PJM Operator Certification Program

Purpose
Certification focuses on defining required competencies for a work group and recognizing individuals who possess these competencies. The PJM Operator Certification Program provides the public and governmental entities with a measure of confidence in the capabilities of operations personnel within the PJM Regional Transmission Organization (PJM RTO) to maintain the reliability of the bulk electric system. In addition, the Certification Program provides assurance to PJM and members that individuals who operate on the PJM RTO systems have a demonstrated knowledge of PJM real time operating requirements.

Scope of the Operator Certification Program
As defined, the scope of requirements for individuals who operate on the PJM RTO are the daily operations-related knowledge and skills needed to implement procedures for normal, emergency and restoration conditions. All operators must understand and be able to implement these procedures as presented in the PJM Manuals to ensure reliable operation of the PJM RTO. In addition, operators must understand basic operating concepts in order to perform the referenced tasks.

The results of a Job Analysis have determined that there are two discrete sets of tasks performed by operators in the PJM RTO. A Transmission Content Outline details the common tasks performed by operators who operate transmission facilities. A Generation Content Outline details the common tasks performed by operators who operate generation facilities. Therefore, there are two PJM certification examinations: Transmission and Generation.

The PJM certification exams are validated, objective, multiple choice exams administered by a computer testing service at designated locations. The PJM Exam Working Group (EWG) developed the certification exams and assist in periodically reviewing and maintaining them to ensure they are current.

The PJM Candidate Bulletin details the application and testing procedures and requirements. The bulletin also contains information on the Content Outlines, other key documents and the fee schedule.

Requirements for Operators
The PJM Operator Certification Program applies to operators or individuals who:
- operate on the PJM system,
- are in direct communication with the PJM System Operator, and
- perform daily operations-related functions at the direction of the PJM System Operator during normal, emergency and/or system restoration states.

Operators performing these tasks may be at Transmission Owners (TOs), Market Operations Centers (MOCs) or a PJM control center.
New generation operators and operators with companies integrating into PJM will have a maximum of twelve months to become PJM certified after they begin operating on the PJM system.

New transmission owner operators and operators with companies integrating into PJM must become PJM certified before operating on the PJM system.

Operators operating on the PJM system who perform both generation and transmission tasks must be PJM certified in both generation and transmission. Since there is no overlap of the Content Outlines, a combination examination is not available.

Although operators are the only group on the PJM system required to be PJM certified, other system participants including marketers and generation control room operators are encouraged to sit for the PJM Operator Certification exam due to their impact on reliability. Opportunity to sit for the PJM Operator Certification exam is open to all.

**Prerequisites**
There are no training or work experience requirements that candidates must satisfy before they can apply to sit for the PJM certification exam.

Completion of one or more PJM training programs for operators is highly recommended. For initial training, the Generation 101, 201, 301 and Operations 101 course series, the Fundamentals of Transmission Operations (FOTO) course, and training related to System Restoration procedures all provide relevant information. For additional information about PJM training courses, please see the PJM course catalog: http://www.pjm.com/training/course-catalog.aspx.

**Term of Certification**
PJM operator certificates issued after 7/1/2009 are valid for three years.

**Recertification**
There are two ways a PJM Operator Certificate can be renewed:

1. **Retest:**
   Before the certificate for a PJM certified operator expires, apply for, take and pass the same PJM certification exam for which he/she holds a valid certificate.

2. **Continuing Education Hours (CE Hours)**
   To renew a PJM certificate with continuing education hours (CE hours), the certificate holder must earn 140 hours of NERC approved CE training related to the PJM credential during the life of the certificate (as recorded in the PJM LMS). In addition, of the 140 CE hours required, 30 CE hours must be approved for the category of Simulation.

   Those who fail to earn the 140 CE hours (including the 30 Simulation hours), must apply for, take and pass the appropriate PJM exam before the current certificate expires.
Validity, Reliability and Defensibility
The PJM Operator Certification Program was developed and is operated in accordance with the “good practices” of the National Commission for Certifying Agencies (NCCA). Following these “good practices” ensures that the program conforms to EEOC guidelines, is legally defensible and is fairly administered to all candidates.

Assistance of a consultant skilled in the development of certification exams has been secured on a continuing basis to guide, advise and perform selected tasks to ensure that the PJM Certification Program is valid, reliable and legally defensible.

Certification Oversight Group
The Certification Oversight Group (COG) is charged with ensuring that the PJM Certification Program is kept fair to all and free from undue influence in order to protect against actual or perceived bias toward candidates or their employers, and that the Certification Program is valid and legally defensible. The COG also participates in the PJM Operator Certification Dispute Resolution Procedure.

Dispute Resolution Procedure
A non-binding dispute resolution procedure is available to address complaints and challenges regarding the certification exams, and related application and test administration processes. As backup to PJM Certification Dispute Resolution Procedure, a complainant not satisfied with the results of Certification Dispute Resolution can submit his/her case to the PJM Alternate Dispute Resolution Committee.

Compliance
Compliance with the PJM Operator Certification Program is detailed in PJM Manual 40: Training and Certification. It is the responsibility of the State and Member Training department to monitor operators regarding their compliance with the PJM Operator Training and Certification requirements, and how cases of non-compliance are to be mitigated.

Financing the Certification Program
The PJM RTO funds the operation and maintenance of the Certification Program. All operators and others who take the examination pay a modest fee to cover the cost of sitting for the exam.

Additional Resources
For additional information about the PJM Operator Certification Program, including the Candidate Bulletin, Content Outlines for the exams and the Certification Dispute Resolution Procedure, please visit: http://pjm.com/training/certification/sys-op-cert.aspx. If you have questions about the certification program, please call PJM Customer Service at (610) 666-8980.