

Communities Roadmap

As of January 13th



2024.14 Release Updates

Product - Action Required	Deadline	Who May Be Affected
Membership Management Community – 2024.14 Release – awareness only	January 22nd 5 - 8 p.m.	Membership Community Users

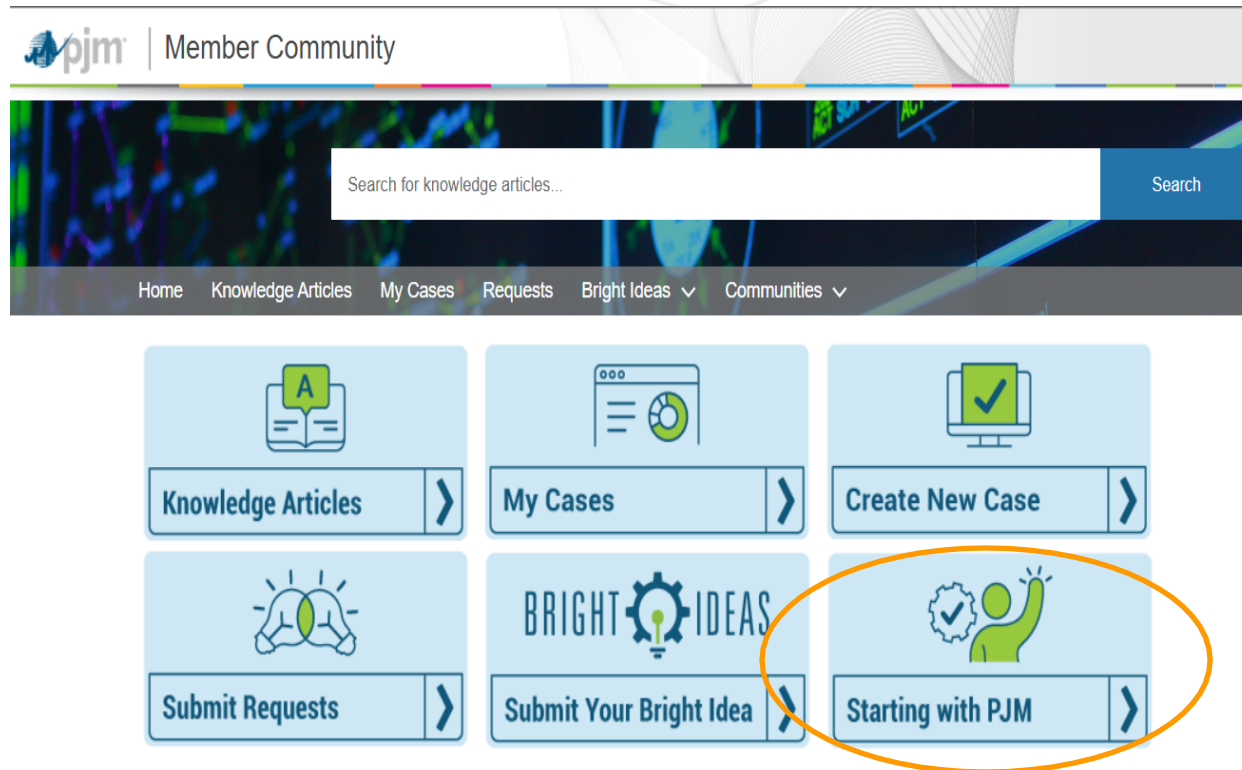


	2025								
	Jan	Feb	March	April	May	June	July	Aug	Sept
Member Community	2024.14 Release Member Onboarding: Jan 2025								
Planning Community									
Membership Management Community									

Member Community Updates

- PJM has enhanced the “Starting with PJM” section in the Member Community to provide members with a self-service guide and organized repository of material as a reference source for information.
- This enhancement provides members with a better customer experience when navigating through the requirements in all the different sectors in PJM.
- In order to gain access to the Member Community, you must first have a user account set up in Account Manager, and you can use your account to request access to the Member Community. To request access, please see the following URL:
<https://www.pjm.com/markets-and-operations/etools/member-community>


Log into the Member Community→Home→Click on Starting with PJM




Once you click on the Starting with PJM section, below is a view of what is included in the new member onboarding:

New Member Onboarding


Quick Links



Fact Sheets



Announcements & News Releases



PJM Now Mobile App

Getting Started with PJM

Learning Center
PJM works quietly behind the scenes to coordinate and direct the flow of electricity to keep the lights on for 65 million people in 13 states and the District of Columbia.
[Learn More](#)

Manual 34: Stakeholder Process
The Stakeholder Process Forum (SPF) is a group established to ensure continued successful implementation of the provisions of Manual 34: Stakeholder Process and the Consensus Based Issue Resolution (CBIR) Process.
[Learn More](#)

Committee Structure Diagram
There are four Standing Committees: the Market Implementation Committee, the Operating Committee, the Planning Committee, and the Risk Management Committee. There are sub committees and task forces that roll up under these main four Standing Committees.
[Learn More](#)

PJM Onboarding Use Cases

Account Creation	PJM User Account Creation & Management	
Register For Meetings	PJM requires that each Member Company user have an Account Manager account to enable them to gain access to PJM Tools. Please work with your assigned PJM Company Account Manager (CAM) for provisioning your appropriate PJM Tool access.	
PJM Markets & Operations Tools	<p>New User Registration Learn how to register for a PJM user account. New User Registration Quick Guide</p>	<p>User Account Management Once your account is created, manage your contact information and access to PJM tools. User Account Management Quick Guide</p>
Communications	<p>Request New Authorized Rep/Officer This form is used to designate individuals who will be given access to initiate member-level requests within the Membership Management Community. Download the Authorized Rep/Officer form</p>	<p>Register for 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. Our goal is to streamline interactions with Member Relations to save you time and better serve your needs.</p>
Billing & Settlements		
Market Participation		
Planning		
Data		



The roll out of this enhancement is expected sometime in late January 2025. Should you have any questions concerning this enhancement or navigating through the sections, please contact Customer Service at custsvc@pjm.com.

Facilitator:
Michele Greening, Michele.Greening@pjm.com
SME/Presenter Contact:
Helen Brunley, Helen.Brunley@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



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 [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

- **Application**
 - 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