking lunch, was conducted with the support and coordination of Energy Market Company’s Market Assessment Unit.

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.home.emcsg.com/about-the-market/governance/dispute-resolution/dispute-management-system-contacts>

DISPUTES

During the period 1 January to 31 December 2023, there were no disputes filed by any participant in the market.

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

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.	Bioenergy	David Leong
3.	CleanTech Solar Singapore Assets	Andre Nobre
4.	Diamond Electric	Dallon Kay
5.	Energy Market Company	Dominic Tan
6.	ExxonMobil Asia Pacific	Lim Li Fang
7.	Engie South East Asia	Floriane Jacquart
8.	Engie South East Asia	Sharlin Khor
9.	ExxonMobil Asia Pacific	Ma Xiu Yan
10.	Flo Energy Singapore	Matthijs Guichelaar
11.	Green Power Asia	Daniel Ma
12.	JE Green Solutions	Chin Cherk Min
13.	JE Green Solutions	Tan Kuen Jong
14.	Just Electric	Wittman Wah
15.	Keppel Electric	Joelyn Wong
16.	Keppel Electric	Tay Hock Hai
17.	Keppel Merlimau Cogen	Jeremy Lim
18.	Keppel Merlimau Cogen	Sean Chan
19.	LYS Genco Beta	Jonathan Chong
20.	National Environment Agency	Sara Raeburn
21.	National Environment Agency	Yap Hwee Tat
22.	PacificLight Energy	Ng Zi Kang
23.	PacificLight Power	Yang Jia Xin
24.	Power System Operator	Loh Poh Soon
25.	Power System Operator	Lee Kim Hwee
26.	Public Utilities Board	Lee Si Jia
27.	Sembcorp Cogen	Lai Kum Fai
28.	Sembcorp Floating Solar Singapore	Fendy Nursalim
29.	Sembcorp Floating Solar Singapore	Kenny Kee
30.	Sembcorp Power	Serina Wong
31.	Sembcorp Solar Singapore	Fendy Nursalim
32.	Sembcorp Solar Singapore	Kenny Kee
33.	Senoko Energy	Poo Siok Yin
34.	Senoko Energy Supply	Michelle Lim
35.	Senoko Waste-To-Energy	Lee Song Koi
36.	Senoko Waste-To-Energy	Clifton Tan
37.	Seraya Energy	Alex Liam
38.	Seraya Energy	Sarah Sum

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.	Shell Singapore	Benny Leng
40.	Shell Singapore	Wee Tien Ai
41.	Shell Singapore	Teo Woon Kai
42.	Singapore District Cooling	Dennis Chong
43.	Singapore District Cooling	John Tan
44.	Singapore LNG Corporation	Bian Qi Jun
45.	Singapore LNG Corporation	Ho Jia Hua
46.	Singapore Refining Company	Balasubramaniam Sundararaj Mohanakkannan
47.	Singapore Refining Company	Ho Weng Foo
48.	SP PowerAssets	Chan Hung Kwan
49.	SP Services	Rachel Su
50.	SP Services	Lee Chui Ping
51.	SP Services	Kevin Fong
52.	Taser Power	Albert Siah
53.	Taser Power	Kenrick Tan
54.	Terrenus Energy	Charles Wong
55.	Terrenus Energy	David Chan
56.	Terrenus Energy SL2	Charles Wong
57.	Terrenus Energy SL2	David Chan
58.	TP Utilities	Daniel Lee
59.	Tuas DBOO Trust	Chen Zhixuan
60.	Tuas DBOO Trust	Victor Fong
61.	Tuas Power Generation	Priscilla Chua
62.	Tuas Power Supply	Jazz Feng
63.	Tuas Power Supply	Kessler Wong
64.	TuasOne	Kwanwei Sim
65.	TuasOne	Mitsuru Tada
66.	Union Power	Ellen Teo
67.	Union Power	Eric Lim
68.	YTL PowerSeraya	Christina Lye Jia Yu
69.	YTL PowerSeraya	Lee Si Jie