



PJM Member Community

Intermittent Resource Subcommittee
September 21, 2015

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Sr. Client Manager

Member Feedback

- Make it easier to do business with PJM
- Acknowledge my request/question/issue
- Track status of my request/question/issue
- Can I find the answer myself?



- Information and resources at your fingertips
- Streamlined communication with Client Management & Services
- Real-Time status of your questions, issues and requests
- History of Resolved Cases
- Live Chat

Create a Case

**CONTACT
INFORMATION**

(856) 400-8980

(610) 666-8980

[Member Relations](#)

Live chat

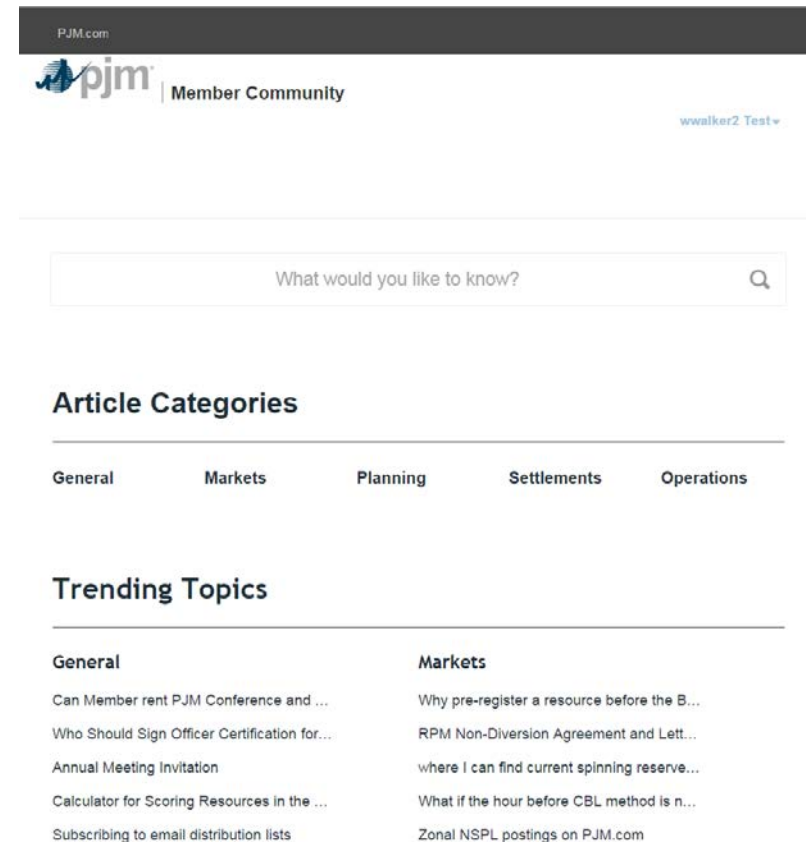
A blue rounded rectangular button with a dark blue gradient. The text "Live chat" is in white. The word "chat" is inside a blue speech bubble icon with a yellow and red outline.

Available NOW

- Search Topics
- Search/Read Knowledge Articles
- Submit Cases
- Follow status of your Cases
- History of Resolved Cases
- Live Chat

Access through “My PJM” account ID

- Register your ID on PJM.com



The screenshot shows the PJM Member Community website. At the top, there is a dark navigation bar with the PJM logo and the text "Member Community". Below this is a search bar with the placeholder text "What would you like to know?". Underneath the search bar, there are sections for "Article Categories" and "Trending Topics". The "Article Categories" section includes links for "General", "Markets", "Planning", "Settlements", and "Operations". The "Trending Topics" section is divided into two columns: "General" and "Markets".

Trending Topics	
General	Markets
Can Member rent PJM Conference and ...	Why pre-register a resource before the B...
Who Should Sign Officer Certification for...	RPM Non-Diversion Agreement and Lett...
Annual Meeting Invitation	where I can find current spinning reserve...
Calculator for Scoring Resources in the ...	What if the hour before CBL method is n...
Subscribing to email distribution lists	Zonal NSPL postings on PJM.com

- Complete the Member Community Registration [form](#).
About PJM > Member Services > Member Forms > Member Community Registration
- Provide the username used to sign into PJM.com.
- A representative of Client Management & Services will respond once access is granted.

Future Enhancements

- Initiate a Change Request
 - Generation Transfer; Telecomm Request; Declaration of Authority; Demand Bid Access; etc.
- Enable Electronic Signature (DocuSign)
- Update Company and Contact data
- Additional Knowledge Articles
- Mobile device availability (Community app)
- Integrate with PJM.com Search Engine





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Questions?

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