



# Proposed Updates to Manual 33: Administrative Services for the PJM Interconnection Operating Agreement

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- Document the processes and procedures for the following:
  - Role of Officer of Member and Authorized Representative
  - CAM roles and responsibilities
- Grammar, spelling and terminology updated throughout manual

- Section 2: Qualifications for PJM Membership
  - Remove/relocate Section 2.4 Name Change Process
  - Remove/relocate Section 2.5 Withdrawal Process
- Section 3: Market Data Postings
  - Renumber Section 3 and subsections to Section 6
- Section 4: Dispute Resolution
  - Renumber Section 4 and subsections to Section 7

- 11.3.1 General.
  - To facilitate and provide for the work of the Office of the Interconnection and of the several committees appointed by the Members Committee, each Member shall, to the extent applicable; (a) Maintain complete and accurate records, if any, required to meet the purposes of this section and, subject to the provisions of this Agreement for the protection of the confidentiality of proprietary or commercially sensitive information, provide, as reasonably requested, data (excluding transactional data), documents, or records, to the Office of the Interconnection required for the following purposes: (i) maintenance of correct and updated Member and Affiliate Information, including appropriate personnel contacts, PJM committee representatives, organizational structure and other information as reasonably requested by the Office of the Interconnection to ensure the accuracy and completeness of Member records [...]

- Section 3: Member Roles and Responsibilities
  - *3.1 Roles and responsibilities of Officer of Member and Authorized Representative of Member*
    - 3.1.1 PJM Membership Application Information
    - 3.1.2 Member Corporate Name Change (replace previous section 2.4)
    - 3.1.3 Voting Status Change
    - 3.1.4 Affiliate Disclosure Information
    - 3.1.5 Related Party Information
    - 3.1.6 Sector Selection
    - 3.1.7 Contact Managers designations
    - 3.1.8 Company Account Managers (CAM) designations
    - 3.1.9 Account Requests
    - 3.1.10 Withdrawal Requests (replace previous section 2.5)
    - 3.1.11 Annual Member Recertification Requirements
      - *3.1.11.1 Compliance with Recertification Request*

- **Definition of Officer of the Member**

An Officer of the Member is a duly elected or appointed Officer of Member holding the office or offices set forth on the Form of Secretary's Certificate, and is authorized, in the name and on behalf of Member, to bind the Member, pursuant to the Amended and Restated Operating Agreement of PJM Interconnection, L.L.C., PJM Open Access Transmission Tariff, and as applicable the Reliability Assurance Agreement Among Load Serving Entities in the PJM Region. The Officer(s) are required to provide information to PJM Interconnection, L.L.C. as necessary, or as requested, including providing, executing and delivering instruments, agreements and documents to PJM.

- **Definition of Authorized Representative**

Authorized Representatives are individuals that have been named by an Officer of the Member, who are authorized, in the name and on behalf of Member, to bind the Member, pursuant to the Amended and Restated Operating Agreement of PJM Interconnection, L.L.C., PJM Open Access Transmission Tariff, and as applicable the Reliability Assurance Agreement Among Load Serving Entities in the PJM Region. The Authorized Representative may provide information to PJM Interconnection, L.L.C. as necessary, or as requested, including providing, executing and delivering instruments, agreements and documents to PJM.

- **Designation Process**

- **Form of Secretary's Certificate**

## 3.1.11.1 Compliance with Recertification Request

- Members that fail to complete the annual member recertification requirements listed in section 3.1.11 of this manual may be considered in non-monetary breach of The PJM Operating Agreement for failure to comply with Operating Agreement, Section 11.3.1. Only after unsuccessful consultation between the Member and PJM in order to cure will PJM take the following actions as a result such alleged breach:
  - A defaulting Market Participant shall be precluded from buying or selling in the PJM Markets, FTR Markets, or any other market operated by PJM until the default is remedied as set forth above;
  - A defaulting Member shall not be entitled to participate in the activities of any committee or other body established by the Members Committee PJM; and
  - A defaulting Member shall not be entitled to vote on the Members Committee or any other committee or other body established pursuant to this Agreement.
  - PJM shall notify all other members of the default.

- PJM will be working with Members leading up to and during recertification window
  - Education sessions and resources provided on process
  - “Open house” Webex sessions during recertification window to allow opportunity for additional instructions, process questions
  - PJM will support members throughout the process
- There will be an internal and external consultation process before any tools access is revoked to ensure no reliability impacts or Tariff violations

- Section 4: Contact Management
- Section 5: Company Account Manager (CAM) Roles and Responsibilities
  - 5.1 CAM Designation
    - 5.1.1 CAM Designation and Role Requirements
    - *5.1.2 Onboarding Process for New CAMs*
    - *5.1.3 Annual Training Requirements for CAMs*
    - 5.1.4 Process for Terminating a CAM
    - 5.1.5 Provisioning and Managing Tool Access – CAM Responsibilities
    - 5.1.6 Confidentiality
    - 5.1.7 Annual CAM Recertification Process
    - *5.1.8 Annual User Recertification Process*

- New CAM Training Requirements:
  - All new CAMs must complete PJM required training which will review roles, responsibilities and requirements of the CAM.
  - PJM shall not grant the new CAM access to the tools until he or she has completed the required training.
  - During the onboarding process, new CAMs shall contact PJM with any questions on their roles and responsibilities.

- All CAMs must complete PJM required CAM training on an annual basis.
  - Annual CAM training will be assigned in the second quarter of each calendar year and must be completed within 30 days of being assigned.
  - PJM will suspend the CAM's access to PJM tools if he or she does not complete the training by the assigned due date.
  - Annual training may include a review of current roles and responsibilities along with tool changes or updates to the user management process.

- Similar to the CAM recertification process, PJM will implement an annual user recertification process to ensure that all current tool users should continue to maintain their current access to the assigned tools.
  - All tool users will be required to be recertified annually by a Member CAM.
  - Annual user recertification will open in June for a period of 60 days within the Account Manager tool.
  - Members that do not comply with the recertification process may be subject to the provisions set forward in Section 3.1.11.1 of this manual.

- MRC first read – January 23, 2019
- Request MRC endorsement – February 20, 2020