# Dispute Resolution

## Notice of Dispute

To commence good faith negotiations complete Parts 1, 2, 3 and 5 of this form. Serve the Notice of Dispute on the respondent(s) by prepaid first class mail, fax, electronic mail, courier or other form of personal delivery. Ensure you retain your proof of service. Service by email will be effective when email confirmation has been received by the party serving the Notice of Dispute from the receiving party. If the IESO is a respondent, send the Notice of Dispute to the address below to the attention of General Counsel. In all cases, send a copy to Dispute Resolution, Legal Services at the IESO at:

120 Adelaide Street West, Suite 1600

Toronto, ON

M5H 1T1

Fax number: 416-506-2843

Email: IESO-LegalServices@ieso.ca

In the event that the dispute is not resolved through good faith negotiations, to commence the arbitration or mediation processes, complete all sections of this form

1. Submit this form and all attachments by prepaid first class mail, facsimile, electronic mail, courier or other form of personal delivery to the respondent(s). Retain proof of service.
2. File the Notice of Dispute form, proof(s) of service on the respondent(s), and all attachments with the Secretary Dispute Panel by prepaid first class mail, facsimile, electronic mail, courier or other form of personal delivery at following addresses:

The Secretary, Dispute Resolution Panel

120 Adelaide Street West, Suite 1600

Toronto, ON

M5H 1T1

Fax number: 416-506-2843

Email: IESO-LegalServices@ieso.ca

All information submitted in this process will be used by the IESO solely in support of its obligations under the “Electricity Act, 1998”, the “Ontario Energy Board Act, 1998”, the “Market Rules” and associated policies, standards and procedures and its licence. All information submitted will be assigned the appropriate confidentiality level upon receipt.

Terms and acronyms used in this Form that are italicized have the meanings ascribed thereto in Chapter 11 of the “Market Rules”

**Name and Address of *Respondent:***

**Party Name:**

**Street Address:**

**City, Province:**

**Postal Code:**

**Telephone Number:**      

**Fax Number:**

**-and-**

**Name and Address of Other *Respondent* (if any):**

**Party Name:**

**Street Address:**

**City, Province:**

**Postal Code:**

**Fax Number:**

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| Part 1 – General Information about the *Applicant* | | |
| Organization Name: | | |
| Address: | | |
| City/Town: | Province/State: | |
| Postal/Zip Code: | Country: | |
| Main Contact | | |
| Name: | Title: | |
| Telephone No.: | E-mail Address: | |
| Market Participant/Metering Service Provider No.: | IESO Customer Relations Ticket No. (if available): | |
| Dispute Number: | (to be assigned by IESO upon receipt) | |
| Alternate Contact (if any) | |  |
| Name: | | Title: |
| Telephone No.: | | E-mail Address: |
| Fax Number: | |  |

| Part 2 – Information about the Dispute |
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| Is there a section of the Market Rules involved in the dispute?  Yes  No |
| Please cite the Market Rules section number(s):    Please cite the basis for the dispute:    If a settlement statement re-calculation is requested, please indicate the contested amount. |

### Part 3 – Detailed Description of *Dispute*

This description **must** include:

* The nature and the basis for the complaint;
* The *Market Rules* at issue;
* The parties to the dispute and the name of any person having knowledge of, or who may be directly affected by, the dispute;
* A concise summary of the facts underlying the dispute;
* The relief sought and a summary of the grounds for such relief; and
* A description of any documentation on which the *applicant* intends to rely in support of its claim. Copies of the documentation may, but need not, be provided as part of the *Notice of Dispute*.

(“Market Rules”, Chapter 3, Section 2.5)

### Part 3 – Detailed Description of *Dispute (continued)*

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### Part 4 – Summary of *Dispute*

Please summarize the information provided in Part 3. This section must be completed if the good faith negotiations fail to resolve the dispute between the parties. This summary will be posted on the publically available *IESO* Web site in the event that the dispute proceeds to arbitration. (“Market Rules”*,* Chapter 3, Section 2.5)

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| Part 5 – Declaration |
| The undersigned, a duly authorized representative of the *applicant*, hereby declares that the information contained in and submitted in support of this *Notice of Dispute* is, to the best of the *applicant’s* knowledge, complete and accurate. |
| Dated at the City of       , in the Province/State of      , this       day of      ,      .  Signature:  Name:  Title:  I have authority to bind the *applicant.* |

Please attach a copy of any documents that you wish to provide in support of the claims made in this *Notice of Dispute*.

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| Attachments Included: Yes  No  Total Number of Pages (including this *Notice of Dispute* and all attachments): |