



Member Community Refresh

June 21, 2021

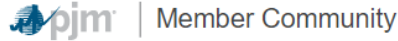
Monica Burkett – Sr. Lead
Knowledge Management Consultant

Action Required	Deadline	Who May Be Affected
Review the Member Community Refresh demonstration provided during May Tech Change Forum	06/30/2021	Member Community Users



- Based on feedback – refreshing Member Community
 - “Make Communities look different so that you can differentiate which one you are on”
 - “Finds layout to be scattered and confusing”
- Navigation and Look/Feel
 - Simplifying navigation items
 - Updates to easily identify with Member Community vs other PJM communities

- Content Layout
 - Re-organization of home page for easy access to specific areas
 - Improvements to Knowledge Article section for easy viewing, searching and access to similar topics
 - Updates to Case views and email templates



Search for knowledge articles... Monica Burk...

Home Knowledge Articles Customer Services Requests Communities

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
- PJM Tools
 - Account Manager

Customer Services

[Create a Case with PJM Customer Service](#)
Create a private case, such as general inquiries, requests, account management and system support issues with PJM.

[View My Cases](#)
View your open and archived cases.

Other Services

- [Request Demand Bid Services](#)
- [Request Generation Transfer](#)
- [Request Declaration of Authority \(DOA\)](#)
- [Request a Visit to PJM Campus](#)


Your Client Manager is **House Account**.

BRIGHT IDEAS

Process improvement feedback for PJM can be submitted to the Bright Ideas team. Users are informed of the status throughout the process and can see all recommendations via the Tech Change Community.


Trending Articles


- Company Account Manager (CAM)
- Account Manager - How to Add, Replace or Remove a Company Account Manager (CAM)
- PJM's Membership Process
- RPM Planning Parameters
- Why verified Real-time LMPs may be different than the five minute (5-minute) preliminary LMPs


 | Member Community


Search Monica Tes...


[Home](#) [Knowledge Articles](#) [My Cases](#) [Requests](#) [Communities](#) ▼



[Knowledge Articles](#)


[My Cases](#)


[Create New Case](#)


[Submit Requests](#)


[Submit Your Bright Idea](#)


[Starting with PJM](#)

[Submit Feedback](#)

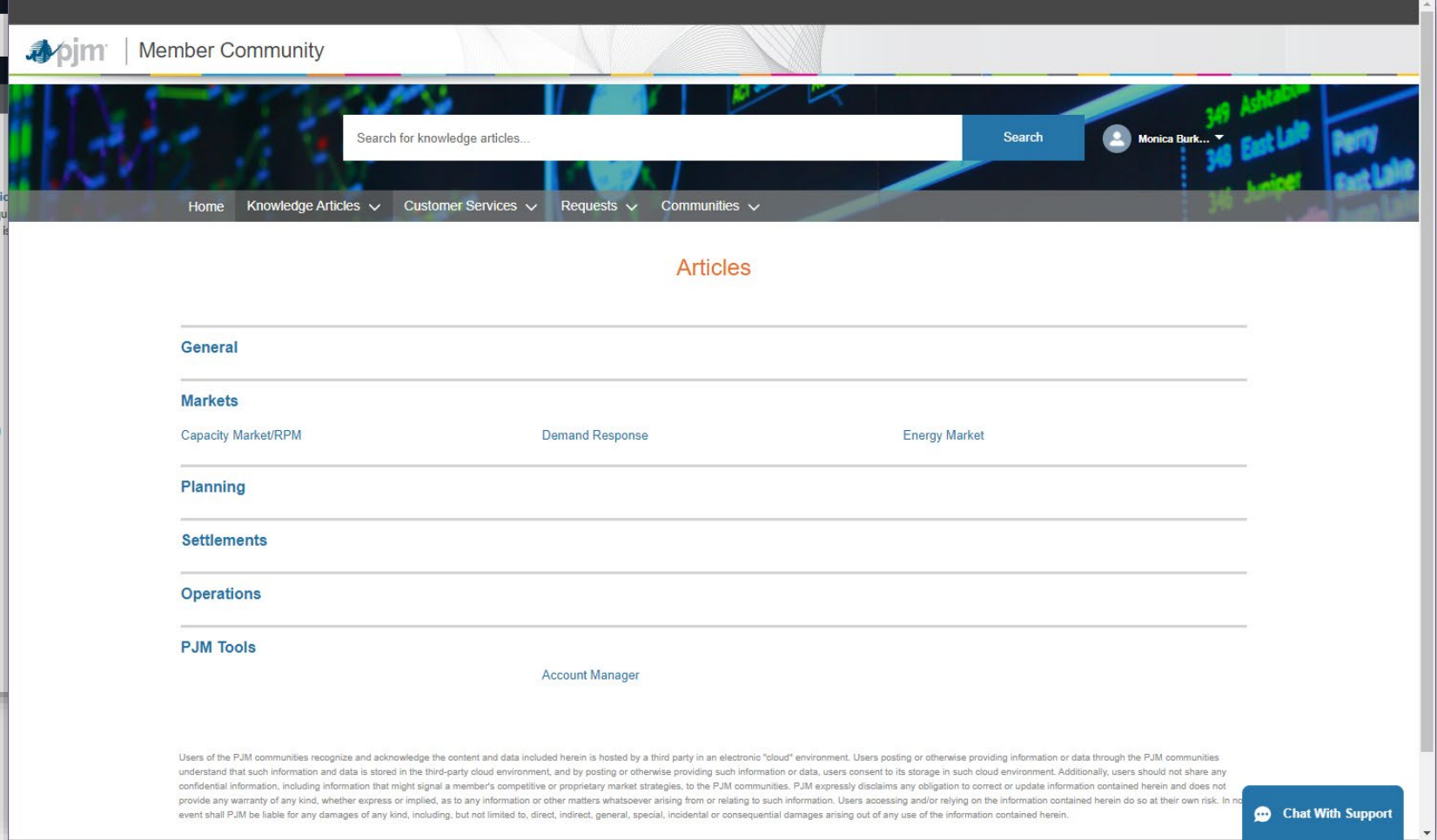
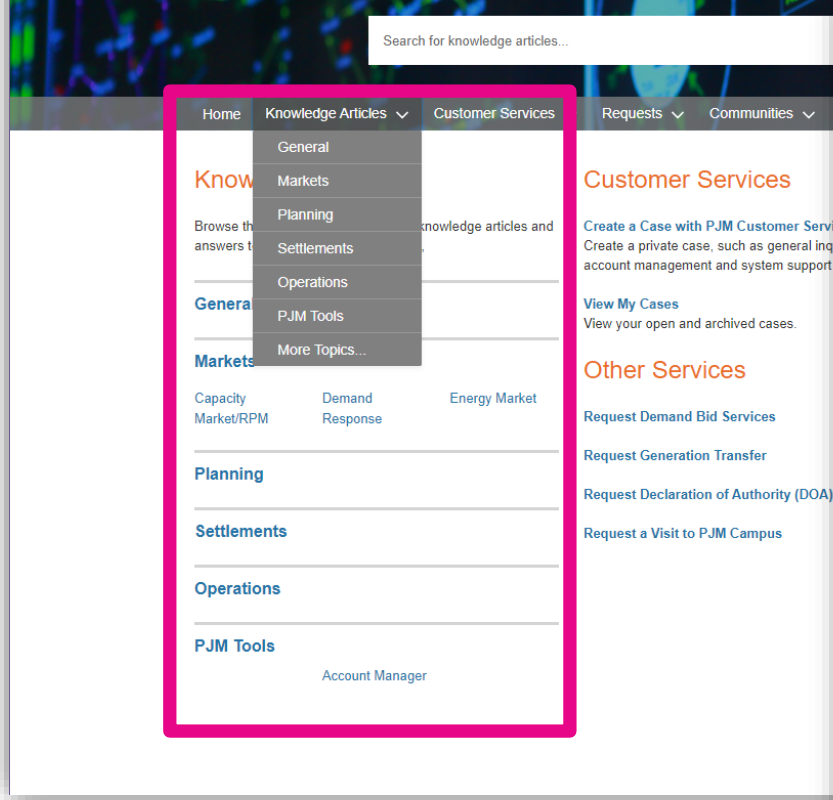
Your Client Manager is
Bhavana Keshavamurthy.

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[Chat Offline](#)



The screenshot shows the PJM Member Community website interface. The top navigation bar includes 'Home', 'Knowledge Articles', 'My Cases', and 'Requests'. A search bar is present with the text 'Search for Knowledge Articles and Cases...'. On the left sidebar, a button labeled 'Knowledge Articles' with a book icon is highlighted with a pink box. Below it is a 'Submit Requests' button with a hand icon. The main content area displays a grid of categories including 'Getting Started With PJM', 'General', 'Markets', 'Planning', 'Settlements', and 'Operations', each with sub-links.

Operations		
Dispatch	Outages	General - Operations
Generation	Restoration Drill	Demand Response - Operations
PJM Tools And Communities		
Capacity Exchange	Planning Community	Account Manager
Member Community	Tech Change Community	Data Miner
Membership Management Community	Market Gateway	EDART
Credit & Risk		
Membership - Credit	Policies	General - Credit & Risk
Membership		
Application Requirements	Membership Management Community (MMC) Annual Recertification Requirements	Member Documentation Requests And Changes
Communications		
PJM.COM Email Lists	Member Community - Communications	Member Relations
Stakeholder Process & Meetings		
CBIR Process	Rosters	Training
Meetings	Polling/Voting	General - Stakeholder Process And Meetings
Other		

The screenshot shows the PJM Member Community website. At the top, there is a search bar and a user profile for Monica Burk... The navigation menu includes Home, Knowledge Articles, Customer Services, Requests, and Communities. The 'Requests' dropdown menu is open, listing the following options: Request Demand Bid Services, Request Generation Transfer, Request Declaration Of Authority (DOA), and Request A Visit To PJM Campus. Below the dropdown, there are sections for 'View My Cases' and 'Other Services', which also lists the same four request types. The main content area on the left is titled 'Knowledge Articles' and lists various categories like General, Markets, Planning, Settlements, Operations, and PJM Tools. On the right, there is a 'Submit Feedback' button, a 'BRIGHT IDEAS' logo, and a section for 'Trending Articles'.

Member Community

PJM Tools Tr

Search for Knowledge Articles and Cases... Search

Monica Tes...

Home Knowledge Articles My Cases **Requests** Communities

Knowledge Articles My Cases

Submit Requests BRIGHT IDEAS Submit Your Bright Idea

Requests

The following requests should be used to submit information to PJM. Click on each request to provide the details required for that request.

Request Demand Bid Services
Load Serving Entities with new load activity or load activity at a new location can request Demand Bid access at that location. This is necessary if you would like to bid in the Day-Ahead Market via Markets Gateway at that location in that account. If you do not have access and you try to bid at that location, you will get an error that you are not authorized to submit demand bids.

Load Serving Entities can request a Demand Bid Cap Increase. Demand Bid Caps are calculated daily using this [formula](#). When members have a need to bid at a higher amount, they can submit a Demand Bid Cap Increase.

Request Generation Transfer
When changes are made regarding a generator, members should submit a generator transfer request. This includes sale of the generator and any changes made to the current set up (account, new dispatching agent, marketing agent, telemetry provider, etc.). A Client Manager will work with you to ensure the changes are completed. More information on Gen Transfers can be found in this [knowledge article](#).

Request a Visit to PJM Campus
If members would like to visit the PJM campus, they can submit the request using this form and their Client Manager will work on coordinating a visit.

[Submit Feedback](#)

[Create A New Case](#)

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pjm | Member Community

Search for knowledge articles... Search

Home Knowledge Articles Customer Services Requests Communities

Customer Services

- Create A Case
- View My Cases

Knowledge Articles

Customer Services

Other Services

Submit Feedback

BRIGHT IDEAS

pjm | Member Community

Search for knowledge articles... Search

Home Knowledge Articles Customer Services Requests Communities

My Open Cases My Resolved Cases

Cases Resolved Cases

6 items • Sorted by Case Number • Filtered by All cases - Status • Updated a few seconds ago

Case ...	Subject	Status	Proces...	Priority	Date/Time Opened	Owner Name
1	00017915	Member Community Registration	Resolved	High	11/12/2015 10:35 AM	Michelle Souder
2	00029673	Demand Bid Limit Increase - 201609...	Resolved Validating	High	9/7/2016 8:58 AM	Michelle Souder
3	00045032	Testing Live Agent	Resolved	Medium	9/28/2017 10:36 AM	Leslie Gresh
4	00085994	RPM Test Case 5	Resolved	Medium	1/10/2020 9:58 AM	Monica Burkett
5	00088199	IUP - test case	Resolved	Low	2/21/2020 12:57 PM	Masha Nyemko
6	00111436	testing only	Resolved	Medium	12/22/2020 12:57 PM	Monica-Admin Only Burkett

Chat With Support

Home Knowledge Articles Customer Services Requests Communities

Create a Case with PJM Customer Service

This page 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.

Related Knowledge Articles

Find Articles Based On Your Case Details.

*Subject

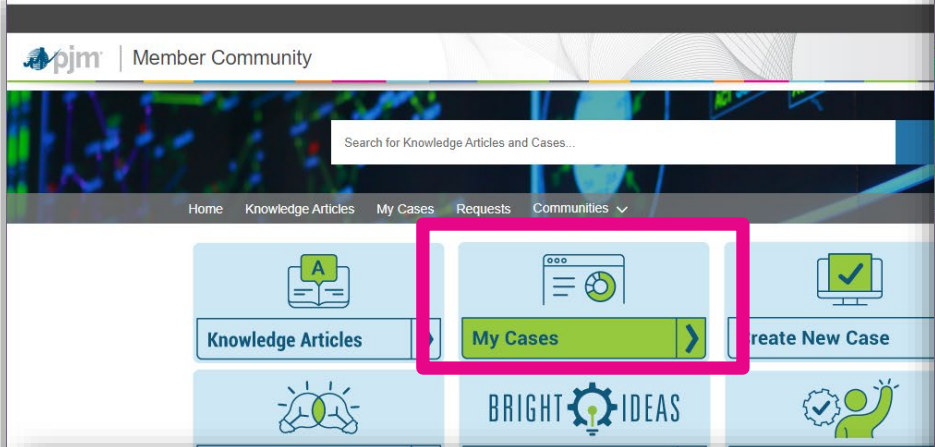
*Description

Upload File

Submit

- Company Account Manager (CAM) Aug 7, 2020
- PJM Tools Train Environment Overview May 21, 2021
- Account Manager - How to Add, Replace or Remove a Company Account Manager (CAM) Mar 4, 2021
- PJM's Membership Process Dec 10, 2020
- RPM Planning Parameters Mar 29, 2021
- Why verified Real-time LMPs may be different than the five minute (5-minute) preliminary LMPs Sep 2, 2020

Chat With Support



pjm | Member Community

Search for Knowledge Articles and Cases... Search

Home Knowledge Articles My Cases Requests Communities

My Open Cases My Closed Cases Create A New Case

Open Cases

7 items • Sorted by Date/Time Opened • Filtered by All cases - Status, Case Record Type • Updated a few seconds ago

Case Number	Subject	Status	Process ...	Date/Time Opened	Owner Name
1	Inquiry to initiate DOA for Test, LLC	Open	Initiated	5/13/2021 2:11 PM	CustSvc Case Queue
2	account manager - not working	Open		5/12/2021 11:41 AM	CustSvc Case Queue
3	Inquiry to initiate DOA for Test, LLC	Open	Initiated	4/7/2021 10:15 AM	CustSvc Case Queue
4	Inquiry to initiate DOA for Test, LLC	Open	Initiated	4/7/2021 9:59 AM	CustSvc Case Queue
5	Inquiry to initiate DOA for Test, LLC	Open	Initiated	4/4/2021 3:57 PM	CustSvc Case Queue
6	Inquiry to initiate DOA for Wind Test, LLC	Open	Initiated	4/1/2021 10:38 AM	CustSvc Case Queue
7	Inquiry to initiate DOA for Test, LLC	Open	Initiated	3/21/2021 8:30 PM	CustSvc Case Queue

Chat Offline

Home Knowledge Articles My Cases Requests Communities

My Open Cases My Closed Cases **Create A New Case**

Create a Case with PJM Member Relations

The case will be assigned based on your Client Manager's availability and question type. Communication and answers will be sent through the Community. Check your Open Cases for updates or see Closed Cases for past answers in My Cases

*Subject

*Description

[Upload File](#)

Related Knowledge Articles

- PJM Tools Train Environment Overview
Jul 24, 2020
- FTR Balance of Planning Period and Long-term Auction changes
Nov 18, 2020
- RPM Auction Schedule
Dec 16, 2020
- Account Access for Member Community

Chat Offline

| Member Community

PJM Tools Train Search Monica Burk...

Home Knowledge Articles Customer Services Requests Communities

Search Results

Articles

Showing results for "PJM Tools Train" and "PJM tool Train".

Articles

15+ Results • Sorted by Relevance

PJM Tools Train Environment Overview
000001343 • Validated • Last Modified May 21, 2021 8:39 AM
PJM offers members a train environment for most PJM Tools to allow users to gain a better...Informational - PJM offers members a train environment to allow users to gain a better

Competitive Planner - PJM Application/Tool for collecting information in the RTEP competitive proposal process
000002813 • Validated • Last Modified Dec 7, 2020 2:41 PM
the PJM competitive planning process. To access the new tool/application or review documentation...On July 1, 2020, PJM updated the process of utilizing an Excel proposal template to the use of

Understanding PJM's weekly and monthly Billing Statements
000001103 • Validated • Last Modified Aug 25, 2020 4:41 PM
applicable, and identifies the supporting reports that are available in PJM's MSRS tool. This...This article contains documentation that is available to help you understand PJM's billing

Data Miner Overview
000002623 • Validated • Last Modified Apr 21, 2021 7:24 AM
, receive automatic queries through its Application Program Interfaces (APIs). PJM offers a Train...Data Miner is PJM's data management tool, giving members and non-members easier, faster and

Chat Offline

Home
Knowledge Articles
My Cases
Requests
Communities ▾

Search Results

- All
- Knowl...
- Cases

Knowledge Articles View More

5+ Results • Sorted by Relevance ▾

[Regulation Testing - Performance Compliance Requirements](#)
000001109 • Last Modified
Regulation **Testing**: Resources must meet the following criteria: •Pass three consecutive **tests**...The requirements for Regulation **Testing** along with some recommendations from the Performance

[Generator Verification Tests](#)
000001013 • Last Modified
Seasonal verification **tests** for all PJM capacity resources are to be submitted to the PJM...Seasonal verification **tests** for all PJM capacity resources are to be submitted to the PJM

[Demand Response \(DR\) Information](#)
000001055 • Last Modified
consumption when scheduled or dispatched by PJM and when satisfying the Net Benefits **Test**. A Curtailment

[Regulation Market Overview](#)
000002423 • Last Modified
Testing Regulation Data Terms Submitting Offers and Parameters Resource Commitment and Response

[PJM Tools Train Environment Overview](#)
000001343 • Last Modified
understanding of tool functionality and facilitate **testing** efforts in a non-production environment. The... tools and allow **testing** efforts in a non-production environment. User access to the train

Cases View More

5+ Results • Sorted by Relevance ▾

CASE NUMBER	SUBJECT	STATUS	DATE/TII
00133883	Testing Case Support 1	Resolved	5/17/202

Submit Feedback

Create A New Case

Chat Offline

Registration Format

- Request access to secure area

Username Limitation

- Users with multiple usernames must choose one username
- Access to communities is based on the contact and not their company so requesting access to multiple usernames is not permitted
- User must be logged in to PJM.com with the username they would like to access the community with when requesting access

User Access

- PJM Members requesting access to any community are automatically granted access to the Tech Change and Planning Communities by default

- Production Go-Live: June 30
- Demonstration available on [PJM.com](https://www.pjm.com)
- Community feedback can be sent to TechChangeForum@pjm.com

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SME/Presenter:
Monica Burkett,
monica.burkett@pjm.com

Member Community Refresh



Member Hotline

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