

<b>Role</b>	<b>Definition</b>
<b>Audit</b>	The Audit Contact is used for verifying distribution of SSAE audit report and bridge/gap letters. The Audit Contact must work for the member or be a certified agent for the member. The Audit Contact cannot be an auditor from an external firm.
<b>Authorized Representative*</b>	The Authorized Representative has the authority to sign PJM official documents and agreements binding the member company.
<b>Billing*</b>	The Billing Contact is responsible for the disposition of PJM's invoices (retrieve from MSRS, process for payment, respond to payment inquiries, i.e. breach notices, payment default notices, etc.).
<b>Communications/Public Relations</b>	The Communications/Public Relations Contact handles communications and public relations for the member company.
<b>Compliance</b>	The Compliance Contact is a Reliability Compliance contact for the member company. If a member company is a NERC registered entity, a contact must be assigned to this role.
<b>Contact Manager*</b>	The Contact Manager is authorized to provide PJM with the appropriate contact information for the roles PJM has identified as critical for the duration of Member's PJM membership.
<b>Credit*</b>	The Credit Contact is authorized to participate in activities related to collateral calls.
<b>Information Technology*</b>	The Information Technology Contact is the main contact for any PJM technology related issues. In addition to established email distribution lists, change coordination notifications will be sent to the Information Technology contacts to ensure members receive information.
<b>Legal*</b>	The Legal Contact is authorized to address questions regarding PJM legal agreements. The Legal Contact may be the member company's counsel or legal contact.
<b>Officer Certification Form*</b>	The Officer Certification Form contact will receive notification annually regarding the Officer Certification Form.
<b>Officer of the Company*</b>	An Officer of the Company that has the authority to sign PJM official documents and agreements binding the member company.
<b>Roster Manager*</b>	The Roster Manager will have authority to update all stakeholder group rosters in PJM's Voting application for the member company.

<b>Service Agreement Representative</b>	The Service Agreement contacts are representatives for parties that will receive service of new and amended service agreements (e.g. ISAs and WMPAs). These individuals will receive such agreements in addition to the contacts named in the notice provisions of the service agreements.
<b>Treasury</b>	The Treasury Contact is authorized to provide and answer questions regarding banking information.

\*Indicates a required role for Full Members

**Revision History:**

August 2018: Original version  
September 2019: Added Service Agreement Representative role