



# General Updates

As of April 16, 2020

## 2019 Stakeholder Survey

- In 2019, PJM conducted a stakeholder survey
- We appreciate the feedback that was received

## Feedback

- PJM reviewed the feedback and has created actions to address opportunities for improvements
- One area involves providing more education on PJM's Tools

Short monthly demonstrations

Focused on features of PJM Tools

Based on your feedback

- Solicited here
- Obtained from calls to Client Managers

## Account Manager

- SUMA (how to setup and use)
- How to access activity reports
- CAM Expectations
- White listing
- Account lockout timelines

## Data Miner 2

- Searching for data in the UI
- What to do when you believe data is missing or wrong
- Overview of how to find specific data elements

## Markets Gateway

- Setting up a portfolio
- Virtual bid submission and limits

- Please send us your feedback on these or other topics
  - Email [TechChangeForum@pjm.com](mailto:TechChangeForum@pjm.com)
- We will finalize the topic(s) on April 23
- We will present the first demonstration on May 20

Product	Date	Issue
Single Sign On (Train environment only)	<b>Reported three days in March</b>	After a change to the single sign on (SSO) application in the train environment, some users experienced issues bringing up the log in page. The development team is looking into this with the vendor.

	2020	2021	Future
eCredit Refresh			

Start date and duration for these future work efforts are estimated and subject to change

- Visit PJM.com for up to date information - <https://www.pjm.com/about-pjm/newsroom/info-connection.aspx>.
- Potential for implementation dates to change.