



# PJM Communications

As of May 14, 2024

- Timeline update for receiving communications

Ensuring a Reliable Energy Transition

Who We Are

Member Services

Careers

Newsroom

**Communications**

Contact Directory

Community Impact: A Culture of Caring

Advanced Technologies & Innovation

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## CONTACT INFORMATION



(866) 400-8980  
(610) 666-8980  
[Member Relations](#)

## Communications

### Website Resources



#### Email Lists

Manage all your email communications with PJM.



#### Member Community

Through the Member Community, members are able to find answers to their questions, get the information they need when they need it, and resolve issues quickly and efficiently.



#### Newsroom

Read the latest announcements and news releases.



#### RSS Feeds

Subscribe to PJM news, website updates and more via yours news reader.

<https://www.pjm.com/about-pjm/communications>

- Email Lists – Manage all your email communications with PJM
  - Tool Related
    - Technical Notifications (aka TechNotify) includes ALL technical related communications
    - Individual Tool Updates are based on your Account Manager tool access
  - Other Technical Options: Customer Information, PJM.com Website Updates
- Others: Member Community, Committees, RSS Feeds, etc

**NOTE: Must have a PJM user account**

## Email List Update [Form](#) Email Lists

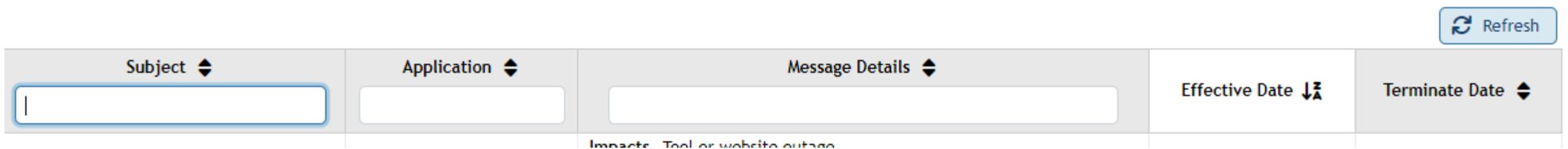
- Used for email subscriptions that are **not** public
- In order to request to be added to a mailing list, you must provide the name of the mailing list you want
- This does not include Tool related communications

**NOTE: Must have a PJM user account**

- Based on stakeholder feedback PJM is streamlining the times at which we send communications for scheduled tool maintenance and outages.
- Notifications will go out approximately at 11:30 a.m. or 3:30 p.m. (EPT) rather than randomly throughout the day.
- This does **not include emergency** technical-related communications (i.e. issues with a tool or application)

## Messages Tool

- [Messages](#) is a tool used by members to view updates and important messages regarding PJM tools.
- PJM user account not needed.
- Search availability by subject, application, etc...



The screenshot shows a search interface for the Messages Tool. It features a horizontal bar with several search criteria: 'Subject' with a dropdown arrow, 'Application' with a dropdown arrow, 'Message Details' with a dropdown arrow, 'Effective Date' with a dropdown arrow and a list icon, and 'Terminate Date' with a dropdown arrow. Each criterion has an associated input field. A 'Refresh' button is located on the right side of the bar. Below the 'Message Details' field, the text 'Impacts Tool or website outage' is visible.

## Upcoming Changes

- The Upcoming Change [page](#) provides a list of planned outages to PJM tools, websites and apps as well as delayed data or report deadlines.
- PJM user account not needed.

- Tool or Application Notifications
  - Log into Account Manager and remove your access
  - Request your Company Account Manager (CAM) to remove your access
- Other Notifications
  - Update your “My Email Lists” by “unchecking” what you are subscribed to at: <https://www.pjm.com/mypjm/newsletters.aspx>
- Contact [custsvc@pjm.com](mailto:custsvc@pjm.com) with any questions/issues.

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Member Hotline

(610) 666 – 8980

(866) 400 – 8980

[custsvc@pjm.com](mailto:custsvc@pjm.com)

**PROTECT THE  
POWER GRID  
THINK BEFORE  
YOU CLICK!**



Be alert to  
malicious  
phishing emails.

**Report suspicious email activity to PJM.**  
(610) 666-2244 / [it\\_ops\\_ctr\\_shift@pjm.com](mailto:it_ops_ctr_shift@pjm.com)

