Outage Types and Entering Tickets
Objectives

Students will be able to:

• Describe the outage reporting process and requirements
• Identify the tools used to participate in the various PJM markets
• Describe how to create an outage ticket utilizing the eDART application
eDART stands for electric Dispatcher Applications and Reporting Tool

- The eDART application provides communications with PJM Generation Operators regarding:
  - Unit outage requests
  - Updates to reactive capability curves (D-curves)
  - Voltage regulator statuses among other generation and transmission functionalities
Business Rules

• PJM Members can request outages via the Gen. Ticket eDART tool
  – All outage requests are analyzed together, and PJM only rejects outage requests when they affect the reliability of the PJM RTO
  – It is the responsibility of each PJM Member to determine its own best outage schedule
  – Outage requests are honored by PJM on a first-come first-serve basis
Business Rules

• Where a user is required to give PJM verbal notification, the following PJM personnel should be contacted:
  – Master Coordinator
    • All Outages
    • Clearing of Outage Tickets
  – Generation Dispatcher
    • Outages of units on-line or scheduled to come on-line

• Generation Outages fall into the following categories:
  – Forecasted Planned/ Planned
  – Maintenance
  – Unplanned
**Forecasted Planned/ Planned Outage**

- The initial Planned outage request has to be submitted to PJM no later than 30 days prior to the Operating Day.

- Every evening the eDART system will automatically change the status of all “Forecasted Planned” outages due to start in less than 31 days to “Planned” outages.

- Once the ticket is changed to “Planned,” and has a status of approved, a reduction revision can be submitted, but only to decrease the amount of reduction.

- The Start date of a Planned ticket can only be increased (and no more than 30 days into the future).

- The End date can also be changed.
Forecasted Planned/ Planned Outage

• An approved Planned outage may be rescheduled within the 30 day timeframe of approval only if it is approved by PJM, but once an approved Planned outage is moved, it becomes “Unplanned” and cannot be extended past the original timeframe.

• Other than cancellation, no other changes can be made.

• The approval process involves checking for conditions such as violation of Black Start power failure solution and Reliability scenarios, availability of adequate reserves and whether the outage is scheduled during the Peak Period Maintenance season, which occurs from the 24th Wednesday of the calendar year through the 36th Wednesday of the same year.

*(Note: Only Hydro plants can schedule Forecasted Planned outages during the Peak Period Maintenance season)*
Forecasted Planned/ Planned Outage

• A Planned outage is in Black Start Scenario violation if a station already has an outage for a critical Black Start unit during the same period
  – However a Generation Owner may substitute another black start unit (currently not designated as critical) at a plant (on the same voltage level) for a black start unit that is on a planned outage to allow a concurrent planned outage of another critical black start unit at a plant to begin
  – This substituted unit must have a valid black start test within the last 13 months to be considered as an eligible substitution

• If the request is denied, members re-evaluate their Planned outage schedule and submit a new outage request
  – This process is repeated until the request submitted is acceptable

• PJM may withdraw its approval for a Planned outage by notifying members at least 24 hours in advance in order to ensure the adequacy of reserves or the reliability of the PJM RTO
A Planned Outage Extension is the extension beyond the originally estimated completion date which can only be used in instances when the original scope of work requires more time to complete than originally scheduled, and not when unexpected problems or delays are encountered.

- The request for a Planned Outage Extension must be submitted via eDART at least 48 hours before the end date of the outage.
Maintenance Outages

- Maintenance outages may occur throughout the year, have flexible start dates, are much shorter than Planned outages, and have a predetermined duration established at the start of the outage
  - A Maintenance outage is an outage that may be deferred beyond the next weekend
  - The duration of a Maintenance outage is generally unlimited except during the PJM Peak Period Maintenance *(PPM) Season, during which approved Maintenance outages will be limited to a maximum duration of 9 consecutive days, 5 weekdays plus the included weekends
    - The Weekend Period is defined from Friday at 2200 hrs. to Monday at 0800 hrs.

*Peak Period Maintenance (PPM) shall be defined as those weeks containing the 24th through the 36th Wednesdays of a calendar year. Each such week shall begin on a Monday and end on the following Sunday, except for the week containing the 36th Wednesday, which shall end on the following Friday.*
Maintenance Outages

• A Maintenance outage Extension is an extension beyond the originally estimated completion date which can only be used in instances when the original scope of work requires more time to complete than originally scheduled
  – Not when unexpected problems or delays are encountered
  – The request for a Maintenance outage Extension must be submitted before the original end date

• Maintenance outages submitted inside of 3 days from start will be placed in “Initially Denied” status
  – “Initially Denied” does not mean outage is denied – it means outage is under evaluation, in order to confirm reserve maintenance margins, and evaluate local reliability issues

• If a Maintenance outage is extended beyond 9 days in PPM season, it becomes an “Unplanned” outage
Maintenance Outages

• If a company requests a Maintenance outage during the Peak Period Maintenance Season, and PJM denies the outage, and the company decides to take the outage anyway, the following rules apply:
  – The company has the option to enter the outage as an “Unplanned outage” or a “Maintenance outage”
  – If the company does not enter an “Unplanned outage” and opts to take an “unapproved” Maintenance outage, the “Peak Period Maintenance Compliance Penalty” will be assessed*
  – If the company enters an “Unplanned outage,” the “Peak Period Maintenance Compliance Penalty” will not be assessed but the Unplanned outage will affect the unit’s EFORd (Equivalent Forced Outage Rate)
    • EFORd will affect the capacity value for the unit (RPM)

For reference, the formula for the “Peak Period Maintenance Compliance Penalty” is as follows:
(Weighted Average Resource Clearing Price + the higher of (.2 * Weighted Average Resource Clearing Price or $20/MW-Daily) multiplied by (Daily Peak Season Maintenance Shortfall for RPM Resource Commitments * (1-Effective EFORd)) and also could affect the unit’s EFORp
Unplanned Outages

• In case of an Unplanned Outage, members are expected to do the following:
  – Advise PJM of the Unplanned Outage suffered or anticipated as promptly as possible, provide a verbal notification to the PJM Generation Dispatcher
  – Provide PJM with the expected date and time that the resource will be made available
  – Make and submit to PJM a record of the events and circumstances giving rise to the Unplanned outage using eDART
  – Cannot be submitted longer then 72 hours in advance

• An unplanned outage will also affect the EFORd
The Equivalent Demand Forced Outage Rate ("EFORD") shall be calculated as follows:

\[
EFORD \% = \left( \frac{ff \times FOH + fp \times EFPOH}{SH + ff \times FOH} \right) \times 100
\]

*Where*

- \( ff \) = full outage factor
- \( fp \) = partial outage factor
- \( FOH \) = full forced outage hours
- \( EFPOH \) = equivalent forced partial outage hours
- \( SH \) = service hours
Unavailability due to Transmission Outage

• If all or a portion of a generation resource is made unavailable due to a transmission facility outage
  
  – the Generation Owner shall submit an outage request corresponding to the timeframe that the generation resource will be made unavailable due to the transmission facility outage
Value of Generation Resource

Calculated Based on Unforced Capacity (UCAP)

Unforced Capacity Value of Unit X

= SUMMER Installed Capacity (ICAP) Rating

\[ \times (1 - \text{EFORd}) \]

For Example:

96 MW

= 100 MW

\[ \times (1 - 0.04) \]

Unforced Capacity Value For Unit X = 96 MW

*EFORd = Equivalent Forced Outage Rate
Entering Tickets
Creating a Generation Ticket

• PJM Members can request outages via the Gen. Ticket eDART tool
  – All outage requests are analyzed together, and PJM only rejects outage requests when they affect the reliability of the PJM RTO
  – It is the responsibility of each PJM Member to determine its own best outage schedule
  – Outage requests are honored by PJM on a first-come first-serve basis
Creating a Generation Ticket

- Tickets can be created for six types of Generator outages:
  - Generator Megawatt (MW) Outages
  - Voltage Regulator Outages
  - MVAR Capability Changes
  - Governor Outages
  - MVAR Test
  - Power System Stabilizer (PSS) Outages
Creating a Generation Ticket

New Generator Ticket

User ID: studentgen89  Company: SBT Gen Comp 0
Generation Type:  Unit Name: 

Company Ticket ID:  
Description:  

Date (MM/DD/YY)  Hour (HH:MI)
Est./Ramp Start:  Est. End:  End Date Unknown:  Informational:

Daily Job:  # Days:  Start Day Delta:  

MW  Volt. Reg.  MVAR  Governor  MVAR Test  PSS

MW Ticket Info

Date (MM/DD/YY)  Hour (HH:MI)
Company Switch Start:  Company Switch End:  Ticket Reduction:  Inst. Cap: 0
Cause:  Outage Type:  Unplanned

Clear  Main Menu
Ticket Fields

• **The User and Company Fields** are system generated tags identifying the ticket’s submitter and which company the user represents.

• **Generation Type:** The generation type includes the options Combined Cycle, Diesel/CT, Diesel/CT (small unit), Geothermal, Hydro, Hydro – pumped storage, Nuclear, Nug, Solar, Fossil/Steam and Wind and refers to the method of generation the unit uses.
Ticket Fields

- **Unit Name:** Select unit from the drop-down menu based on the type already selected

- **Company Ticket ID:** Optional field for the company’s internal application ticket number, the ticket’s submitter should review their own company policy to see if they should utilize this field

- **Description:** Brief work description. In Unplanned outages and Emergency cases, this field should always provide information on the circumstance resulting in the outage
Ticket Fields

- **Est. /Ramp Start**: Proposed ticket start date and time. All times should be entered in MM/DD/YY and HH24:MI (or 24 hour “military” style time). Ramp Start times are designed mainly for larger units, which could take hours to come off line.

- **Est. End**: Proposed ticket end date and time. Mandatory for “Forecasted Planned” and “Maintenance” outages.

- **End Date Unknown**: Can only be selected for “Unplanned” MW outages, or for MVAR “New Default” tickets.
Ticket Fields

• **Informational:** Indicates that outage is “Info-only” (MW Reduction = 0)
  – Only valid for Maintenance outages

• **Daily Job:** Check this box to designate whether a ticket will be a multiple day, multiple ticket outage

• **# Days:** Enter the total number of days of labor require for the job

• **Start Day Delta:** Enter the number of days separating each day of labor. If the job will occur on consecutive days, enter “1”
Outage Ticket Types
Creating a MW (Real Power) Ticket

New Generator Ticket

User ID: studentgen89  Company: SBT Gen Comp 0
Generation Type:  Unit Name: 

Company Ticket ID:  Description: 

Date (MM/DD/YY)  Hour (HH24:MI)
Est./Ramp Start:  Est. End: 
End Date Unknown:  Informational: 

Daily Job:  # Days: Start Day Delta: 

MW  Volt. Reg.  MVAR  Governor  MVAR Test  PSS

MW Ticket Info

Date (MM/DD/YY)  Hour (HH24:MI)
Ticket Reduction:  Inst. Cap: 0
Company Switch Start:  Cause: 
Company Switch End:  Outage Type: Unplanned
MW Ticket Fields

- **Company Switch Start Date and Hour:** Actual outage start date and time. Cannot be before the Est./Ramp Start time or 2 hours later than the Est./Ramp Start time.

- **Company Switch End Date and Hour:** Actual outage End date and time. Must be entered no later than 2 hours after the Est. End time.

- **Ticket Reduction:** MW Reduction value. Cannot be zero for non-Informational tickets. Can be negative only if the “Cause” is Ambient Air and the “Outage Type” is Maintenance.

- **Inst. Cap.:** Installed capacity for the unit selected on the ticket.

- **Cause:** Reason for outage. Cannot be “Not Applicable.” If cause is “Other,” it is necessary to provide more information in the Description.

- **Outage Type:** Unplanned, Maintenance or Forecasted Planned.
## Cause Types

The following cause types are available for Generator MW tickets:

- Voltage Regulator, MVAR, Governor, MVAR Test, and PSS tickets do not have a corresponding cause type

<table>
<thead>
<tr>
<th>Cause ID</th>
<th>Description</th>
<th>Cause ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>-1</td>
<td>N/A</td>
<td>21</td>
<td>Fuel Problem</td>
</tr>
<tr>
<td>1</td>
<td>Air Heater</td>
<td>22</td>
<td>Fuel System</td>
</tr>
<tr>
<td>2</td>
<td>Annual Inspections</td>
<td>23</td>
<td>General Maintenance</td>
</tr>
<tr>
<td>3</td>
<td>Annual Inspections/Refuel</td>
<td>24</td>
<td>Ground Problem</td>
</tr>
<tr>
<td>4</td>
<td>Boiler Feed Pumps</td>
<td>25</td>
<td>Inspections</td>
</tr>
<tr>
<td>5</td>
<td>Boiler Work</td>
<td>26</td>
<td>Mill Problem</td>
</tr>
<tr>
<td>6</td>
<td>Breaker Problems</td>
<td>27</td>
<td>Mill Work</td>
</tr>
<tr>
<td>7</td>
<td>Breaker Work (Maintenance)</td>
<td>28</td>
<td>No Fuel</td>
</tr>
<tr>
<td>8</td>
<td>Chemistry Problem</td>
<td>29</td>
<td>Opacity</td>
</tr>
<tr>
<td>9</td>
<td>Clean Intakes</td>
<td>30</td>
<td>Other</td>
</tr>
<tr>
<td>10</td>
<td>Coal Feeder</td>
<td>31</td>
<td>Precipitator</td>
</tr>
<tr>
<td>11</td>
<td>Condenser System</td>
<td>32</td>
<td>Pump Work/Problem</td>
</tr>
<tr>
<td>12</td>
<td>Diver Safety</td>
<td>33</td>
<td>Rampdown</td>
</tr>
<tr>
<td>13</td>
<td>Electrical</td>
<td>34</td>
<td>Rod Pattern Adjustments</td>
</tr>
<tr>
<td>14</td>
<td>Emissions</td>
<td>35</td>
<td>Rod Swap</td>
</tr>
<tr>
<td>15</td>
<td>Engine Repair</td>
<td>36</td>
<td>SCRAM Test</td>
</tr>
<tr>
<td>16</td>
<td>Engine Work</td>
<td>37</td>
<td>Start Failure</td>
</tr>
<tr>
<td>17</td>
<td>Environmental</td>
<td>38</td>
<td>Substation/Yard</td>
</tr>
<tr>
<td>18</td>
<td>Fan Problem</td>
<td>39</td>
<td>Testing</td>
</tr>
<tr>
<td>19</td>
<td>Fan Work</td>
<td>40</td>
<td>Transformer Problems</td>
</tr>
<tr>
<td>20</td>
<td>Feed Pump</td>
<td>41</td>
<td>Transformer Work</td>
</tr>
</tbody>
</table>

- Transmission Line
- Transmission Problem
- Unit Trip
- Water Chemistry
- Wicket Gate
- Ambient Air (Ambient Conditions)
- Ambient Conditions (Auto App.)
- Intake Screens
- High Pressure Heaters
- Valve Test/Work
- Cranking Diesel
- Black Start Auxiliary Equipment
- Cold Weather Preparation Exercise
Creating a Voltage Regulator Ticket

New Generator Ticket

User ID: studentgen89  Company: SBT Gen Comp 0
Generation Type: ▼  Unit Name: ▼

Company Ticket ID: 

Description:

Date (MM/DD/YYYY)
Est./Ramp Start: 
Est. End: 
End Date Unknown

Hour (HH24:MI)

MW  Volt. Reg.  MVAR  Governor  MVAR Test  PSS

Voltage Regulator Ticket Info

The Voltage Regulator should always be in service if available.

Out of Service:  Yes  No
Emergency:  Yes  No
Voltage Regulator Ticket Fields

- **Out of Service:** Indicates if the Voltage Regulator is Out of Service
- **Emergency:** Indicates if it is an Emergency outage
Creating a MVAR (Reactive Power) Ticket
MVAR Ticket Fields

- **Emergency**: Indicates if it is an Emergency outage. Only applies if the change was unplanned.

- **New Default**: Indicates that the change to the D-curve is permanent and will be used as the default going forward.

- **Capability Adj. MVAR Adder**: Add or subtract a value from all entries at once rather than changing values individually to shift the entire D-curve.

- **Max**: MVAR Max values should decrease or stay constant as MW Point value increases.

- **Min**: MVAR Min values should increase or stay constant as MW Point value increases.
MVAR Ticket Fields

- **Apply Adj.:** Apply adder value to MVAR values

- **MVAR Limit:** The Min and Max columns under MVAR Limit display the existing minimum and maximum values respectively

- **Adjusted MVAR Limit:** The MW points and the Min and Max columns under the Adjusted MVAR Limit field display the new values after the adder is applied
Creating a Governor Ticket

<table>
<thead>
<tr>
<th>Company Ticket ID:</th>
<th>Date (MM/DD/YY)</th>
<th>Hour (HH:MI)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description:</td>
<td>Est./Ramp Start:</td>
<td>Est. End:</td>
</tr>
<tr>
<td></td>
<td>End Date Unknown</td>
<td></td>
</tr>
</tbody>
</table>

**Governor Ticket Info**

Out of Service:  Yes  No
Emergency:  Yes  No

**Buttons:** MW, Volt. Reg., MVAR, Governor, MVAR Test, PSS, Clear, Main Menu
Governor Ticket Fields

- Out of Service: Use this field to indicate if the governor is Out of Service
- Emergency: Use this field to indicate if it is an Emergency outage
Creating a MVAR Test (Reactive Power Test) Ticket
MVAR Test Ticket Fields

- **Current eDART D-curve:** This table displays the current D-Curve data for reference
Creating a Power System Stabilizer (PSS) Ticket
PSS Ticket Fields

- **Out of Service:** Use this field to indicate if the PSS is Out of Service

- **Emergency:** Use this field to indicate if it is an Emergency outage
Revising Tickets and Ticket Status
## View/Revise a Generation Ticket

### Generator Tickets Main Menu

<table>
<thead>
<tr>
<th>MW</th>
<th>Volt. Reg.</th>
<th>MVAR</th>
<th>Governor</th>
<th>MVAR Test</th>
<th>PS3</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>26</td>
<td>25</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Submitted Tickets**: 6
- **Revised Tickets**: 7
- **Current Tickets**: 1
- **Approved Tickets**: 26
- **Future Tickets**: 0
- **Approved No Start**: 28
- **Active Beyond End**: 1

### Generator Ticket Selection Form

- **Company**: SBT Gen Comp 0
- **Ticket Type**:
  - **Ticket ID**: [Input]
  - **Comp. Ticket ID**: [Input]
- **Outage Type**:
  - **Unit Type**: [Input]
  - **Unit Name**: [Input]
- **Cause**:
  - **Ticket Status**: [Input]
  - **Revision Status**: [Input]
- **Submission Date (MM/DD/YYYY)**
  - **Est. Start Date (MM/DD/YYYY)**
  - **Est. End Date (MM/DD/YYYY)**
- **Actual Start Date (MM/DD/YYYY)**
  - **Actual End Date (MM/DD/YYYY)**
  - **Occurring During (MM/DD/YYYY)**

### Additional Features
- **Owners Report**
- **Maint. Margin Log**
- **Blackstart XLS Upload**
- **Blackstart File Download**
# View/Revise a Generation Ticket

## Generator Tickets

<table>
<thead>
<tr>
<th>Ticket ID</th>
<th>Comp. Ticket ID</th>
<th>Ticket Type</th>
<th>Outage Type</th>
<th>Submittal Date</th>
<th>Unit Name</th>
<th>MW Reduction</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>MW</td>
<td>Unplanned</td>
<td>02/12/2014</td>
<td>External 2</td>
<td>24</td>
<td>Approved</td>
</tr>
<tr>
<td>973174</td>
<td></td>
<td>Governor</td>
<td>N/A</td>
<td>08/01/2014</td>
<td>External 3</td>
<td></td>
<td>Submitted</td>
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<tr>
<td>975820</td>
<td></td>
<td>MVAR</td>
<td>N/A</td>
<td>08/01/2014</td>
<td>External 4</td>
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<td>975821</td>
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<td>MVAR Test</td>
<td>N/A</td>
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<td>External 1</td>
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<td>Submitted</td>
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<td>975822</td>
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<td>PSS</td>
<td>N/A</td>
<td>08/01/2014</td>
<td>Amus</td>
<td></td>
<td>Submitted</td>
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<tr>
<td>975823</td>
<td></td>
<td>Volt. Reg.</td>
<td>N/A</td>
<td>08/01/2014</td>
<td>Locher</td>
<td></td>
<td>Submitted</td>
</tr>
</tbody>
</table>

[Back](#)  [Main Menu](#)
View/Revising a MW (Real Power) Ticket
View/Revising a MW (Real Power) Ticket

Generator Ticket (Review/Revise)

- User ID: studentgen90
- Ticket Number: 976099
- Company: SBT Gen Comp

- Generation Type: Combined Cycle
- Unit Name: External 4
- Est./Ramp Start: 10/01/2014 08:00
- Est./Ramp Complete: 10/01/2014 13:00
- Timestamp: 09/04/2014 10:25
- Actual Start: 10/02/2014 12:00
- Actual End:

Description:
MW test reduction

PJM Comments

MW Ticket Info

- Est. Ramp Complete: 10/01/2014 13:00
- Ticket Reduction: 100
- Installed Cap: 500
- Informational: No
- Cause: Boiler Feed Pumps
- Outage Type: Unplanned

Revisions

<table>
<thead>
<tr>
<th>Rev. ID</th>
<th>User ID</th>
<th>Rev. Start Date Time</th>
<th>Rev. Ramp Complete Date Time</th>
<th>Rev. End Date Time</th>
<th>MW Reduction</th>
<th>Eff. Date Time</th>
<th>Rev. Status</th>
<th>Timestamp</th>
</tr>
</thead>
</table>
View/Revising a Voltage Regulator Ticket

### Generator Ticket (Review/Revise)

<table>
<thead>
<tr>
<th>User ID:</th>
<th>studentgen90</th>
<th>Ticket Number:</th>
<th>975824</th>
<th>Company:</th>
<th>SBT Gen Comp 0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Generation Type:</td>
<td>Nuclear</td>
<td>Unit Name:</td>
<td>Locher</td>
<td>Est./Ramp Start:</td>
<td>09/01/2014 07:00</td>
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<tr>
<td>Ticket Status:</td>
<td>Submitted</td>
<td>Timestamp:</td>
<td>08/01/2014 09:26</td>
<td>Est. End:</td>
<td>09/05/2014 07:00</td>
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<tr>
<td>Company Ticket ID</td>
<td></td>
<td></td>
<td></td>
<td>Actual Start:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
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<td></td>
<td>Actual End:</td>
<td></td>
</tr>
</tbody>
</table>

### Description

<table>
<thead>
<tr>
<th>PJM Comments</th>
</tr>
</thead>
</table>

### Voltage Regulator Ticket Info

*The Voltage Regulator should always be in service if available.*

Out of Service: Yes  Emergency: Yes
eDART Ticket Status

- **Submitted**: This is the original status of the ticket upon submittal.

- **Approved**:  
  - **MW Ticket** – The ticket status is changed to Approved by PJM upon review and approval.
  
  - **Reactive Ticket** – The ticket status is changed to Received by PJM upon receipt of this type of ticket by PJM PD. The status is displayed as Approved on the menu.

- **Active**: The ticket status is changed to Active upon input of an actual outage “start” date by PJM.

- **Complete**: The ticket status is changed to Complete upon input of an actual outage “end” date by PJM.

- **Initially Denied**: does not mean outage is denied – it means outage is under evaluation, in order to confirm reserve maintenance margins, and evaluate local reliability issues.
eDART Ticket Status

- **Denied:**
  - **MW Ticket** – The ticket status is changed to Denied by PJM upon review and denial
  - **Reactive Ticket** – The ticket status cannot be changed to Denied

- **Cancelled by Company:** The ticket status is changed to Cancelled by Company if the company initiates cancellation of the ticket.
  Note: A verbal notification to PJM is required if the change affects current or the next operating day

- **Cancelled by PJM:** The ticket status is changed to Cancelled by PJM if PJM initiates cancellation of the ticket. A verbal notification is given to the company
Contact Information:

PJM Client Management & Services
Telephone:  (610) 666-8980
Toll Free Telephone:  (866) 400-8980
Website:  www.pjm.com

The Member Community is PJM’s self-service portal for members to search for answers to their questions or to track and/or open cases with Client Management & Services