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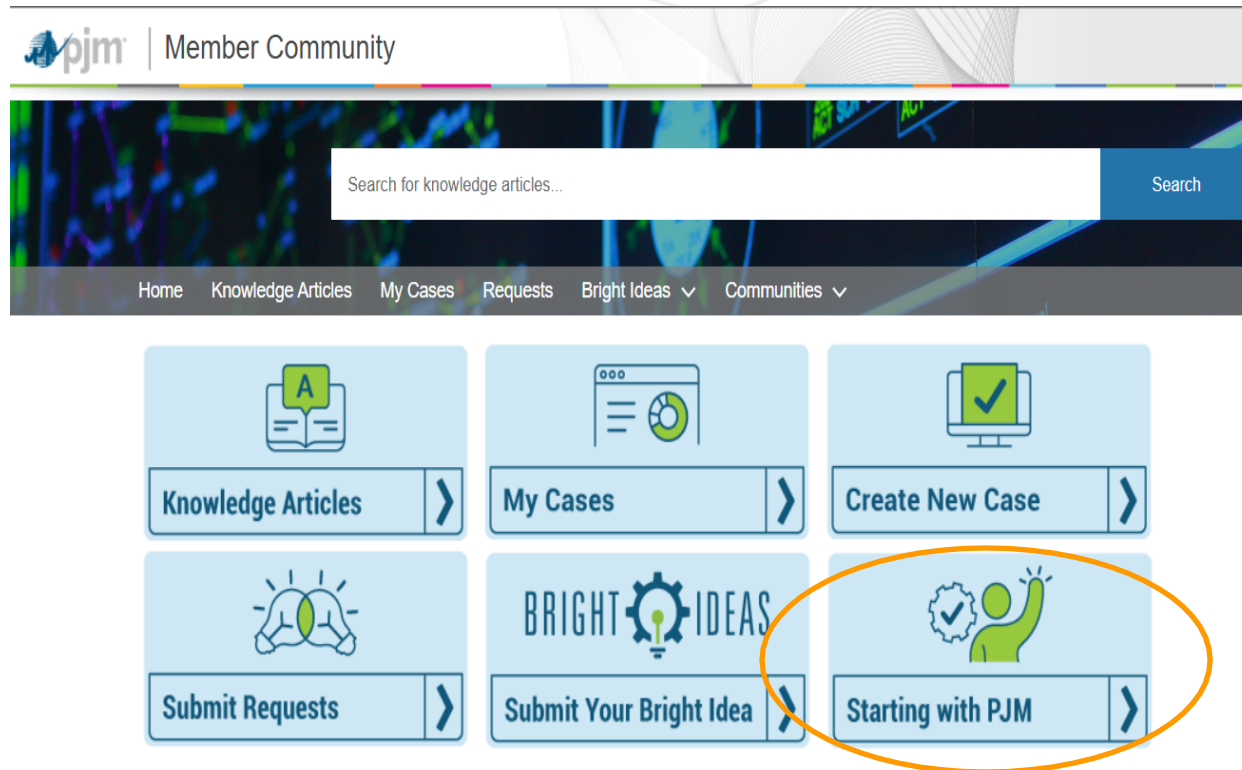
Once you click on the Starting with PJM section, below is a view of what is included in the new member onboarding:

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

Member Hotline

(610) 666 – 8980

(866) 400 – 8980

custsvc@pjm.com

PROTECT THE POWER GRID

THINK BEFORE YOU CLICK!

Be alert to malicious phishing emails.

pjm

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