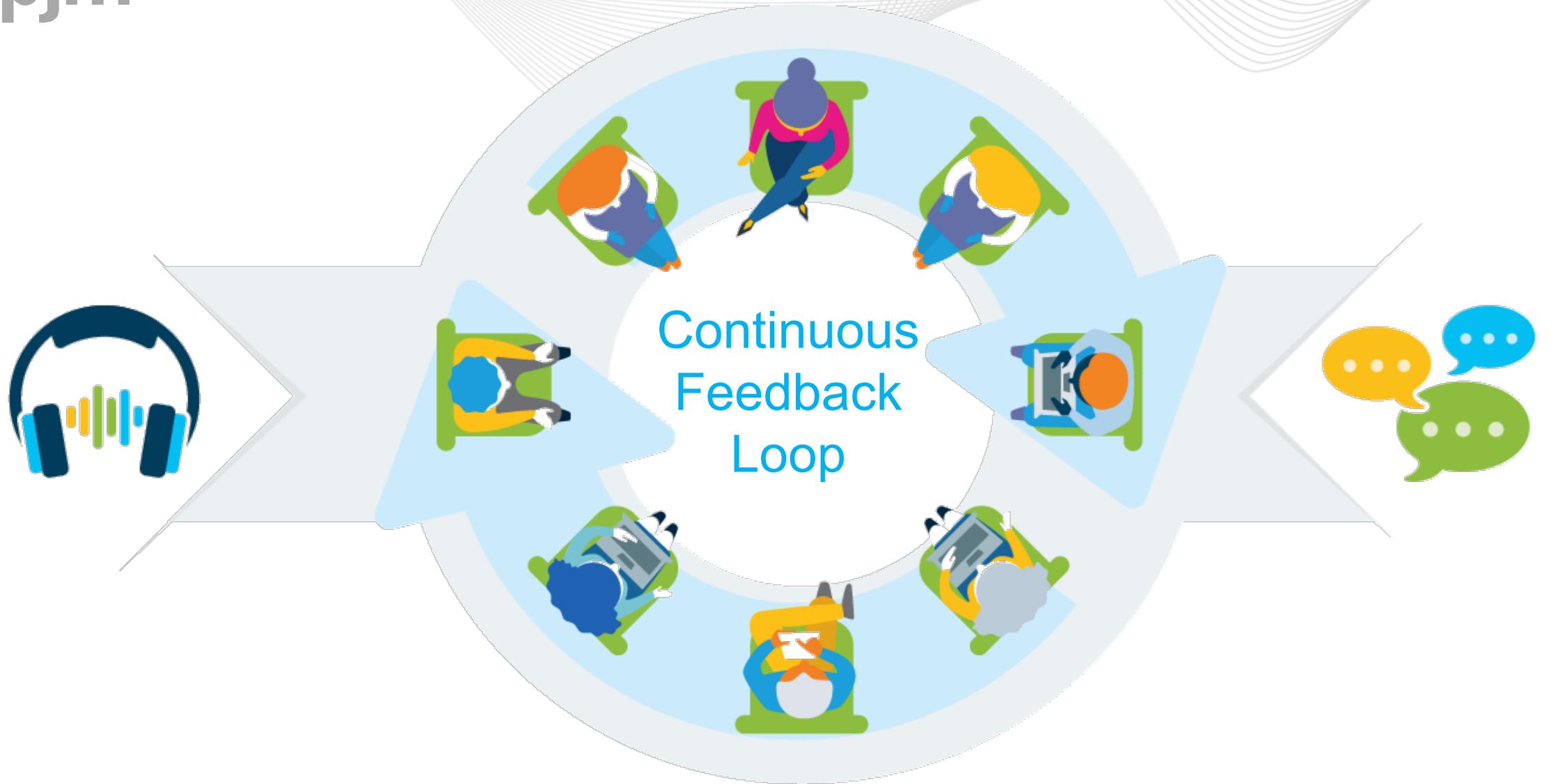




Stakeholder Responsiveness 2019 Survey Update

Jim Gluck and Anita Patel
Members Committee
June 18, 2020



- Targeted communications to stakeholders on upcoming changes
- Enhance pjm.com search capabilities
- Enhanced Readiness – cross organizational efforts

Communicating and Managing Change

- Enhanced Stakeholder process coordination
- Strengthen Stakeholder Presentations
- Enhanced Stakeholder resources on pjm.com

Stakeholder Process

- Focus on tool training and tutorials for Markets Gateway
- Tool Refresh – Market Settlements Reporting System (MSRS)
- Tech Change Forum tool demos and discussion

PJM Tools

- Interconnection queue submittal process - education
- Interconnection Service Agreement process – education
- Solicit stakeholder feedback

PJM Planning Process

Q1

Q2

Q3

Q4

Communication

Action Plan Process

MC and MC Webinar Updates



Inside Lines



Feedback Loop

Stakeholder Outreach



Ongoing Feedback Loop



Bright Ideas



2019 PJM Stakeholder Satisfaction Survey



Communication &
Change Management



Stakeholder
Process



PJM
Tools



PJM Planning
Process

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