2017 Stakeholder Satisfaction Survey

Janell Fabiano
Sr. Stakeholder Process Specialist
Planning Committee
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PJM’s Mission

1. Keeping the Lights On
2. Facilitating Efficient Electricity Trading
3. Planning for the Future

Service

Adding Value
2017 Member Satisfaction Survey

- Direct member feedback influenced the new survey content
- Focuses on core responsibilities and interactions between PJM and members
- Survey streamlined from 100+ questions to 25, including a rating scale
- Opportunity to provide additional comments and suggestions
Survey Logistics

- Introductory email from Andy in early September
- Watch for survey email on September 11
- Survey Open September 11 – 22, 2017