



# Communication and Subscription Improvements

As of July 23, 2019

- Received feedback on current subscription tool and communications
- Plan for 2019:
  - Improve communication templates for consistent messaging
  - Replace subscription tool
  - Update to My Email Lists page on [pjm.com](http://pjm.com)

	Jul	Aug	Sep	Oct	Nov	Dec
Communication Pilot		Pilot: July 29  Feedback due: August 20				
Subscription Pilot		Pilot: TBD  Feedback due: TBD				
Production Implementation			Go-live: TBD 			

**Legend**

- Start Date
- End Date



## Communication

- Template improvements
- Consistent messaging
- Compatible with multiple devices

## Subscription

- Updates to My Email List page on pjm.com

This has been sent to the Data Viewer Users Group, eDatafeed, Website Updates and TechNotify email lists on behalf of Kim Warshel, sr. engineer, Real Time Market Operations

Dear Members,

**Actions requested:**

- Please share this communication internally within your organization to anyone who may need this information.

PJM has scheduled system maintenance on **Thursday, May 2, from 3:00 – 5:00 p.m. EPT (1500 - 1700 hours)**. This maintenance will cause stale data for LMP postings on eDatafeed, Data Viewer, PJM.com, including the Operational Data page, PJM Now and Data Snapshot.

If you have any questions regarding this communication, please contact PJM's [Member Relations](#) or 610-666-8980.

**Stay Informed**

- [Upcoming Changes](#) – latest information about upcoming changes to PJM's websites and tools
- [Tech Change Forum](#) – attend monthly meetings to get latest details and provide feedback
- [Tech Change Community](#) – find answers, initiate discussions and collaborate with other users

Thank you,  
Kim Warshel  
Sr. Engineer, Real Time Market Operations

To manage your email list subscriptions, visit: <http://www.pjm.com/mypjm/news/>



- The communication pilot will send standard communications to a small group of stakeholders to seek feedback on **delivery**, **messaging** and **accessibility**.
- The subscription pilot will request the same group of stakeholders to log onto [pjm.com](http://pjm.com) and verify they are able to successfully **subscribe** and **unsubscribe** from test lists on the pilot page.

PJM is seeking stakeholder support for the pilot. **Interested stakeholders should contact [TechChangeForum@pjm.com](mailto:TechChangeForum@pjm.com).**

- New look and feel to communications
- Whitelisting of new email addresses from PJM
- Updates to the My Email Lists page on [pjm.com](http://pjm.com)
- Removal of PJM Tools from My Email Lists page
  - Users with access to PJM Tools will automatically be added to communication list for tool
  - Users without access should subscribe to TechNotify