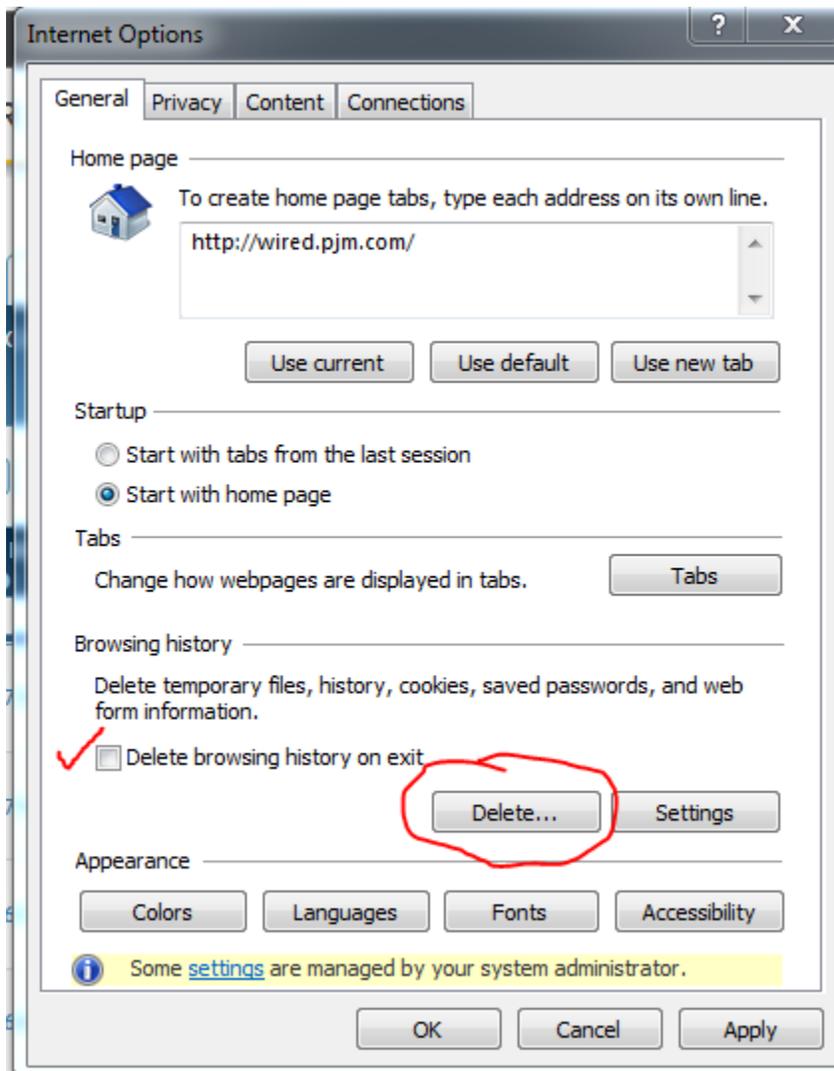


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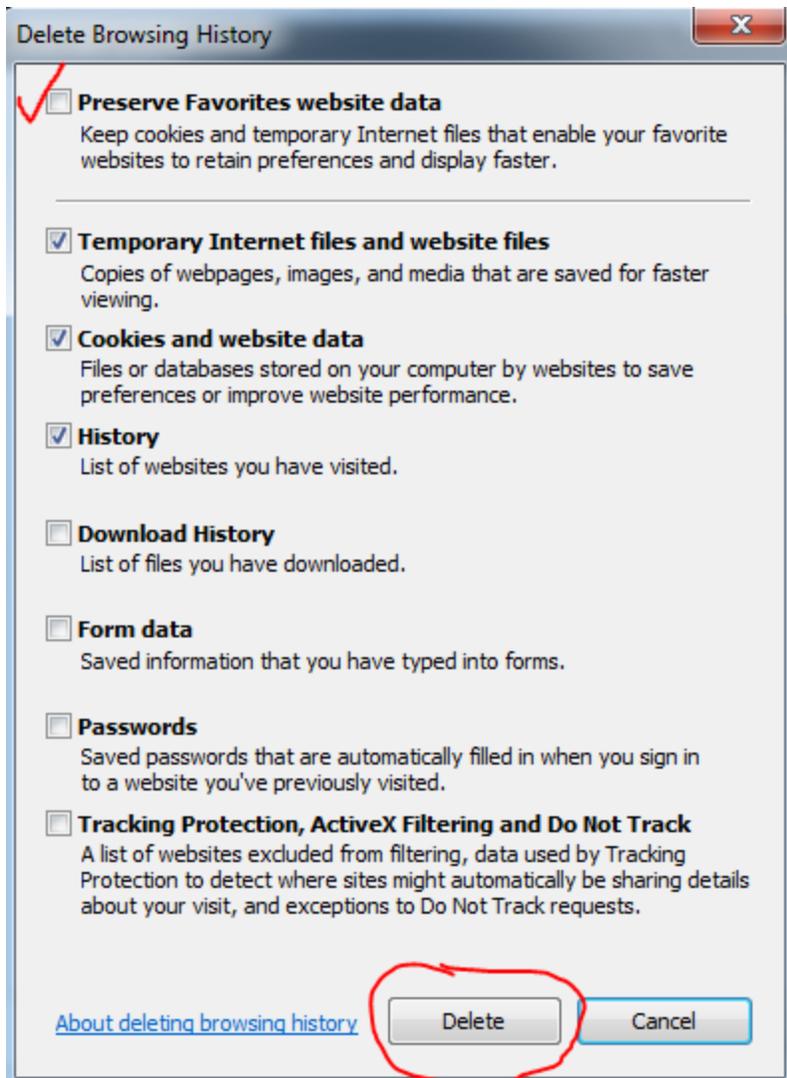
PJM has received several reports this morning that DR Hub users are experiencing “Page Not Found / http 404” errors upon logging into the DR Hub application from the eSuite login page (<https://esuite.pjm.com>) using Internet Explorer (IE). PJM is requesting that you perform the following steps to clear your browser cache. Please contact the DR Hub Support team if you continue to experience issues logging into the application from the eSuite login page after performing the steps outlined below at DRHubSupport@pjm.com.

- From Internet Explorer (IE), open Tools Menu (Alt+X) > Select Internet Options
- Under Browser History, please uncheck “Delete Browser History On Exit” as shown below, then select the “Delete” button :

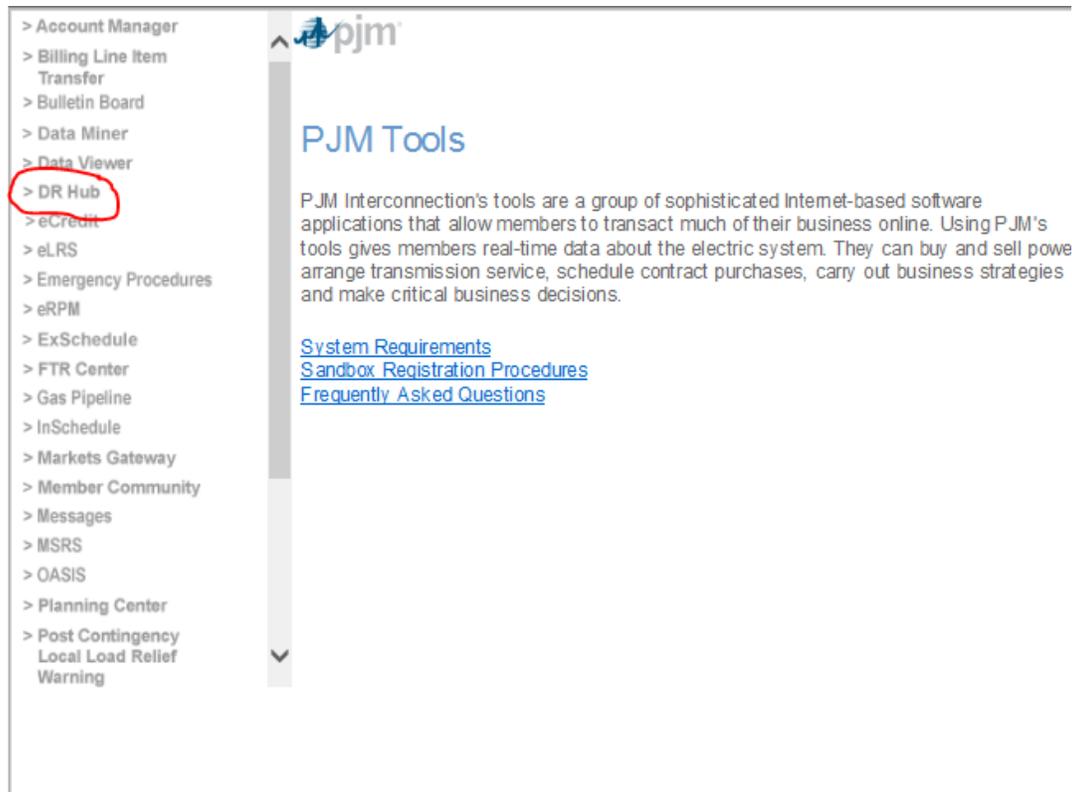


- The Delete Browsing History dialogue box will be displayed. Please uncheck “Preserve Favorites website data”, and check “Temporary Internet files and website files”, “Cookies and website data”, “History” and select the “Delete” button as shown below:

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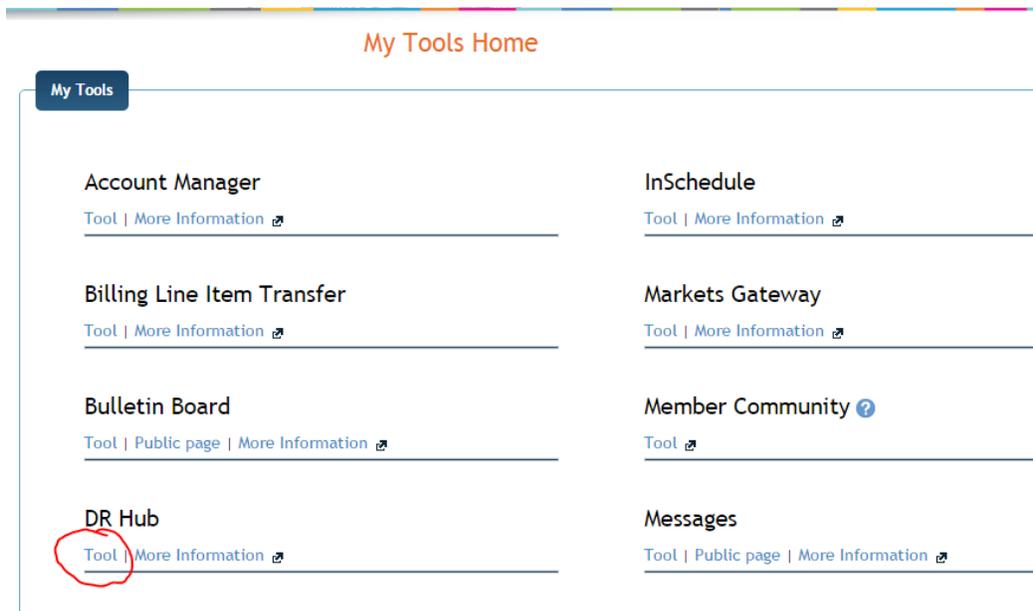


- Close your browser session
- Open a new Internet Explorer (IE) browser session and navigate to the eSuite login page (<https://esuite.pjm.com>)
- Select the DR Hub link to login with your account credentials:



Alternatives to get to DR Hub application:

- 1) Login to the DR Hub application from the PJM Tools Home page. Open up a new browser session and type the following URL in the address bar - <https://etools.pjm.com>. Under the DR Hub application, select the "Tool" link to login with your account credentials:



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- 2) Login to the DR Hub application directly with the application URL. Open up a new browser session and type the following URL in the address bar – <https://drhub.pjm.com>. Submit your login credentials to gain access into the DR Hub application.