



DISPUTE RESOLUTION SERVICE



### Contact the DRS:

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DRS e-mail: [ferc.adr@ferc.gov](mailto:ferc.adr@ferc.gov)  
DRS online: [www.ferc.gov/legal/adr.asp](http://www.ferc.gov/legal/adr.asp)

### Dispute Resolution Service

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Federal Energy Regulatory Commission  
Dispute Resolution Service

888 First Street, N.E., Washington D.C. 20426

FERC'S  
DISPUTE RESOLUTION SERVICE



Guiding parties  
to achieve  
mutually satisfactory  
solutions  
to their disputes.



Federal Energy Regulatory Commission

### What is Alternative Dispute Resolution (ADR)?

- ADR encompasses a variety of dispute resolution methods, including:
  - mediation
  - facilitation, and
  - early neutral evaluation.
- In ADR, a third party neutral guides the parties in identifying their interests and developing mutually acceptable solutions to their disputes.
- In ADR, the parties make the decisions about the outcome of their dispute.
- ADR processes are confidential and, typically, voluntary.
- ADR can save the parties time and money and result in more durable solutions and outcomes.
- ADR provides an alternative to adversarial and adjudicative processes. Parties who elect an ADR process do not relinquish the right to pursue their matter through a more formal and traditional approach such as litigation.



## Savings Cost Avoidance

### Who are we?

- Established in 1999, the DRS is a neutral unit within FERC that provides ADR services for parties engaged in FERC-related disputes.
- The DRS is staffed full time by dispute resolution professionals who work with the decision makers.
- The ADR services offered by DRS are available to all parties and can be initiated at any time.



### What does the DRS do?

The DRS provides case-related and outreach services for parties engaged in or impacted by FERC-related disputes. The DRS works across all energy sectors:

- **natural gas**
- **electricity**
- **hydropower**
- **oil**

*testimonial*

*It was a difficult decision for both sides, but the DRS staff was able to make us see that we had some common goals, which allowed us to work through to a mutually agreeable solution to our issues.*



### Outreach

The DRS furthers ADR understanding and acceptance through:

- conducting training and education on ADR processes and techniques such as negotiation, facilitation, mediation, and early neutral evaluation;
- developing dispute resolution procedures and programs for external entities; and
- guiding internal and external entities on how to integrate ADR into decision-making processes at the earliest practicable time.



### How does a party initiate ADR?

Accessing our service is easy. Simply:

- Contact the DRS about a potential ADR process. No formal filing is required.
- DRS will explain alternatives and contact other parties to propose an ADR process if appropriate.
- If the parties agree, DRS will convene parties in a mutually agreeable location to discuss ADR options.
- If selected as the third party in the ADR process, DRS will work with the parties to identify interests and achieve a mutually satisfactory agreement.
- If an agreement is reached, the parties will file a copy of the agreement with FERC, if required.

### Case Related

The DRS has a proven track record in successfully mediating and facilitating complex two-party and multi-party disputes in a range of areas such as:

- hydropower licensing;
- gas certificates;
- electric, gas, and oil tariffs; and
- electric, gas, and oil rates.

Within these disputes, the DRS has guided parties to mutual understanding and agreement regarding:

- the environment;
  - cultural resources;
  - interagency cooperation;
  - contractual matters;
  - business transactions, and
  - service issues
- to name just a few.