

Stage 1 Notice of dispute

Under Clause 8.2.4 of the National Electricity Rules (NER)

How to this form

Purpose of this form

To notify another Registered Participant (or AEMO) of a dispute and trigger the process set out in clause 8.2.4 of the NER. This step sets timeframes in motion and allows parties to explore resolution options.

Instructions

Who can use this form?

Eligible parties include:

- AEMO
- Registered Participants
- Intending participants in some cases (check NER clause 8.2.1)

Who should receive this form?

Serve it on the DMS Contact of each party you believe should be part of the dispute.

Timing matters

- Serve within 60 business days of when the dispute could reasonably have been known.
- A meeting must occur within 5 business days of service.

Next steps

- Parties must meet to agree on how to proceed.
- Consider confidentiality: you can request it, but all parties must agree.

Hints and tips

- Draft with care: Provide enough context and detail for the recipient to understand the dispute. This helps ensure a productive meeting.
- Be specific in your request: Clearly list the documents or information you're seeking from the other party.
- Suggest dates early: Offer your availability and preferred meeting method up front.
- Nominate contact persons: Ensure your representatives have appropriate authority and knowledge.
- Consider facilitation: A neutral facilitator or the Adviser can be engaged to help the parties progress.

Remember

- You must respond to any DMS notice received **within 5 business days**.
- If you are AEMO, you must also notify the Adviser and other interested Registered Participants as per clause 8.2.4(g).
- Failing to engage in good faith may result in escalation to the Adviser under clause 8.2.5.

For further guidance, refer to the NER or contact Resolution Institute via wemdra@resolution.institute or phone **1800 651 650**

Stage 1 DMS Referral Notice

Pursuant to Clause 8.2.4 of the National Electricity Rules

To: [Name of DMS contact]	
DMS contact for: [Name of Registered Participant / AEMO]	
From: [DMS contact & name of referring Registered Participant]	
Date: [Date of service]	

Notice of dispute

This DMS referral notice is served pursuant to clause 8.2.4 of the Rules.

1. DISPUTE DETAILS

Dispute reference: [Internal reference number if applicable]	
Date of disputed decision / conduct: [Date when the disputed decision was made or conduct occurred]	
Date matter could reasonably have become known: {Date when the dispute could reasonably have become known to the referring party]	
This dispute is to be treated as confidential:	<input type="checkbox"/> YES <input type="checkbox"/> NO

2. CIRCUMSTANCES GIVING RISE TO THE DISPUTE

Provide a clear and detailed statement setting out the circumstances that have led to this dispute, including: [If more space is required, please attach extra information.]

<p>Background: [Brief context and relevant facts]</p>	
<p>Disputed decision / conduct: [Specific description of the decision made or conduct that is disputed as per clause 8.2.1(a)]</p>	
<p>Parties involved: [Identification of all relevant parties]</p>	
<p>Impact: [How the disputed decision/conduct affects the referring party]</p>	
<p>Legal / regulatory basis: [Relevant rules, regulations, or provisions that may have been breached]</p>	

3. REQUESTED INFORMATION

Pursuant to clause 8.2.1(a) and clause 8.2.4(c)(3), you are requested to provide the following information that is relevant to this dispute:

- Specific documents, records, or data
 - Explanations of decisions or actions taken
 - Relevant communications or correspondence
 - Any other information material to the dispute
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4. MEETING REQUIREMENT

In accordance with clause 8.2.4(d), representatives of both parties must meet within 5 business days of service of this notice to determine the further conduct of this dispute.

Please confirm:

- Your availability for such meeting
- Your preferred method of meeting (in person, telephone, video-conference)
- Your designated representative(s) for this dispute

We advise our availability in the next five business days as follows:

[Specify available days, times and preferred method of meeting]

5. PARTIES TO WHOM THIS NOTICE WILL BE SENT TO

PRIMARY CONTACT FOR PARTY 1

Name:	
Organisation:	
Position (title):	
Phone number:	
Email address:	
Physical address:	
Postal address:	

ALTERNATIVE CONTACT FOR PARTY 1

Name:	
Position (title):	
Phone number:	
Email address:	

PRIMARY CONTACT FOR PARTY 2

Name:	
Organisation:	
Position (title):	
Phone number:	
Email address:	
Physical address:	
Postal address:	

ALTERNATIVE CONTACT FOR PARTY 2

Name:	
Position (title):	
Phone number:	
Email address:	

6. DETAILS OF SERVICE OF NOTICE

This notice is served on: [Date]	
Method of service: [Specify method - email, registered post, hand delivery, etc.]	

7. SIGNATURES

AUTHORISED REPRESENTATIVE

Name:	
Position (title):	
Date:	
Signature:	

REGISTERED PARTICIPANT

Name:	
Position (title):	
Date:	
Signature:	

Please refer to 'Important Notes' overleaf >>>

IMPORTANT NOTES

- This notice must be responded to within 5 business days
 - Failure to engage in the dispute resolution process may result in referral to the Adviser
 - All parties should consider confidentiality obligations under clause 8.2.4(f)
 - (f) Subject to clause 8.2.4(g), a meeting of Registered Participants' representatives may agree to keep confidential:*
 - (1) the fact that a dispute exists between them; and*
 - (2) any information exchanged between them for the purposes of attempting to resolve the dispute.*
 - (g) AEMO must immediately notify the Adviser if:*
 - (1) it serves a DMS referral notice on the DMS Contact of another Registered Participant, or*
 - (2) it is served with a DMS referral notice by another Registered Participant.*
- The notification to the Adviser must include a list setting out each Registered Participant that AEMO considers may have an interest in the dispute, together with an indication as to whether AEMO has served a DMS referral notice in relation to the dispute on that Registered Participant, or has otherwise made the Registered Participant aware of the dispute.
- Consider whether other Registered Participants should be notified of this dispute.

RETURN COMPLETED AND SIGNED FORM TO:

wendra@resolution.institute