

PJM.com Roadmap

Anitha Nekkalapudi
As of January 13, 2025

- PJM.com, PJM settlements, PJM EIS migrated to cloud on December 10
- Single sign on implemented
- Measured improvement in performance

Product - Action Required	Deadline	Who May Be Affected
PJM.com Slowness - Report any slowness to PJM	Ongoing through December 2025	Anyone visiting PJM.com
Planning Reforms Phase 2 – no action required	Q1 2025	Anyone visiting the planning section



<p>Slowness (Ongoing through 2024)</p>
<p>Planning Reforms</p>

We are working through multiple factors that may contribute to the website delays, specifically:

- Move Search engine to Cloud – March 2023
- Hardware updates – January 2024
- Network adjustments – February 2024
- Refactor PJM.com home page – April 2024
- Move PJM.com and its sub-sites to cloud – In progress (December 10, 2024)
- Upgrade software to the latest version – In progress (December 10, 2024)
- Refactor code base – In progress (December 2025)
- Measure performance metrics – Ongoing

Improving PJM.com performance is a long-term initiative with many variables due to the complexity and size of the website.

Status:
Measured improvement in performance

Facilitator:

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Secretary:

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SME/Presenter:

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Questions/issues: WebSupport@pjm.com

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.

Report suspicious email activity to PJM.
(610) 666-2244 / it_ops_ctr_shift@pjm.com



Product Details

PJM's corporate website, www.pjm.com, is the interface for information and tools used by PJM and its members & stakeholders

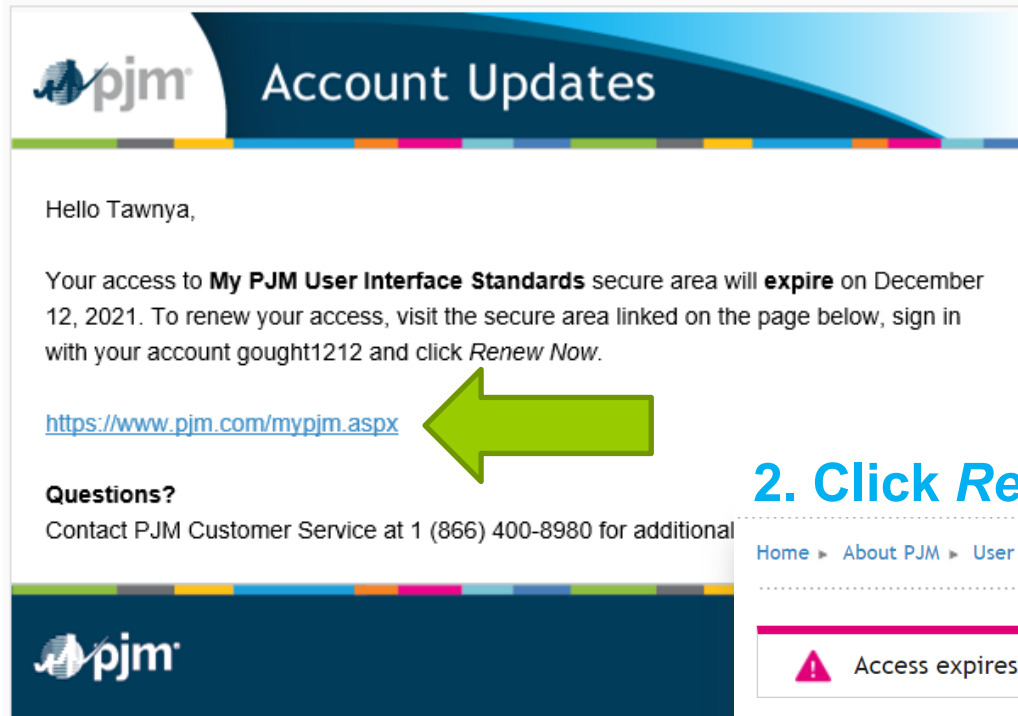
Key Product Features

- Display Content and Data
- Meeting/Event/Training Registration, Secure Content Areas
- Manuals, Filings & Orders, Reports
- Real-Time Dashboards, Maps

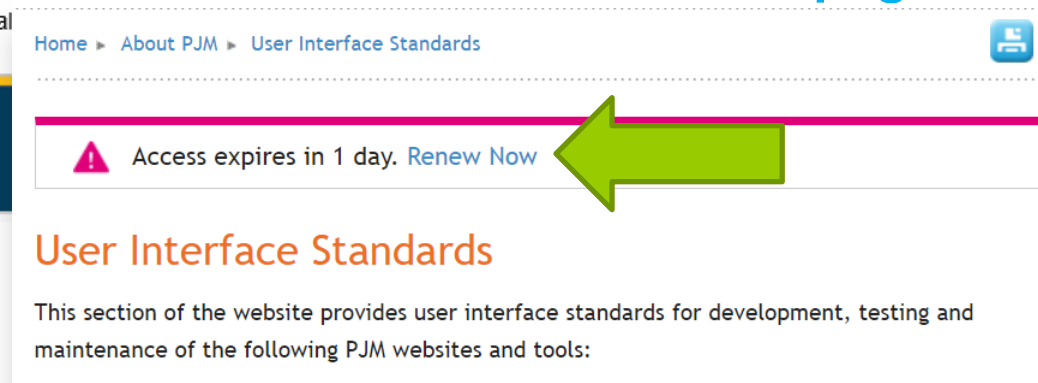
- Access expiration policy for Members:
 - Access will expire in three years
- Access expiration policy for Non-Members and PJM staff:
 - Access granted prior to August 8, 2023, will expire in one year
 - Access granted after August 8, 2023, will expire in two years
- Notification will be sent before access expires

Area	Action Required
PJM.com secure areas requiring access approval, as well as potentially CEII authorization	Use the renew option to keep access

1. Email reminder sent before expiration



2. Click *Renew Now* on secure page



3. Click *Request Access* button

