

PJM Manual 33:

Administrative Services for the PJM Interconnection
Operating Agreement

Revision: 15

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Prepared by
Member Relations

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Anita Patel, Manager
Knowledge Management Center

Current Revision

Revision 15 (01/23/2020):

- Periodic Review
- Added new Section 3 Member Roles and Responsibilities
- Added new Section 4 Contact Management
- Added new Section 5 Company Account Manager (CAM) Roles and Responsibilities
- Renumbered existing Section 3 Market Data Postings to Section 6: Market Data Postings
- Renumbered existing Section 4 Dispute Resolutions to Section 7: Dispute Resolution
- Deleted references to Andrew Ott
- Relocated Section 2.4 Name Change Process to Section 3.1.2 and renamed to Member Corporate Name Change
- Relocated Section 2.5 Withdrawal Process to Section 3.1.10 and renamed to Withdrawal Requests

Introduction

Welcome to the **PJM Manual for Administrative Services for the PJM Interconnection Operating Agreement**. In this introduction, you will find the following information:

- What you can expect from the PJM Manuals in general (see “About PJM Manuals”).
- What you can expect from this PJM Manual (see “About This Manual”).
- How to use this manual (see “Using This Manual”).

About PJM Manuals

The PJM Manuals are the instructions, rules, procedures, and guidelines established by PJM for the operation, planning, and accounting requirements of PJM and the PJM Energy Market. The manuals are grouped under the following categories:

- Energy Market
- Regional Transmission Planning Process
- Transmission
- Reserve
- Accounting and Billing
- Administrative
- Miscellaneous Manuals

For a complete list of all PJM manuals, go to the Library section on PJM.com.

About This Manual

The **PJM Manual for Administrative Services for the PJM Interconnection Operating Agreement** is one of a series of manuals within the PJM group of manuals. This manual focuses on administrative issues including the qualifications for new applicants, the application procedure, PJM Market Data Postings and dispute resolution.

The **PJM Manual for Administrative Services for the PJM Interconnection Operating Agreement** consists of four sections. The sections are as follows:

- Section 1: Operating Agreement of PJM Overview
- Section 2: Qualifications for PJM Membership
- Section 3: PJM Services
- Section 4: Dispute Resolution

Intended Audience

The intended audiences for the **PJM Manual 33 for Administrative Services for the PJM Interconnection Operating Agreement** are:

- Applicants for the Operating Agreement of PJM

- Participants in the Operating Agreement of PJM
- PJM staff

References

The references to other documents that provide background or additional detail directly related to the **PJM Manual for Administrative Services for the PJM Interconnection Operating Agreement** are the following:

- Operating Agreement of PJM (<http://www.pjm.com/library/governing-documents.aspx>)
- PJM Open Access Transmission Tariff (<http://www.pjm.com/library/governing-documents.aspx>)
- Agreement Among the PJM Transmission Owners to Provide a PJM RTO-wide Open Access Tariff (Transmission Owners Agreement) (<http://pjm.com/media/documents/merged-tariffs/toa42.pdf>)
- Reliability Assurance Agreement (<http://www.pjm.com/library/governing-documents.aspx>)
- Regional Transmission Guide for Oasis and Transmission Reservations

This manual does not supersede the formal requirements of any of the referenced documents.

Using This Manual

Each section of this manual begins with an overview and the philosophy is reflected in the way material is organized. The following bullet points provide an orientation to the manual's structure.

What You Will Find In This Manual

- A table of contents
- An approval page that lists the required approvals and the revision history.
- Sections containing the requirements for application for membership in the interconnection agreement, explaining PJM and members committee responsibilities, and describing dispute resolution procedures.
- Definition of the costs of application for membership and the on-going costs of interconnection agreement participation.
- An link containing the membership forms necessary to become a signatory to the operating agreement of PJM (<http://www.pjm.com/about-pjm/member-services/member-forms.aspx>).

Section 1: Operating Agreement of PJM Overview

Welcome to the Operating Agreement of PJM Overview section of the **PJM Manual for Administrative Services for the PJM Interconnection Operating Agreement**. In this section, you will find the following information:

- A description of the philosophy of the Operating Agreement of PJM (see “Operating Agreement of PJM Philosophy”).
- A description of the role of the PJM with respect to the Operating Agreement of PJM (see “PJM”).
- A description of Operating Agreement of PJM Participants (see “PJM Participants”).
- A description of the role of the Members Committee (see “Members Committee & PJM Board of Managers”).

1.1 Operating Agreement of PJM Philosophy

Signatories (“PJM Participants”) to the Operating Agreement of PJM (“the Agreement”), dated March 31, 1997, enter into this Agreement to facilitate coordinated operation of their electric systems and interchange of electric capacity and energy, to ensure the efficient operation of an energy market based on the PJM Open Access Transmission Tariff (“the Tariff”), and to share Capacity Resources with other PJM Participants to reduce overall reserve requirements, all consistent with the reliable planning, design and operation of PJM Participants’ Transmission Facilities. The supply systems of the PJM Participants function as coordinated, electrically interconnected supply systems that operate as a single control area, the PJM RTO.

1.2 PJM

PJM assists Participants with the management and administration of the Operating Agreement. PJM is responsible for satisfying the following functions:

- Monitoring the operation of PJM
- Coordinating the operation of Transmission Facilities
- Administering the PJM Open Access Transmission Tariff
- Directing the operation of the Bulk Power Supply Facilities
- Coordinating Emergency operations and procedures
- Billing, collecting and dispersing charges associated with the Operating Agreement

The PJM Member Relations department (telephone 610-666-8980) also provides the following services to PJM Participants:

- Assisting new applicants to prepare the information required by the application process;
- Providing training for new signatories to the Operating Agreement;
- Offering on-going member support and training.

1.3 PJM Participants

Each signatory to the Operating Agreement of PJM must either be a Transmission Owner within the PJM RTO or an Eligible Customer under the Tariff and must be engaged in buying, selling, or transmitting electric energy in or through the Interconnection (or intend to do so). Eligible Customers include electric utilities, Regional Transmission Owners, power marketers, Federal power marketing agencies, entities generating electric energy for resale and retail customers taking unbundled Transmission Service.

1.4 Members Committee and PJM Board of Managers

The Members Committee is responsible for the performance of the Operating Agreement of PJM. It is responsible for performing the following functions:

- Monitoring the performance of the Operating Agreement of PJM
- Monitoring PJM's operations
- Establishing fees and costs for application to and operation of the Operating Agreement
- Resolving conflicts related to the Operating Agreement
- Overseeing the activities of subcommittees established under the Operating Agreement

Each PJM Participant has one Primary Representative and up to three Alternate Representatives on the Members Committee with the authority to act for that PJM Participant. The Members Committee has five Sectors, one Sector each for Generation Owners, Other Suppliers, Transmission Owners, Electric Distributors, and End-Use Customers. Each PJM Participant may vote in only one of these sectors for which it qualifies. See section 2.1.2, PJM Full Member/Applicant Requirements for sector definitions.

The PJM Board of Managers is composed of nine voting members elected by the Members Committee. The PJM Board of Managers has the authority to supervise all matters pertaining to the PJM and is responsible for preparing and adopting the operating and capital budgets for PJM. The PJM Board of Managers appoints the President and CEO of PJM who directs and manages all of the staff and operations of PJM and reports to the PJM Board of Managers.

Section 2: Qualifications for PJM Membership

Welcome to the Qualifications for PJM Membership section of the **PJM Manual for Administrative Services for the PJM Interconnection Operating Agreement**, you will find the following information:

- Descriptions of the different membership types
- A description of the requirements for qualification as a signatory to the Operating Agreement of PJM (see “Requirements for Application”).
- A chart describing the Application Cost and Membership Cost based upon the membership type selected by an applicant
- An explanation of the credit policy and credit requirements
- An explanation of the name change process and list of documents that are required to complete the name change
- An explanation of the withdrawal process

2.1 Membership Types and Requirements

PJM Interconnection has five different types of membership. The requirements of each specific membership type are outlined in our Operating Agreement, which governs the operation of the electric system in the PJM region.

2.1.1 Types of Membership

- **Primary (Voting) Members:** are able to participate in the competitive wholesale electricity market and vote at the Markets and Reliability Committee (MRC) and the Members Committee (MC) in one of the five sectors: Transmission Owner, Generation Owner, Other Supplier, End User Customer, or Electric Distributor. Primary/Voting Members are responsible for paying the Annual Membership fee of \$5,000.00
- **Affiliate Members:** are in the same ‘family’ of companies as a Primary/Voting Member and have voting rights at the senior task forces and lower level committee meetings. However, Affiliate Members do not have voting rights at the MRC and MC meetings. Affiliate members are able to participate in the competitive wholesale electricity market. Affiliate Members do not pay the Annual Membership fee, as this is covered by the Primary/Voting Member they designate.
- **Ex Officio (State Office of Consumer Advocates):** have voting rights at the Members Committee as part of the End User Customer sector. Ex Officio members are responsible for paying their annual due amount of \$500.00.
- **Associate Members:** do not have voting rights in any stakeholder activities, committees, or task forces. Associate Members do not participate in PJM Markets. Associate Members are responsible for paying their annual due amount of \$2,500.00
- **Special Members (Emergency Customer Load Reduction Program):** are granted ‘special membership’ for purposes of participating in PJM’s Emergency Load Reduction Program. Special Members do not have voting rights and are responsible for paying their annual due amount of \$500.00.

2.1.2 PJM Full Member/Applicant Requirements

Full PJM Members must meet the definition and qualify for one of the five sectors as described in PJM's Operating Agreement (Transmission Owner, Generation Owner, Other Supplier, End User Customer, or Electric Distributor):

1. Transmission Owner (TO): shall mean a Member that owns or leases with rights equivalent to ownership Transmission Facilities and is a signatory to the PJM Transmission Owners Agreement. Taking transmission service shall not be sufficient to qualify a Member as a Transmission Owner
2. Generation Owner (GO): shall mean a Member that is primarily a retail end-user of electricity that owns generation may qualify as a Generation Owner if: (1) the generation resource is the subject of a FERC-jurisdictional interconnection agreement or wholesale market participation agreement within PJM; (2) the average physical unforced capacity owned by the Member and its affiliates over the five Planning Periods immediately preceding the relevant Planning Period exceeds the average PJM capacity obligation of the Member and its affiliates over the same time period; and (3) the average energy produced by the Member and its affiliates within PJM over the five Planning Periods immediately preceding the relevant Planning Period exceed the average energy consumed by the Member and its affiliates within PJM over the same time period.
3. Other Supplier (OS): shall mean a Member that is (i) engaged in buying, selling or transmitting electric energy, capacity, ancillary services, financial transmission rights or other services available under PJM's governing documents in or through the Interconnection or has a good faith intent to do so, and (ii) does not qualify for the Generation Owner, Electric Distributor, Transmission Owner or End-Use Customer sectors. The PJM Board is composed of nine voting members elected by the Members Committee. The PJM Board has the authority to supervise all matters pertaining to the PJM and is responsible for preparing and adopting the Operating and Capital Budgets for PJM. The PJM Board appoints the President of PJM who directs and manages all of the staff and operations of PJM and reports to the PJM Board
4. End-Use Customer (EUC): shall mean a Member that is a retail end-user of electricity within the PJM Region. A Member that is a retail end-user that owns generation may qualify as an End-Use customer if: (1) the average physical unforced capacity owned by the Member and its affiliates in the PJM Region over the five Planning Periods immediately preceding the relevant Planning Period does not exceed the average PJM capacity obligation for the Member and its affiliates over the same time period; or (2) the average energy produced by the Member and its affiliates within the PJM Region over the five Planning Periods immediately preceding the relevant Planning Period does not exceed the average energy consumer by that Member and its affiliates within the PJM Region over the same time period. The foregoing notwithstanding, taking retail service may not be sufficient to qualify a member as an End-Use Customer.
5. Electric Distributor (ED): shall mean a Member that (1) owns or leases with rights equivalent to ownership electric distribution facilities that are used to provide electric distribution service to electric load within the PJM Region; or (2) is a generation and transmission cooperative or a joint municipal agency that has a member that owns electric distribution facilities used to provide electric distribution service to electric load within the PJM Region

All PJM members are required to meet the following requirements:

- Submit the required membership application documentation along with the application and membership fees (if applicable)
- Share in costs of PJM operations
- Comply with any orders needed to deal with emergency conditions on the grid
- Plan and operate their facilities in cooperation with other PJM members to assure reliability
- Execute additional agreements based on specific lines of business that are required (e.g. Load Serving Entity – Signatory of the RAA, Executed F1)

A full list of PJM Member Responsibilities can be found in section 11.3 of PJM’s Operating Agreement.

2.2 Application Cost and Membership Cost

Applicants accepted for membership in PJM must pay all costs and expenses associated with the additions and modifications to their own metering, communication, computer, and other appropriate facilities and procedures necessary to affect their including in the operation of PJM.

	Application Fee	Annual Membership Fee
Affiliate of Current Market Buyer Members	\$1,500.00	Not Required
Affiliates of Current Market Seller Members	Not Required	Not Required
Associate Members	Not Required	\$2,500.00
Full Members, Market Buyers, including but not limited to Load Serving Entities, Curtailment Service Providers, or Power Marketers	\$1,500.00	\$5,000.00
Market Sellers (including but not limited to Generator Owners)	Not Required	\$5,000.00
Special Members	Not Required	\$500.00 plus 10% of each payment owed by PJM for a Load Reduction Event is withheld - not to exceed \$5,000.00 in a calendar year
Transmission Customers Only (not a member)	Not Required	Not Required

Membership Fee (Primary/Voting Members Only)

12 months	\$5,000.00	Start date in January
11 months	\$4,583.00	Start date in February
10 months	\$4,166.67	Start date in March
9 months	\$3,750.00	Start date in April
8 months	\$3,333.33	Start date in May
7 months	\$2,916.67	Start date in June
6 months	\$2,500.00	Start date in July
5 months	\$2,083.33	Start date in August
4 months	\$1,666.67	Start date in September
3 months	\$1,250.00	Start date in October
2 months	\$833.33	Start date in November
1 month	\$416.67	Start date in December

*Only membership fees for Primary/Voting members are eligible to be prorated

2.3 Credit Policy and Requirements

The Credit Overview explains the majority of credit issues and requirements that affect PJM and its Participants. The Credit Overview and Supplement Guide can be found on PJM's website at <http://www.pjm.com/about-pjm/member-services/~media/documents/agreements/pjm-credit-overview.ashx>

As provided for in FERC Order 890, this document also serves as a supplement to Attachment Q (credit policy) of the PJM Tariff. As a supplement, it describes certain practices and procedures (such as the credit scoring algorithm) which are not part of the filed Tariff. Such descriptions are intended to document PJM's implementation of the PJM agreements, but in case of conflict between this document and any of the PJM agreements, the PJM agreements shall govern.

The Credit Overview is a summary only and does not necessarily include all credit-related provisions of the PJM Tariff or the Operating Agreement of PJM Interconnection, L.L.C. or other agreements between PJM and its Participants (the "PJM Agreements"). All applicants, participants and members are responsible to review and understand the PJM agreements themselves. If conflicts exist between explanations in the Credit Overview and any of the PJM agreements, the PJM agreements will govern. In addition, except as otherwise provided in the PJM agreements, PJM reserves the right to modify or supplement the requirements stated in the Credit Overview.

PJM's credit provisions are administered by PJM's Credit Department.

(Relocated to Section 3.1.2 and renamed to Member Corporate Name Change)

(Relocated to Section 3.1.10 and renamed to Withdrawal Requests)

Section 3: Member roles and responsibilities

Welcome to the Member Roles and Responsibilities section of the PJM Manual for Administrative Services for the PJM Interconnection Operating Agreement. In this section, you will find the following information:

- A description of the roles and responsibilities of the Officer of the Member and Authorized Representative (see “Roles and responsibilities of Officer of Member and Authorized Representative of Member”).
- An explanation of the requirements for the submission of membership application information.
- An explanation of the requirements for the submission of a Member corporate name change.
- An explanation of the requirements for the submission of a voting status change.
- An explanation of the requirements for the submission of Affiliate disclosure information.
- An explanation of the requirements for the submission of Related Party information.
- An explanation of the requirements for the submission of Sector selection information.
- An explanation of the requirements for the submission of Contact Manager information.
- An explanation of the requirements for the submission of Company Account Manager (CAM) information.
- An explanation of the requirements for requests for additional accounts.
- An explanation of the requirements for the Member withdrawal process.
- An explanation of the requirements for the annual recertification process.

3.1 Roles and responsibilities of Officer of Member and Authorized Representative of Member

Per Operating Agreement, section 11.3.1 (a) Applicants pursuing membership and Members are required to provide and maintain complete and accurate records including correct and updated Member and Affiliate information, appropriate personnel contacts, organizational structure and other information as requested to ensure the accuracy and completeness of Member records. This information may include submissions of, or updates to, but is not limited to the following:

- PJM Membership application information
- Voting status change¹
- Member corporate name change
- Affiliate Disclosure information (Member and non-member Affiliates, and corporate parents)¹
- Related Party disclosure¹

- Contact manager designations¹
- Company account manager (CAM) designations¹
- Account requests
- Sector Selection¹
- Withdrawal requests

¹ This information is required to be recertified annually per section 3.1.11 below. Failure to complete the annual recertification will result in the actions specified in Section 3.1.11.1 below.

To submit, update, or correct the information, PJM requires a Form of Secretary's Certificate designating both Officer(s) of the Member, as well as Authorized Representatives of the Member, who can provide or update this information as necessary or as requested by PJM.

An Officer of the Member is a duly elected or appointed Officer of Member holding the office or offices set forth on the Form of Secretary's Certificate, and is authorized, in the name and on behalf of Member, to bind the Member, pursuant to the Amended and Restated Operating Agreement of PJM Interconnection, L.L.C., PJM Open Access Transmission Tariff, and as applicable the Reliability Assurance Agreement Among Load Serving Entities in the PJM Region. The Officer(s) are required to provide information to PJM Interconnection, L.L.C. as necessary, or as requested, including providing, executing and delivering instruments, agreements and documents to PJM.

Authorized Representatives are individuals that have been named by an Officer of the Member, who are authorized, in the name and on behalf of Member, to bind the Member, pursuant to the Amended and Restated Operating Agreement of PJM Interconnection, L.L.C., PJM Open Access Transmission Tariff, and as applicable the Reliability Assurance Agreement Among Load Serving Entities in the PJM Region. The Authorized Representative may provide information to PJM Interconnection, L.L.C. as necessary, or as requested, including providing, executing and delivering instruments, agreements and documents to PJM.

3.1.1 PJM Membership Application Information

An Officer of the applicant or Authorized Representative of the applicant is required to submit all required information necessary for PJM to approve the membership request. This information includes, but is not limited to, company information, Affiliate information, credit and financial information and credit contacts, sector selection information, and any other information required by PJM necessary for the approval of the applicant.

3.1.2 Member Corporate Name Change

In order to change a Member name on PJM Interconnection agreements, an Officer of the Member or Authorized Representative shall provide the following information:

- A copy of the name change filing certified by the applicable Secretary of State (state documentation).
- An updated W-9 reflecting the new company name.

An Officer of the Member or an Authorized Representative of the Member must request these changes.

3.1.3 Voting Status Change

Every group or family of affiliated Members, is represented by one Voting Member at the Members Committee and Markets and Reliability Committee. The Voting Member is responsible for paying the annual membership fee on behalf of their affiliated Members. Should a family of affiliated Members wish to change their Voting Member, an Officer of the Member or an Authorized Representative of the Member for each Member in the affiliated family must request these changes. Additionally, an Officer of the Member or Authorized Representative is required to recertify voting member status annually. The recertification of this information is due by April 30 each year.

3.1.4 Affiliate Disclosure Information

The Affiliate Disclosure information is required by PJM Interconnection L.L.C. (PJM) to properly administer the PJM Operating Agreement, including, but not limited to, the proper listing of Member status in the PJM Members Committee and the facilitation of PJM employee compliance with the securities divestiture requirements of the PJM Code of Conduct. The Member's responsibility to provide this information is outlined in Section 11.3 of the PJM Operating Agreement. Disclosure of changes in Affiliate status is a continuing obligation of Members, requiring disclosure by a Member if there is any change in status, as well as confirmation by each Officer of the Member or Authorized Representative annually. The recertification of this information is due by April 30 each year.

Members are required to validate or update the following information:

- Affiliate Member(s)
- Non-member, publicly traded affiliates of the Member
- Non-member, non-publicly traded affiliates
- Corporate Parent(s)

Any updates to either Member Affiliates or non-member Affiliates, including corporate parents, must be disclosed to PJM for the facilitation of PJM employee compliance with the securities divestiture requirements of the PJM Code of Conduct. An Officer of the Member or an Authorized Representative of the Member for each Member in the affiliated family must request these changes.

3.1.5 Related Party Information

As defined in the PJM Operating Agreement, "Related Parties" shall mean, solely for purposes of the governance provisions of the Operating Agreement: (i) any generation and transmission cooperative and one of its distribution cooperative members; and (ii) any joint municipal agency and one of its members. The Members in a group of Related Parties shall each be entitled to a vote, provided that all the Members in a group of Related Parties that chooses to exercise such rights shall be assigned to the Electric Distributor sector. Disclosure of changes in related party status is a continuing obligation of Members, requiring disclosure by a Member if there is any change in status, as well as confirmation by each Officer of the Member or Authorized Representative annually. The recertification of this information is due by April 30 each year.

3.1.6 Sector Selection

As a requirement of section 8.1.1 of the Operating Agreement (OA), all Members are required to re-certify the sector for which they qualify. Definitions and the requirements for each sector

are available in section 1 of the PJM OA. In the case that a Member may qualify for more than one sector, the member shall choose the sector which most closely aligns with their Active and Significant Business Interest as defined by the OA. Members may only change their sector selection during the annual recertification window which closed on April 30 each year.

Any sector changes will become effective on, and will be announced at the Members Committee meeting to be held at the Annual Meeting in May.

3.1.7 Contact Managers designations

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. Requests to add a contact manager or revoke a contact manager must be submitted by an Officer of the Member or an Authorized Representative of the Member. Contact manager designations must be confirmed by an Officer of the Member or Authorized Representative annually. The recertification of this information is due by April 30 each year. See Section 4 for additional information on Contact Management.

3.1.8 Company Account Managers (CAM) designations

In order to ensure security of Member confidential data accessed through PJM electronic tools, and the security of business transactions and operational actions conducted through PJM electronic tools, Members are required to designate Company Account Managers (CAM). A CAM is a user who has been identified by an Officer of the Company or Authorized Representative to manage the user accounts for the Member, including but not limited to, validating users, provisioning or revoking tool access to/from users as necessary, resetting user passwords, locking or unlocking user accounts, and terminating users. Additionally, the CAM is responsible for maintaining whitelists on accounts, and requesting additional tool access on the account as necessary. Disclosure of changes to CAM information is a continuing obligation of Members, requiring disclosure by a Member if there is any change in status, as well as confirmation by each Officer of the Member or Authorized Representative annually. Requests to add a CAM or revoke a CAM must be submitted by an Officer of the Member or an Authorized Representative of the Member. The recertification of this information is due by April 30 each year. See Section 5 for information on CAM roles and responsibilities.

3.1.9 Account Requests

Members have the ability to establish more than one account, often referred to as subaccounts, as needed, for their business purposes. Requests to create or terminate an account must be submitted by an Officer of the Member or an Authorized Representative of the Member.

3.1.10 Withdrawal Requests

A Member wishing to withdraw from PJM membership shall submit a withdrawal request, acknowledging the following if applicable:

- If a member is a transmission service customer, as well as a member, the letter must indicate if transmission services will be continued once the member has withdrawn.
- If a member is terminating their membership as well as their transmission service, the letter shall also indicate that their credit should be terminated. Credit will continue to be needed if transmission service alone is requested.

- Upon the receipt and processing of a members withdraw request, all company PJM tool access will be switched to 'Read Only.' Members must indicate the understanding of this procedure in their withdraw letter request.
- There is a 90-day waiting period for membership termination to be effective per the Operating Agreement of PJM.

An Officer of the Member or an Authorized Representative of the Member must request the withdrawal from PJM membership.

3.1.11 Annual Member Recertification Requirements

As a requirement of Operating Agreement, section 11.3.1 (a), members are required to maintain complete and accurate records including maintenance of correct and updated Member and Affiliate Information, appropriate personnel contacts, organizational structure and other information as reasonably requested by the Office of the Interconnection to ensure the accuracy and completeness of Member records. To ensure that PJM has the most accurate and up-to-date membership information on file, PJM requires that Members annually recertify the following: Sector Selection, Affiliate Disclosure information, Related Party information, Contact Manager designations, and CAM designations. The recertification of this information must be completed by an Officer of the Member or an Authorized Representative of the member. The annual recertification window opens in March of each calendar year and responses to these requests are due by April 30.

3.1.11.1 Compliance with Recertification Request

Members that fail to complete the annual member recertification requirements listed in section 3.1.11 of this manual may be considered in non-monetary breach of The PJM Operating Agreement for failure to comply with Operating Agreement, section 11.3.1. Only after unsuccessful consultation between the Member and PJM in order to cure will PJM take the following actions as a result such alleged breach.

Pursuant to Operating Agreement, section 15.1.4, PJM shall notify the Member in breach. The notified Member may remedy such asserted breach by demonstration to the satisfaction of PJM that the Member has taken appropriate measures to meet the obligation of which it was deemed to be in breach provided that such demonstration may be subject to a reservation of rights, if any, to subject such matter to the PJM Dispute Resolution Procedures; and provided, further, that any such determination by PJM may be subject to review by the PJM Board upon request of the Member involved PJM.

If a Member has not remedied a breach within the time periods specified in Operating Agreement, section 15.1.5, then the Member shall be in default and, in addition to such other remedies as may be available to PJM:

- i) A defaulting Market Participant shall be precluded from buying or selling in the PJM Markets, FTR markets, or any other market operated by PJM until the default is remedied as set forth above;
- ii) A defaulting Member shall not be entitled to participate in the activities of any committee or other body established by the Members Committee PJM; and
- iii) A defaulting Member shall not be entitled to vote on the Members Committee or any other committee or other body established pursuant to this Agreement.

iv) PJM shall notify all other Members of the default.

The termination and reinstatement rules and procedures set forth in Operating Agreement, section 15.1.6 shall apply to any Member declared in default of the PJM creditworthiness standards and credit policies.

Section 4: Contact Management

Welcome to the Contact Management section of the PJM Manual for Administrative Services for the PJM Interconnection Operating Agreement. In this section, you will find the following information:

- A description of the role and responsibilities of the Contact Manager in the Contact Management feature of the Membership Management Community (see “Contact Management”).

4.1 Contact Management

Through the Contact Management feature of the Membership Management Community, users are able to manage who is representing their company for various Member-level roles at PJM. This tool allows for easy maintenance of contacts and role assignments and a transparent and centralized process for improved data quality. It provides enhanced security by establishing contact managers. Authorized contact managers are responsible for creating contacts and assigning roles for their organization.

All Members must assign a contact manager to do the following:

- Create contacts and assign these contacts to roles
- View the contacts and assignments for their member company
- Edit contact information and role assignments

Contact managers must be established by an Officer of the Member or an Authorized Representative of a member.

Section 5: Company Account Manager (CAM) Roles and Responsibilities

Welcome to the Company Account Manager (CAM) Roles and Responsibilities section of the PJM Manual for Administrative Services for the PJM Interconnection Operating Agreement. In this section, you will find the following information:

- A description of the CAM (see Company Account Manager Designation”).
- An explanation of the CAM designation and role requirements.
- An explanation of the onboarding process for a newly designated CAM.
- An explanation of the annual training requirements for a CAM.
- An explanation of the requirements for the termination of a CAM.
- An explanation of the requirements for provisioning and managing tool access.
- An explanation of the requirements for confidentiality as it relates to access to data.
- An explanation of the requirements for annual recertification process of a CAM.
- An explanation of the requirements for annual recertification process of tool users.

5.1 Company Account Manager Designation

In order to ensure security of Member confidential data accessed through PJM electronic tools, and the security of business transactions and operational actions conducted through PJM electronic tools, Members are required to designate CAM. A CAM is a user who has been designated by an Officer or Authorized Representative to manage the user accounts for the Member. The eligibility requirements of, and process for, assigning the CAM, as well as the CAM's role and responsibilities, are detailed below.

5.1.1 CAM Designation and Role Requirements

Prior to allowing a Member to utilize PJM tools, the Member must designate CAMs. The designations may only be made by an Officer or an Authorized Representative as referenced above.

- Each Member must designate a minimum of two CAMs.
- One of the CAMs must be designated as the Lead CAM. The Lead CAM must be an employee of the Member. This individual will be responsible for ensuring all CAM roles and responsibilities are completed in a timely manner.
- Members may use an Agent or Contractor that works on their behalf as one of its CAMs.
- When a new CAM has been designated or added, this must be communicated to the Member's employees to ensure they are aware of who to contact with tool management and access requests.
- A new CAM request must be submitted to PJM by an Officer or an Authorized Representative. Once the appropriate information has been completed by an Officer or Authorized Representative, the CAM onboarding process will commence.

5.1.2 Onboarding Process for New CAMs

New CAM Training Requirements:

- All new CAMs must complete PJM required training which will review roles, responsibilities and requirements of the CAM.
- PJM shall not grant the new CAM access to the tools until he or she has completed the required training.
- During the onboarding process, new CAMs shall contact PJM with any questions on their roles and responsibilities.

New CAM User Account Set-Up:

- All CAMS must have a user account before they will be provided with Account Manager read/write access.
- PJM will provision Account Manager read/write access to the CAM user account for a new CAM within two business days of receipt of the CAM designation from the Member's Officer or Authorized Representative.
- CAM training must be completed before a new CAM will be provisioned with Account Manager read/write access.
- When a new CAM has been designated, a Member CAM(s) shall notify the Member's employees and agents of the new CAM, with his or her contact information, to ensure that those who utilize all PJM electronic tools know whom to contact with questions and tool access requests.
- When a CAM has been terminated, a Member CAM(s) shall notify the Member's users. See Section 5.1.4 for the process for terminating a CAM.

5.1.3 Annual Training Requirements for CAMs

- All CAMs must complete PJM required CAM training on an annual basis.
- Annual CAM training will be assigned in the second quarter of each calendar year and must be completed within 30 days of being assigned.
- PJM will suspend the CAM's access to PJM tools if he or she does not complete the training by the assigned due date.
- Annual training may include a review of current roles and responsibilities along with tool changes or updates to the user management process.

5.1.4 Process for Terminating a CAM

A request to PJM must be submitted by an Officer or an Authorized Representative to remove an individual as a CAM. To ensure that no individual retains Account Manager read/write access, the Officer or Authorized Representative shall submit the request within 24-hours of the individual's termination from the Member, or change in roles and responsibilities for the Member such that that individual no longer requires or should continue to have Account Manager read/write access. The PJM CAM administrator will process the termination request with 1 business day.

If the CAM being terminated is or was an employee of the Member, the Officer or Authorized Representative must ensure that at least one remaining CAM is an employee of the Member. If the only remaining CAM(s) is an agent, a new lead CAM must be designated that is an employee of the Member. In this situation, the Member will have five business days to replace the CAM with an employee following the CAM designation process and requirements in Section 5.1 above.

5.1.5 Provisioning and Managing Tool Access – CAM Responsibilities

The CAM(s) are responsible for managing account access requests for individuals employed by, or working on behalf of the Member. The lead CAM shall be responsible for ensuring that all CAM responsibilities are completed in a timely manner and consistent with all PJM requirements. It is the responsibility of the CAM to monitor and manage all account access requests related to the company accounts for which he or she is the CAM. This management shall include:

- Upon termination of an employee or agent, or change in roles and responsibilities for the Member such that that individual no longer requires or should continue to have access to PJM tools, terminating all user accounts for that employee or agent within 24 hours.
- Approving and being accountable for ensuring access to all accounts provides for the appropriate confidentiality of data. Confidentiality information can be found in section 5.1.6.
- Prohibiting the sharing of accounts and passwords between individuals or entities.
- Ensuring that access to PJM tools and data is limited to those who need access to perform their job functions.
- Reviewing audit reports of account management activity for their portfolio of accounts and escalating issues to PJM if there are any concerns.
- Should a user incorrectly request access to a Member account for which they have no job function responsibility or authorization, the CAM shall deny the request.
- The Member Officer, Authorized Representative and lead CAM shall be accountable for ensuring that proper controls are in place to limit access to all PJM tools to provide for the appropriate confidentiality of data and security of business/operations transactions, consistent with all applicable PJM and other regulatory requirements.
- Initial PJM tool access is assigned to a Member account by PJM based on the Member's line of business provided to PJM in the membership application process, established credit, and submitted transmission service or other required agreements.
- Tool access at the Member level may be updated by PJM as needed or upon request by the company CAM as appropriate.
- Users may request access to any tool listed under the Member's account. The CAM is responsible to approve or deny those user access requests through the Account Manager tool.
- Additionally, it is the responsibility of the CAM to remove tool access from a user who no longer needs access to a PJM tool.

5.1.6 Confidentiality

The Officer, Authorized Representative and CAMs acknowledge and understand that they are responsible for ensuring the confidentiality of the access to data using their Member accounts and ensuring the Member has proper controls for the transactions/business operations facilitated by the PJM electronic tools before allowing any individual to access the electronic tools.

5.1.7 Annual CAM Recertification Process

Due to auditing and security policies, PJM has implemented a process requiring all current, designated CAMs to be recertified on an annual basis. Details on the CAM recertification process can be found in section 3.1.5 and 3.1.8.

- Once a CAM Account Manager read/write role is terminated, an Officer or Authorized Representative will need to submit a request in order to have that individual reinstated as a CAM.
- Members that do not comply with the recertification process may be subject to the provisions set forward in Section 3.1.11.1 of this manual.

5.1.8 Annual User Recertification Process

Similar to the CAM recertification process, PJM will implement an annual user recertification process to ensure that all current tool users should continue to maintain their current access to the assigned tools.

- All tool users will be required to be recertified annually by a Member CAM.
- Annual user recertification will open in June for a period of 60 days within the Account Manager tool.
- Members that do not comply with the recertification process may be subject to the provisions set forward in Section 3.1.11.1 of this manual.

Section 6: Market Data Postings (Formerly Section 3)

Welcome to the Welcome to the Market Data Postings section of the **PJM Manual for Administrative Services for the PJM Interconnection Operating Agreement**. In this section, you will find the following information:

- A description of the data PJM will post relative to the operation of its electricity markets valuable for public dissemination

6.1 Market Data Postings(Formerly Section 3.1)

To the extent PJM deems information relative to the operation of its electricity markets valuable for public dissemination, or upon request by one or more PJM stakeholders, PJM will post aggregated market data on its public web site. In order to ensure that market sensitive data is not revealed and to prevent potential misuse of such data, PJM will only post aggregated market data to the extent that it meets the following criteria:

- More than three (3) market participants' data in a particular category is being aggregated for posting. For example, if the data being considered for posting is load data, more than three (3) Load-Serving Entities' data must be aggregated; and
- The data to be posted is aggregated over a geographic area no smaller than a PJM transmission zone.

The data to be posted may not violate these criteria both on its own or when used in combination with other previously posted data.

Data that was posted before the creation of this guideline is assumed to be appropriate and acceptable.

Data that does not meet these guidelines may still be posted if such disclosure is deemed acceptable by PJM, the PJM Independent Market Monitor, and the members whose data will be posted.

Notwithstanding the above, the following types of data specified below are deemed not to be confidential and may be disseminated by PJM or the Independent Market Monitor under the limited circumstances described below:

Individual resource outages: PJM may release information on specific outages of resources consistent with Section 18.17 of the PJM Operating Agreement as set forth in greater detail herein. In any report or publication of sequence of events and/or lessons learned relative to an event, disturbance, or unusual operating condition on the transmission system (for example, a severe weather event or an event that required the shedding of firm load), PJM may publish in the public domain certain information on the status of resources involved in the event, disturbance, or condition.

- Provided that the report is published no less than 60 days after the event, disturbance, or condition, the following information shall be deemed already in the public domain:
 - o Resource name
 - o Resource Owner/Operator

- o Status including change in status (available, unavailable, operating, outage type (planned, maintenance, forced, etc.) during the period of the 24 hours prior to the event to the 24 hours after the event
- o Any switching event on the transmission system affecting the resource during the period of the 24 hours prior to the event to the 24 hours after the event
- o The instantaneous output (MW and/or MVAR) or average hourly output (MW and/or MVAR) of the resource during the period of the 24 hours prior to the event to the 24 hours after the event
- o Any unique behavior of the resource during the during the period of the 24 hours prior to the event to the 24 hours after the event (e.g. unit oscillations)

Demand response: PJM may release information on the amount of Demand response available in localized areas (i.e. the amount of MW in a defined area such as a set of zip codes) in order to supply information or report on events or describe situations. Such circumstances include but are not limited to a severe event on the transmission system, a severe weather event, the formation of a closed loop interface, or the need for a transmission system upgrade. This information shall not contain specific offers or suppliers and shall not disclose the amount of supply in an area smaller than three zip codes.

Cleared and Offered Capacity Resources: PJM may release the total amount of offered and cleared Capacity Resources when reporting on RPM Capacity Market results. Such information must be aggregated by transmission zone.

Information regarding uplift payments may be released provided that such information represents generation in an area no smaller than a transmission zone, and a time period no shorter than a single operating day. Such information may include uplift payments broken down in the Day-Ahead and Real-Time Energy Markets by payment category or cause.

Three Pivotal Supplier Test Results: PJM may release aggregated statistics related to the execution and results of the Three Pivotal Supplier Test. Such statistics may not identify individual resource owners.

Member data that has been publicly made available by that PJM Member or by a state or federal regulator shall not be considered confidential by PJM

Fuel Mix: PJM may publish information on the fuel mix of resources operating in the PJM system provided there are at least three generation resources in each fuel category (regardless of whether those resources are operating or not).

Transmission Constraint Penalty Factor: PJM may publish information on the Transmission Constraint Penalty Factor used for Day-Ahead and Real-Time transmission constraints.

Section 7: Dispute Resolution(Formerly Section 4)

Welcome to the *Dispute Resolution* section of the **PJM Manual for Administrative Services for the PJM Interconnection Operating Agreement**. In this section, you will find a discussion of dispute resolution based upon the Operating Agreement of PJM and the PJM Open Access Transmission Tariff.

To the extent any dispute arises between one or more PJM Participants regarding any issue covered by the Operating Agreement, the PJM Participants must follow the dispute resolution procedures in the Tariff as summarized below.

7.1 Dispute Resolution Procedures(Formerly Section 4.1)

The Dispute Resolution Procedures call first for resolution on an informal basis and then for arbitration, if necessary.

7.1.1 Informal Dispute Resolution

Any dispute between a Transmission Customer and a Transmission Provider involving Transmission Service under the Tariff will be referred to a designated senior representative of each of the PJM Members for resolution on an informal basis as soon as possible. In the event the designated representatives are unable to mutually resolve the dispute within 30 days (or a different period as may be agreed), the dispute may be submitted to arbitration as described below. Note also that any application for a rate change or other change to the Tariff or any Service Agreement entered into under the Tariff will be presented directly to FERC for resolution.

7.1.2 Arbitration

Arbitration initiated under the Tariff will be conducted before a single neutral arbitrator appointed by the PJM Members to the dispute. If a single arbitrator cannot be agreed upon, each PJM Member will select one arbitrator and those two will select a third arbitrator. The arbitrator(s) will be knowledgeable in electric utility matters and have no current or past substantial business or financial relationships with either PJM Member. Arbitration will be generally conducted in accordance with the Commercial Arbitration Rules of the American Arbitration Association.

The arbitrator(s) will render a decision within 90 days of appointment unless otherwise agreed. They will be authorized only to interpret and apply the provisions of the Tariff and any Service Agreement entered into under the Tariff and will not have the power to modify or change them in any manner.

The decision of the arbitrator(s) will be final and binding and judgment on the award may be entered in any court having jurisdiction. The decision of the arbitrator(s) may be appealed solely on the grounds that the conduct of the arbitrator(s), or the decision itself, violates the standards of the Federal Arbitration Act and/or the Administrative Dispute Resolution Act. The decision must also be filed with FERC if it affects jurisdictional rates, terms and conditions of service or facilities.

7.1.3 Arbitration Costs

Each PJM Member that is a party to the dispute will be responsible for its own costs incurred during the arbitration process and for the following costs:

- the cost of the arbitrator chosen to sit on a three-member panel and a proportionate share of the cost of the third arbitrator
- a proportionate share of the cost of a single arbitrator
- a proportionate share of the cost incurred by PJM related to a dispute not involving PJM.

7.1.4 Rights under the Federal Power Act

Nothing in the Dispute Resolution Procedure will restrict the rights of any PJM Member to file a complaint with FERC under the relevant provisions of the Federal Power Act.

Revision History

Revision 14 (10/25/2018):

- Section 3.1: Added Transmission Constraint Penalty Factor

Revision 13 (03/22/2018):

- Cover to Cover Periodic Review
- Changed ownership for this manual to Anita Patel, Manager, Knowledge Management Center
- Updated Headers to reflect correct manual name and section names
- Changed references from “PJM Interconnection, L.L.C.” to “PJM”
- Changed references from “Interconnection Agreement” to “Operating Agreement”
- Changed references from “Interconnection Operating Agreement” to “Operating Agreement”
- Changed references from “PJM Participant” to “PJM Member”
- Introduction: added clarity between the dispute resolution procedures covered in the Tariff and this manual and those covered in the Operating Agreement
- Section 1.4: Removed section and introduction and moved language to M34
- Section 2.1: Removed Requirements for Application section and added Membership Types and Requirements
- Section 2.1.1: Removed Data to Be Supplied section and added Types of Membership
- Section 2.1.2: Removed Associate Membership section and added PJM Member/ Applicant Requirements
- Section 2.2: Removed Analysis of Submitted Data and added Application and Membership Cost
- Section 2.3: Removed Effective Date, Termination & Withdrawal Process section and added Credit Policy and Credit Requirements with updates
- Section 2.4: Removed Integration of New Applicant and added Name Change Process
- Section 2.5: Removed Application Cost and Membership Cost and added Withdrawal Process
- Section 2.6: Credit Policy and Credit Requirements This section was updated and moved to Section 2.3
- Section 2.6.1: Background This section was removed
- Section 3.1: This section was removed because the information contained is redundant information that is explicitly provided in the Operating Agreement, Reliability Assurance Agreement, or Tariff.

- Section 3.2: This section was removed because the information contained is redundant information that is explicitly provided in the Operating Agreement, Reliability Assurance Agreement, or Tariff.
- Section 3.3: This section was removed because the information contained is redundant information that is explicitly provided in the Operating Agreement, Reliability Assurance Agreement, or Tariff.
- Section 3.4: This section was removed because this information is wholly contained in the PJM Manual for Control Center & Data Exchange Requirements
- Section 3.5: Renumbered to Section 3.1
- Section 4.1: Removed; covered in OA 8.2.1
- Section 4.2: Removed; covered in OA section 1 – Definitions
- Section 4.3: Removed; irrelevant to this document
- Section 4.4: Removed; first two paragraphs moving to M34. Sector challenge covered in OA 8.1.3
- Section 4.5: Removed; covered in OA sections 8.6, 8.6.1, and 8.6.3
- Section 4.6: Removed; covered in OA sections 7.1 and 7.2
- Renumbered Section 5 Dispute Resolution to Section 4

Revision 12 (03/31/2016):

- Revised Section 3.5 to include specific exceptions to the general policy regarding data postings
- Changed ownership for this manual from Lynn Horning and Vince Duane to Adrien Ford, Director, Member Relations
- Administrative Change – Updated references for eData to Data Viewer, EFTR to FTR Center and eMKT to Markets Gateway

Revision 11 (05/29/2014):

- Added Section 3.2.4 – Load Reallocation due to Member Default.

Revision 10 (04/11/2014):

- Change in management from Sean McNamara to Lynn Horning
- Two of the eSuite Applications have been renamed. Moving forward EES will be known as ExSchedule and eMTR will be known as Power Meter.

Revision 09 (07/22/2010):

- Added Section 3.6 Market Data Postings as required for FERC Order 719 Compliance and approved by the MRC on March 17, 2010.

Revision 08 (04/13/2010):

- Corrected Title Page – typographical error: changed Council to Counsel
- Approval: updated Vince Duane’s title to Vice President & General Counsel and added Sean McNamara as Manager of Member Relations
- Section 2: Qualifications for PJM Membership – grammatical changes and updated links to new website
- Section 2: Qualifications of PJM Membership – Effective Date, Termination & Withdrawal Process: corrected Article 6 to Article 5 and identified Reliability Assurance Agreement
- Section 2: Qualifications of PJM Membership – updated settlement obligation period ending time frame
- Section 2: Qualifications of PJM Membership – Application Cost: added membership costs and fee structure and clarifying language
- Section 2: Qualifications of PJM Membership – Credit Policy and Credit Requirements: removed entire section and replaced it with a summary and added the link to the Credit Policy and Credit Requirements on the PJM website.
- Section 5: Dispute Resolution – Arbitration Costs: clarifying language regarding PJM member

Revision 07 (09/08/2008):

- Table of Contents – (revised and updated page numbers)
- Section 1 Operating Agreement of PJM Overview – (updated Sector Selection Form – Members Committee)
- Requirements for Application – (name change)
- Section 2 Qualifications for PJM Membership (added Associate Membership)
- Section 2 Qualification for PJM Membership (replaced entire Credit Policy and Credit Requirements section)
- Section 3 PJM Interaction (added Associate Membership)
- Section 4 Members Committee – (updated Committee Sectors)
- Section 4 Members Committee – (updated Quorum and Voting)
- Section 4 Members Committee – (updated Sector Challenge)

Revision 06 (10/1/2007):

- This revision is a rewrite of the PJM Manual for Administrative Services for the Operating Agreement of PJM reflecting current practices and procedures for doing business with PJM.
- Changed references from “*PJM Interconnection, L.L.C.*” to “*PJM.*”
- Renamed Exhibits I.1 to Exhibit 1.
- Reformatted to new PJM formatting standard.
- Renumbered pages to consecutive numbering.

- Incorporated updated Sector Selection Form.
- Changed references from MAAC to Reliability First.
- Updated internal contacts.

Revision 05 (4/26/2000):

- Updated Attachment B: Application for Membership. Replaced “*Payment Surety Bond*”, pages 10 and 11 of *Attachment E*.
- Updated Attachment C: Application for Transmission Services. Replaced “*Payment Surety Bond*”, pages 10 and 11 of *Attachment E*.

Revision 04 (3/24/2000):

- Updated Attachment B: Application for Membership. Replaced *Attachment E*.
- Updated Attachment C: Application for Transmission Services. Replaced *Attachment E*.

Revision 03 (2/04/2000):

- Updated Attachment B: Application for Membership. Revised ‘Letter of Credit’ in Attachment E, page 9 of 10.
- Updated Attachment C: Application for Transmission Services. Revised ‘Letter of Credit’ in Attachment E, page 9 of 10.

Revision 02 (12/13/1999):

- Updated Attachment B: Application for Membership. Revised ‘Guaranty’ in Attachment E, page 6 of 10 and page 7 of 10.
- Updated Attachment C: Application for Transmission Services. Revised ‘Guaranty’ in Attachment E, page 6 of 10 and page 7 of 10.

Revision 01 (10/01/1999):

- Updated Attachment B: Application for Membership.
- Updated Attachment C: Application for Transmission Services.

Revision 00 (05/02/1997):

- Changed references to PJM Interconnection Association to PJM.
- Changed references to PJM to PJM where appropriate.
- Changed references to PJM to PJM RTO where appropriate.
- Changed references to PJM IA to PJM.
- Changed references to IA to PJM.
- Changed references to Mid-Atlantic Market to PJM Interchange Energy Market.

- Changed references to Mid-Atlantic Market Operations Agreement to Operating Agreement of PJM.
- Changed references to pool to control area.
- Changed references to parties to PJM Members.

Revision 00 (03/10/1997):

- This revision is a draft of the PJM Manual for Administrative Services for the Operating Agreement of PJM.