



Communities Roadmap

As of December 16, 2021

- Release for Membership Management Community set for December 22
- *12/21 Update* - Removal of Member Community user impacts and DOA updates included with Membership Management Community release

Product - Action Required	Deadline	Who May Be Affected
Review December v1 Release Details	December 22, 2021 5:00 p.m.	Membership Management Community Users
Review upcoming enhancements to Annual Recertification Process	January, 2022	Authorized Representatives, Maintenance Managers, Officers



	2021									2022		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Member Community				Refresh Go-Live: Jul. 14								
Tech Change Community						Image Update Sep. 22						
Planning Community						Image Update Sep. 22						
Membership Management Community				DOA Updates Production: Jul. 14				Updates Production: Nov. 3	December v1 Release Annual Recertification and DOA Updates Production: Dec. 22			

Legend

- Start Date
- ◆ End Date



- December v1 Release
 - Membership Management Community
 - *12/21 Update* - Bug fixes to Agent State of Incorporation area when users Save and Continue
 - Ability to submit an Officer Certification form outside of Annual Recertification timeframe
 - Annual Recertification enhancements
 - available for users once Annual Recertification begins in early January
- Production Go-Live: December 22

Area	Recertification Enhancements (January 2022 implementation)
Annual Officer Certification Form	Initiate DocuSign form from Membership Management Community using one of the following options: <ul style="list-style-type: none"> • Send directly to Officer (One recipient) • Send to a designated person to complete and initial before sending to Officer for review and signature (Two recipients) • Print, save, email capabilities documented in FAQ/quick guide
Principals	<ul style="list-style-type: none"> • Community page redesign to improve editing and data entry functionality • Designate type of Principal (CEO, CFO, CRO, etc.) <ul style="list-style-type: none"> • Market Participants required to provide type for all previously designated and new Principals

- Additional communications will be provided at the MC Webinar.
- Demonstration: December Tech Change Forum
- Production Go-Live: December 22, 2022

Facilitator:
Foluso Afelumo, Foluso.Afelumo@pjm.com

Secretary:
Risa Holland, Risa.Holland@pjm.com

SME/Presenter:
Monica Burkett, Monica.Burkett@pjm.com

Communities



Member Hotline

(610) 666 – 8980

(866) 400 – 8980

custsvc@pjm.com

Product Details

The [Member Community](#) allows members to find answers to their questions, get the information they need when they need it, and resolve issues quickly and efficiently.

Key Product Features

- Research topics quickly and easily
- Submit questions, issues and requests to PJM
- Track the real-time status of your requests
- Initiate various processes for demand bid, generation transfers, etc.

The [Tech Change Community](#) allows users to find information and collaborate with other users and PJM subject matter experts about PJM's tools and initiatives. Discussions are based on topics covered within the monthly Tech Change Forum meetings.

Key Product Features

- Moderated discussion boards
- Research topics quickly and easily
- Submit questions, issues and requests to PJM

The [Planning Community](#) will allow Transmission and Generation Owners to find information and collaborate with other users and PJM subject matter experts about Planning initiatives, proposal windows and process questions. Discussions are based on Planning topics.

Key Product Features

- Moderated discussion boards
- Research topics quickly and easily
- Submit questions, issues and requests to PJM

The [Membership Management Community](#) will allow companies to submit application information for PJM membership and maintain member level contact information.

Key Product Features

- **My Membership**

- Track the real-time status of your membership application
- Submit documentation for application

- **Contact Management**

- Maintain member level contact information for certain roles identified by PJM

- **Maintenance**

- Track the real-time status of your membership requests
- Initiate membership related requests such as name change, withdrawal, etc. via the community
- Complete membership recertification tasks