Communities Roadmap

As of February 19, 2021

- Declaration of Authority release date moved to March
- Annual Recertification form updates demonstration set for February Tech Change Forum.

Product - Action Required	Deadline	Who May Be Affected
Declaration of Authority form moving from Member Community to Membership Management Community	**March TBD**	All Member Community Users and Membership Management Community Users

3

2021 Communities Roadmap

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Member Community			Refresh Demo: Mar. 15									
Tech Change Community												
Planning Community												
Membership Management Community	Market Participant Form in Maint. Production: Jan. 13	Annual Recertification Updates Demo: Feb. 19		DOA Updates Production: TBD								

Legend
- ● Start Date
- ◆ End Date

- 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

- Demonstration: March Tech Change Forum meeting

- Feedback can be sent to TechChangeForum@pjm.com

- Existing Principal Agent Declaration of Authority (DOA) form lives in the Member Community

- DOA will move to the Membership Management Community
  - This will allow Maintenance Managers, Authorized Representatives and Officers of the company to fill out DOAs for all their associated companies.

- Production Go-Live: March

- Annual Recertification for Members kicks off March 1, 2021
- Additional forms included for 2021 recertification process
  - Sector Selection Recertification
  - Officer Certification Recertification
  - Principals Recertification
- Forms included from 2020 recertification process
  - CAM Recertification
  - Contact Management Recertification
  - Affiliate Disclosure Recertification
  - Related Parties Recertification (only for specific member types)
- Demonstration: February Tech Change Forum meeting

Registration Format

- Request access to secure area
- Available on previous registration locations

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 is automatically granted access to all communities by default

Product Details

The [Member Community](#) allows members to find answers to their questions, get the information they need when they need it, and resolve issues quickly and efficiently.

Key Product Features

- Research topics quickly and easily

- Submit questions, issues and requests to PJM

- Track the real-time status of your requests

- Initiate various processes for demand bid, generation transfers, etc.

The Tech Change Community allows users to find information and collaborate with other users and PJM subject matter experts about PJM's tools and initiatives. Discussions are based on topics covered within the monthly Tech Change Forum meetings.

Key Product Features

- Moderated discussion boards

- Research topics quickly and easily

- Submit questions, issues and requests to PJM

The [Planning Community](#) will allow Transmission and Generation Owners to find information and collaborate with other users and PJM subject matter experts about Planning initiatives, proposal windows and process questions. Discussions are based on Planning topics.

Key Product Features

- Moderated discussion boards

- Research topics quickly and easily

- Submit questions, issues and requests to PJM

The [Membership Management Community](#) will allow companies to submit application information for PJM membership and maintain member level contact information.

Key Product Features

- ## My Membership
  - Track the real-time status of your membership application
  - Submit documentation for application

- ## Contact Management
  - Maintain member level contact information for certain roles identified by PJM

- ## Maintenance
  - Track the real-time status of your membership requests
  - Initiate membership related requests such as name change, withdrawal, etc. via the community
  - Complete membership recertification tasks