

FROM: Wholesale Energy Market Dispute Resolution Adviser (WEMDRA)



Dates covered:

January - March 2022

WEMDRA contract 2021-2024

1 Disputes and Scheduling errors

Notified: 0

Stage 1: From last quarter 1 (electricity) No further action

Stage 2: From last quarter 1 (scheduling error) completed.

Wishing all DMS and DMC contacts a restful Easter and Anzac Day break. This is the first break we have had without restrictions.

Reminder: Scheduling Error- Publication

The Dundonnell wind farm final determination and the issue of costs was published at the time of the distribution of the last quarterly report. Please check it out on the AER's [website](#).

This Quarter:

We have had great traction on the priorities identified for this quarter:

1 Digital Framework for WEMDRA digital services

Setting up for a digital world for DMS and DMC contacts

All wholesale energy market participants are required by the Rules (NGR and NER) to nominate a dispute management contact who will be the first point of contact for disputes. Most organisations nominate an alternate for pragmatic reasons (leave etc.).

We have been contacting registered participants to update their contacts and we are provisioning the website to have a members-only section that gives more control to the DMS and DMC contacts (who will be the members for self-service). We are also developing a user-friendly set up process.

To enable a safe and easy user experience we have started with the DMS and DMC part of the website which is accessible to registered DMS and DMC contacts (members) only. We have implemented a new sign-up process, a data collection notice and privacy policy. We have used this to collect the information for the members. This architecture provides a transparent framework on how the personal information provided by DMS and DMC contacts will be used. There will be a mail-out from the AER to participants to contact us with the details of their contacts for this section.

Once the members-only section of the website is finalised, the privacy framework for this section will assist with the general needs of the digital services (website and other initiatives), thus making that roll out quicker.

2 A project manager for the WEMDRA role

Nebula Santos has joined on a contract basis to assist with setting up the framework and scope of the technology to support the WEMDRA role over the next 3 years. Once this is achieved, we will be in a position to assess the needs of the role.

3 Meeting with the AER team

From time to time I meet with the AER team as a stakeholder in the WEMDRA role. I had the pleasure of a great meeting with the new AER interface team and look forward to the insights that they will bring. I look forward to meeting with other stakeholders over the coming months.

4 The priorities for the April - June Quarter

The priorities for the April - June quarter include:

- Uploading the DMS and DMC contacts using the framework
- Interviewing and selecting a provider for security of the WEMDRA digital services
- Scoping the next round of changes and priorities for the website.
- Meeting with DMS and DMC contacts
- Any final additions for the standby list for the dispute resolution panel.

Kind Regards

A handwritten signature in purple ink, appearing to read "Shirli Kirschner".

Shirli Kirschner

Wholesale Energy Market Dispute Resolution Adviser.