# Dispute Resolution

## Response to Notice of Dispute

Submit this form and all attachments by prepaid first class mail, fax, electronic mail, courier or other form of personal delivery to the following addresses:

The Secretary, Dispute Resolution Panel

120 Adelaide Street West, Suite 1600

Toronto, Ontario

M5H 1T1

Fax number: 416-506-2843

Email: IESO-LegalServices@ieso.ca

Ensure that you retain your proof of service. Service by email will be effective when email confirmation has been received by the party serving the Response to Notice of Dispute from the receiving party.

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 *Applicant(s)* and Other *Respondent(s)***

**Name of *Applicant*:**

**Name of *Applicant’s:***

**Representative:**

**Street Address:**

**City, Province:**

**Postal Code:**

**Fax Number:**

**-and-**

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

**Name of *Respondent’s***

**Representative:**

**Street Address:**

**City, Province:**

**Postal Code:**

**Fax Number:**

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| Part 1 – General Information about the *Respondent* |
| 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:      (as assigned by *Secretary* of *Dispute Resolution Panel*) |  |
| 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 [ ] NoPlease cite the *Market Rules* section number(s):     Please cite the basis for the dispute:       |

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

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;

[Note: the above information need only be provided in each case to the extent that the *respondent* disagrees with the information relating to these points as set forth by the *applicant* in its *Notice of Dispute*]

* A concise response to the allegations made against the respondent in the Notice of Dispute;
* The relief sought, a summary of the grounds for such relief and, where the relief sought contains a counterclaim or cross-claim against the applicant or against any other respondent, the information referred to in the first item above as it relates specifically to the counterclaim or cross claim; and

A description of any documentation on which the respondent intends to rely in support of its response, including any counterclaim or cross claim, that was not identified by the applicant in its *Notice of Dispute*. Copies of the documentation may, but need not, be provided as part of the *Response*.

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

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### PART 4 – Summary of Response

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  |
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| The undersigned, a duly authorized representative of the *respondent*, hereby declares the information contained in and submitted in support of this *Response* is, to the best of the *respondent’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 *respondent* |

Please attach copies of any documents in support of this *Response*.

### Attachments Included:

[ ]  Yes [ ]  No

Total Number of Pages (including this *Response to Notice of Dispute)*: