

What is Alternative Dispute Resolution (ADR)?

ADR encompasses a variety of dispute resolution methods, including:

- mediation
- facilitation
- early neutral evaluation

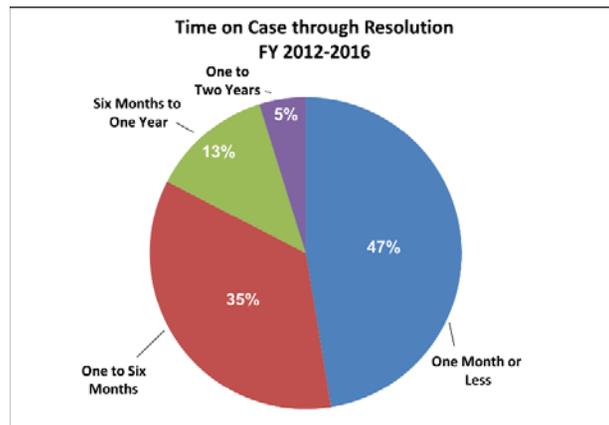
In ADR, a third party neutral guides the parties in identifying their interests and developing mutually acceptable solutions to their disputes.

In ADR, the parties make the decisions about the outcome of their dispute.

ADR processes are confidential and voluntary.

Save Time and Money

ADR is an alternative to traditional litigation that can save the parties time and money, and result in party control over creative solutions and beneficial outcomes.



Toll Free ADR Helpline:
1-844-238-1560

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

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

Take control of your case
with ADR...



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

Guiding all 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 of successfully mediating and facilitating complex multi-party disputes in a range of areas such as:

- electric, gas, and oil tariffs and rates
- gas certificates
- hydropower licensing
- environmental matters

DRS has guided parties to agreement in these types of disputes:

- contract disputes
- tariff and rate disputes
- interconnection agreements
- infrastructure disputes
- interagency cooperation
- cultural and natural resources

Why DRS?

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

DRS is staffed full time by dispute resolution professionals who have extensive experience in all FERC-regulated energy sectors.

DRS services provide parties the flexibility to craft their own solutions and are a resource provided by the Commission at no charge.

FERC has a dedicated position for **Landowner Helpline** concerns. Toll Free: 1-877-337-2237 | Email: LandownerHelp@ferc.gov.

How do I access DRS?

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

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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



Our contact [at FERC DRS] was informative, helpful and very responsive. He was an outstanding mediator and kept us well informed. I . . . place a high premium on customer service [and our mediator] represented FERC well. I would highly recommend . . . contact[ing] FERC for assistance, based on my experience.

Training:

What else can DRS do?

DRS provides training and education on ADR processes and techniques.

DRS develops customized training to fit your collaborative needs.

DRS guides entities in dispute resolution design to resolve conflicts earlier.

