

**FROM:** Wholesale Energy Market Dispute Resolution Adviser (**WEMDRA**)



Dates covered:

**April- June 2022**

WEMDRA contract 2021-2024

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1 Disputes and Scheduling errors

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**Notified:** 1

**Stage 1:** 1 (this is same matter notified above.)

**Stage 2:** Nil

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### Overview

Post the lockdowns from COVID and Australia re-emerging, there has been a far greater ability to engage directly with DMS/DMC contacts and participants' legal advisers. The interface has allowed us to review and refine the priorities for providing a service that supports effective dispute resolution. This report and the goals for the next quarter reflect this dialogue.

### Dispute Notified

The dispute notified in Stage 1 in this quarter does not involve AEMO and therefore can remain confidential if it is resolved. It will be notified if escalated to Stage 2.

### Priorities for the Quarter:

The priorities for the April-June quarter set in the last quarter included:

- 1 Uploading the **DMS and DMC contacts** using the agreed framework
- 2 Interviewing and selecting a **provider for security of the WEMDRA** digital services



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- 3 Implementing **changes scoped and refining priorities for the website** This includes finalising the pool from which DRP members are selected
- 4 Meeting with DMS and DMC contacts

The progress on each of these matters is updated further below.

## 1 DMS and DMC contacts

### *Setting up for a digital world for DMS and DMC contacts*

We have uploaded the names of DMS and DMC contacts that have been confirmed, using the new documentation and digital frameworks. This was successful and all those contacts from our confirmed list have now been successfully transitioned to the new facility and on-boarded.

The WEMDRA team has also contacted organisations to update the contacts in cases where there have been restructures and changes to the way participants engage in the market. This has resulted in a more complete list.

### **Updated functionality**

As well as the data base with contact details behind the member only portion of the site there is a front facing list which shows DMS and DMC contacts (without their contact information). We have had feedback that this is useful in a managing a dispute to facilitate a quick check to see if there is an operating DMS within an organisation. Please review the list of participants with DMS and DMC contacts finalised [here](#).

The front facing list of DMS, and DMC contacts is now searchable by organisation rather than by contact name (this was because of feedback on the user interface).

## 2 Provider for security of the WEMDRA digital services

Having Nebula Santos available to assist has been valuable. She has been available to manage the on-boarding and has begun to scope the needs of the administrative role for the WEMDRA services and this scoping and support continue this quarter.



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We have identified a potential service provider for the WEMDRA security requirements. This role will involve the administration of the website, email and shared folders being monitored by an external firm specialising in data security with accreditation, insurance, and experience in working with sensitive data. The timing of the move of the security from Resolve's in house team to an external provider needs to coincide with the administrative support being finalised to ensure a seamless transition.

### **3 Changes and priorities for the website**

#### **DMS and DMS front facing search**

This quarter saw the successful implementation and build for the automated DMS/DMC contact part of the website with some refinements to the user experience.

#### **Pool from where the DRP is selected**

The pool of providers from which a dispute resolution panel is selected has been finalised. This involved the finalisation of the administrative arrangements and with one exception the pool is now contracted until December 2024. A link to their profiles is available on the [panel members](#) section of the site and a schedule of fees, contact details and triage assistance continues to be available in discussion with WEMDRA.

### **4 Meetings with DMS and DMC contacts**

We had a number of discussions this quarter about the interface with the DMS/DMC data base and how participants are using and managing the DMS/DMC role, which has changed with the changes in the market. We have also been having discussions about the type of training/contact that will be most useful for the contacts.

### **5 Priorities for the July- September Quarter**

The scope of what is achieved in a quarter depends on the number of matters that need to be managed and the time requirements for those. The following administrative goals have been identified for the July- September quarter.



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- Scope a feedback mechanism for WEMDRA to augment discussions and ensure a continuous review of assistance provided and suggestions for improvement
- Finalise the role description for the WEMDRA support function to facilitate the recruitment of a permanent resource.
- Scope DMS training content and delivery options.

We have received positive feedback from participants mainly through conversations with me and Nebula and we will be looking to enhance the feedback mechanism through online means.

Kind Regards



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**WEMDRA**

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