

What is Alternative Dispute Resolution (ADR)?

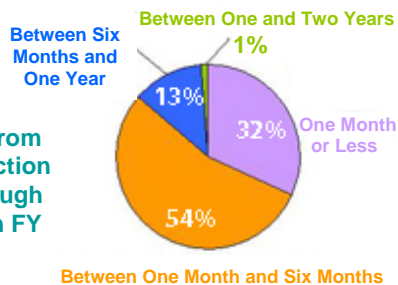
ADR encompasses a variety of dispute resolution methods, including:

- mediation
- facilitation
- 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 is an alternative to traditional litigation and can save the parties time and money and result in more durable solutions and outcomes.

Contact the DRS:

Toll Free Help Line: 1-877-337-2237

To contact a DRS staff member directly visit
DRS online: www.ferc.gov/legal/adr.asp

DRS e-mail: ferc.adr@ferc.gov

Take control of your case...



Dispute Resolution Service
Federal Energy Regulatory Commission
888 First Street, N.E., Washington D.C. 20426

Guiding parties
to achieve
mutually satisfactory
solutions
to their disputes

Dispute
Resolution
Service



Federal Energy Regulatory Commission



Can DRS help me?

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

- hydropower licensing
- gas certificates
- electric, gas, and oil tariffs and rates
- landowner concerns

DRS has guided parties to mutual understanding and agreement regarding issues such as:

- contractual matters
- service issues
- the environment
- cultural resources
- interagency cooperation
- business transactions

Why DRS?

The Dispute Resolution Service is a neutral unit within FERC that provides mediation, facilitation, and training for parties engaged in or impacted by FERC-related disputes.

For the past 10 years, DRS has worked to resolve disputes across all energy sectors:

- natural gas
- oil
- hydropower
- electricity

On May 1, 2010, FERC further expanded DRS responsibilities to include landowner concerns and disputes pertaining to jurisdictional infrastructure projects.

DRS is staffed full time by dispute resolution professionals who work with all parties to reach a decision.

DRS services are available to parties at no charge and can be initiated at any time.

How do I access DRS?

Accessing our service is easy. Simply contact DRS about a potential ADR process. No formal filing is required.

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Cases:

What can DRS do?

DRS assists parties to identify an appropriate ADR process for their dispute.

DRS works with parties to identify interests and achieve a mutually satisfactory agreement.



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.

Training:

What can DRS do?

DRS fosters ADR understanding through training and education on ADR processes and techniques.

DRS develops customized training to fit your collaborative needs.

DRS guides entities on applying ADR and developing dispute resolution systems to resolve conflicts early.

