Account Management
Best Practices

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• Notify PJM when CAMs leave the company or role
  – CAMs no longer with the company or no longer in the CAM role
  – Replacing CAMs requires CAM Form B/B1 submission to PJM
  – Send email to AccountManager@pjm.com

• Maintain a minimum of two CAMs
  – PJM administrators available in emergency situations

• Account Access
  – CAMs should ensure account access for their user base is updated regularly
Company Account Manager Reminder

- Please refrain from attempting to unlock/lock accounts in the first 5 minutes of the hour and half past the hour
  - e.g. do not unlock between 3:00-3:05, 3:30-3:35, 4:00-4:05, 4:30-4:35, etc.

- Unlock/lock accounts during at any other time

- PJM will continue to investigate a permanent solution to eliminate this requirement