

Affordability and Reliability for Residential Consumers (ARRC) User Group

Mission

Residential consumers have an undeniable interest in receiving reliable and affordable electricity service given that it is foundational to maintaining public health, safety, and welfare. Consumers bear the costs and depend on the reliability of the PJM system. Residential Consumers need confidence in PJM as the Regional Transmission Organization and in PJM's Governance structure. The mission of the Affordability and Reliability for Residential Consumers (ARRC) User Group is to elevate the voice of residential consumers within the PJM region.

The ARRC User Group includes the following Members: Delaware Division of the Public Advocate, District of Columbia Office of the People's Counsel, [Illinois Attorney General's Office](#), [Public Utilities Bureau](#), Illinois Citizens Utility Board, Maryland Office of the People's Counsel, New Jersey Division of the Rate Counsel, Office of the Ohio Consumers' Counsel, and the Pennsylvania Office of Consumer Advocate. These Members are state consumer advocates that represent the interests of residential consumers within the PJM region with due consideration given to issues uniquely affecting residential consumers within restructured states (i.e., where state law has unbundled generation and transmission services from distribution utility service).

The ARRC User Group will advocate within PJM to provide the residential consumer voice a meaningful place in PJM decision-making. For example, at the lower levels of the PJM stakeholder process, residential consumers hold approximately 1% of the share of the votes. The Members of the ARRC User Group seek greater inclusion of state consumer advocate positions, enhanced public oversight, and a clear focus on affordable, reliable service in line with state laws for the 67-million residential consumers in the region.

Objectives of the Affordability and Reliability for Residential Consumers User Group

1. Improve awareness of affordability challenges within the region and advocate for a clear focus on affordability and public participation at PJM.
2. Strengthen residential consumer and public input in PJM decision-making.
3. Advocate for equitable influence for consumers in PJM governance and decision-making.
4. Promote transparency and accountability in governance and the overall independence of PJM.

Meetings and Rules

As outlined in PJM Manual 34, section 8.6.5, the ARRC User Group agrees to the meeting protocols and expectations as outlined for User Groups. For example:

1. Meetings of the ARRC User Group shall be open to all PJM Members and the Office of the Interconnection. Notices and agendas of meetings shall be provided to all PJM Members that ask to receive them as required by the PJM governing documents.¹
2. Draft meeting notes and future meeting agendas will be posted on the PJM website for information purposes only.

Additional rules and procedures agreed upon

3. Meeting protocol will be generally informal. When necessary, Robert's Rules of Order will be followed.
4. A simple majority of those listed on the ARRC User Group Members is required to be present to constitute a quorum and to approve minutes.
5. Any substantive matters requiring a vote must be sent out for review or published on the PJM website for at least one week in advance of the meeting.
6. On issues that require a vote, Members of the ARRC User Group will receive one vote. Members may vote by proxy.
7. Any recommendation or proposal for action adopted by affirmative vote of three-fourths of the Members of the ARRC User Group shall be submitted to the Chair of the PJM Members Committee for further consideration in accordance with O.A. Section 8.7.²
8. If the PJM Members Committee does not adopt a recommendation or proposal submitted by the ARRC User Group, upon vote of nine-tenths or more of the voting members of the ARRC User Group the recommendation or proposal may be submitted to the PJM Board for consideration in accordance with O.A. Section 7.7(v).³
9. Initially, the following process and guidelines will be adhered to:
 - a. Brian Lipman will be Chair and Ankush Nayar will be Vice Chair.
 - b. Melanie El Atieh will be the secretary and take meeting minutes and schedule meetings.

¹ PJM Operating Agreement Section 8.7(c).

² PJM Operating Agreement section 8.7.(d).

³ PJM Operating Agreement section 8.7.(e).

- c. Meetings will be held as needed.
- d. Voting members will consist of the founding members that are listed below.
- e. To the extent that meetings of the ARRC User Group continue through April, 2026 the following items will be addressed:
 - i. The Members of the ARRC User Group will elect a chairman, vice-chairman, and secretary for an annual term – preferably based on the calendar year.
 - ii. The Members of the ARRC User Group will develop a process to permit additional Members as the voting members deem appropriate to accomplish the mission and objectives of the group.
 - iii. The voting members will also develop a process to remove voting members if appropriate situations should arise (i.e. lack of participation or lack of availability)

Member List (Alphabetical):

Members of the ARRC User Group include the following state consumer advocate offices:

- 1. Delaware Division of the Public Advocate
- 2. District of Columbia Office of the People’s Counsel
- ~~3.3.~~ Illinois Attorney General’s Office - Public Utilities Bureau (4/2026)
- ~~43.~~ Illinois Citizens Utility Board
- ~~544.~~ Maryland Office of the People’s Counsel
- ~~655.~~ New Jersey Division of the Rate Counsel
- ~~766.~~ Office of the Ohio Consumers’ Counsel
- ~~877.~~ Pennsylvania Office of Consumer Advocate