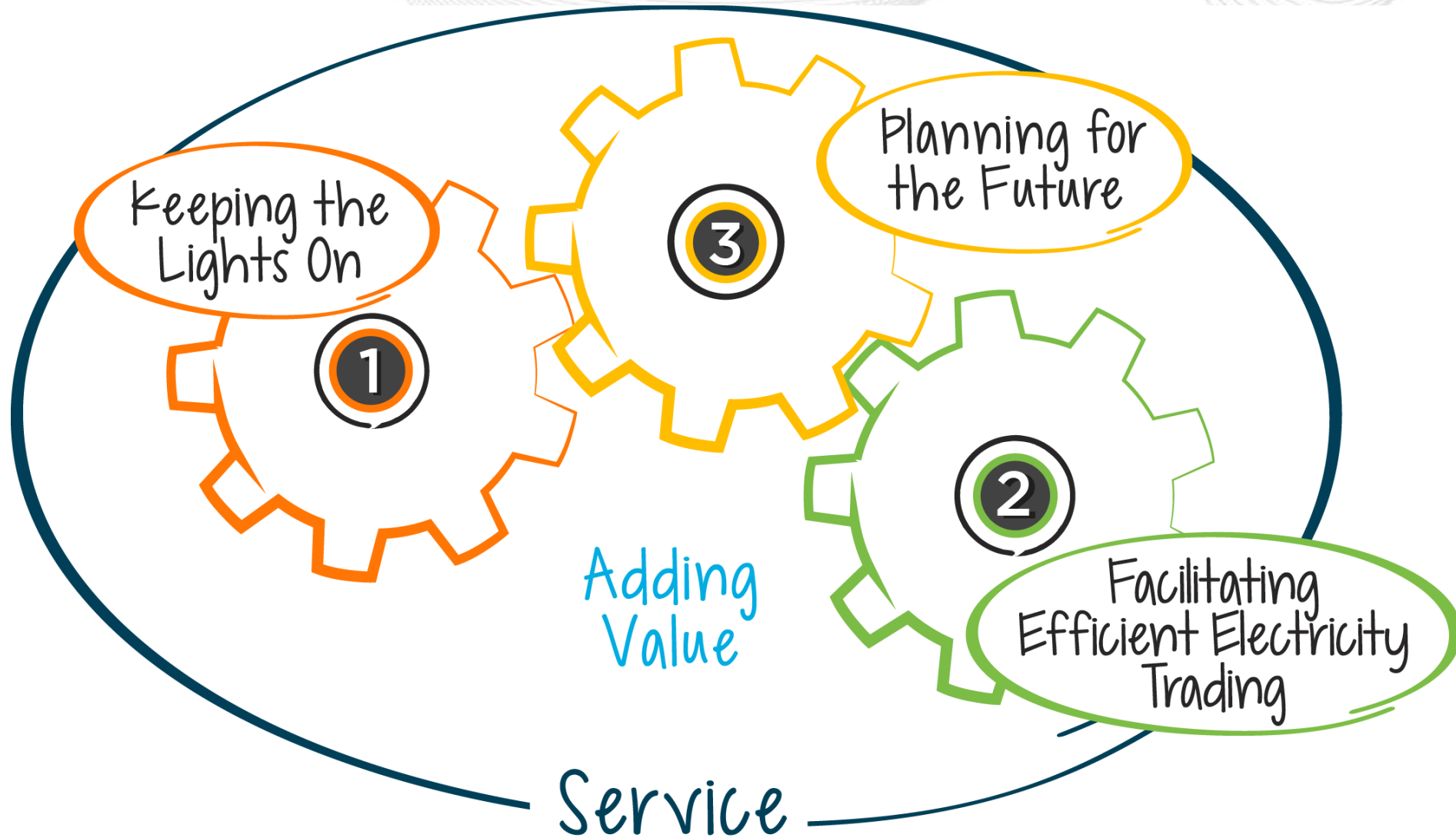




2017 Stakeholder Satisfaction Survey



Janell Fabiano
Sr. Stakeholder Process Specialist
Market Implementation Committee
August 9, 2017



- Direct member feedback influenced the new survey content
- Focuses on core responsibilities and interactions between PJM and members
- Survey streamlined from 100+ questions to 25, including a rating scale
- Opportunity to provide additional comments and suggestions

- Introductory email from Andy in early September
- Watch for survey email on September 11
- Survey Open September 11 – 22, 2017