

Member Community Quick Guide

Click on “**Create a Case with PJM Customer Service**” to submit a general question or request.

Click on “**View My Cases**” to see your **Open Cases**, **Process Status** and **Resolved Cases**.

Search for a Knowledge Article by typing the topic of interest in the **Search** bar. Use asterisks (*) around your topic to find the exact match.

Find Knowledge Articles by clicking the **Topic** or **Sub Topic** of interest.

The screenshot shows the PJM Member Community interface. At the top, there are navigation tabs for 'My Open Cases' and 'My Resolved Cases'. Below this is a table of cases with columns for Case Number, Subject, Status, Process Status, and Date/Time Opened. A callout box titled 'Customer Services' points to the 'Create a Case with PJM Customer Service' link, explaining that it allows users to create private support cases. Another callout points to the 'View My Cases' link, explaining it allows users to view their own open and archived cases. A search bar is visible with a callout explaining that users should use asterisks for exact matches. Below the search bar are navigation links for 'Knowledge Articles', 'Customer Services', 'Other Services', and 'Communities'. The main content area is divided into three columns: 'Knowledge Articles' (with sub-sections like General, Markets, Planning, Settlements, and Operations), 'Customer Services' (with links for 'Create a Case with PJM Customer Service', 'View My Cases', and 'Other Services'), and 'Trending Article' (with links for 'PJM Transmission Owners Agreement (TOA-AC) Non-Disclosure Agreement Certificate Signatories', 'Fixed Resource Requirement (FRR) Alternative in PJM Capacity Market', 'Why do some EDCs require separate subaccounts (billing account) when serving load in their territory?', 'Valid Virtual (INC/DEC) Bidding Locations', 'Information on the process and settlements for the conversion of an ARR to a FTR as well as FTR bilateral trades', and 'Request a Visit to PJM Campus'). A callout points to the 'Trending Article' section, explaining that these are the most viewed articles. A 'Was this article helpful?' rating box is also visible.

Customer Services

Create a Case with PJM Customer Service
This action allows users to create private support cases with PJM Customer Service. Cases may include but are not limited to general inquiries, requests, account management, and system support issues.

View My Cases
This action allows users to view their own open and archived cases.

ARTICLE CONTENT

Some Electric Distribution Companies (EDCs) require separate subaccounts (PJM tools account/billing account) in order to have certain billing line items that are normally charged or credited to load charged/credited to the EDC instead. PJM allows participants to transfer billing line items from one subaccount to another subaccount. If a Load Serving Entity (LSE) serves load in multiple EDC territories, establishing separate subaccounts (billing accounts) is a method that can be used to separately identify the LSE billing activity by EDC.

LAST PUBLISHED DATE
10/17/2016 8:26 PM

Was this article helpful?

38 items • Sorted by Date/Time Opened • Filtered by Status • Last updated a few seconds ago

CASE NUMBER	SUBJECT	STATUS	PROCESS STATUS	DATE/TIME OPE
1 00037524	Generation transfer of b...	Resolved	Cancelled	4/19/2017 9:42 AM

Search...

Home

My Profile

My Account

Contact Support

Logout

Knowledge Articles

Browse through the various topics for knowledge articles and answers to frequently asked questions,

General

Markets

Capacity Market/RPM Demand Response Energy Market

Planning

Settlements

Operations

Customer Services

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Other Services

Request Demand Bid Access

Request Demand Bid Limit Increase

Initiate Generation Transfer Process

Request Declaration of Authority (DOA)

Request a Visit to PJM Campus

Trending Article

PJM Transmission Owners Agreement (TOA-AC) Non-Disclosure Agreement Certificate Signatories

Fixed Resource Requirement (FRR) Alternative in PJM Capacity Market

Why do some EDCs require separate subaccounts (billing account) when serving load in their territory?

Valid Virtual (INC/DEC) Bidding Locations

Information on the process and settlements for the conversion of an ARR to a FTR as well as FTR bilateral trades

Request a Visit to PJM Campus

Rate an article.

View your **Profile**, **Settings**, **Account** or **Contact Support**.

Trending Articles are articles that have been most viewed. **Click** on an article to view the **Article Content**.

Click on one of the **Other Services** links to initiate or request a specific service.