

Contact Management Frequently Asked Questions

Version: May 11, 2020 – Removed reference to Contact Manager Attestation form in Q2. This form has been replaced with functionality in the Maintenance feature of the Membership Management Community.

Below is a list of frequently asked questions related to the Contact Management feature in the Membership Management Community. If you have a question that has not been covered below, please consult the Contact Management User Guide or contact the support team at membershipforms@pjm.com.

Q1 Does the system contain all contacts that PJM may have for my company?

A1 No. This system tracks just those contacts that have been identified for the 9 required and 5 optional member level roles.

Q2 How do I change the Contact Managers for my company?

A2 Contact Manager role assignments cannot be updated by users in the Contact Management feature. An officer, authorized representative, or maintenance manager for the member must use the Maintenance feature in the Membership Management Community to designate or revoke a contact manager. Additional information is available on the Membership Management Community tools page, <https://www.pjm.com/markets-and-operations/etools/membership-management-community.aspx>.

Q3 Are both a primary and alternate contact necessary for required roles?

A3 Yes. PJM requires a primary and at least one alternate contact for required roles. Only one primary contact can be designated for a role. However, additional alternates can be designated for your company.

Q4 Why are all the contacts for the prepopulated roles (Credit, Billing, Treasury, Compliance, and Communications/Public Relations) designated as alternates?

A4 The source systems for the prepopulated information did not contain the primary and alternate designation. Rather than making assumptions on the primary contact, all the contacts were designated as alternates. Contact Managers can use the Edit  functionality on the Member Roles tab to change one of the alternate contacts to the primary contact for that role.

Q5 When are automated emails sent from the system?

A5 The new Contact Management feature has automated emails that are sent to all credit contacts for a member when a credit contact is updated or terminated.

Q6 The system does not allow edits to individual emails or the first name for a contact. How can I edit these items?

A6 Please use the [Create a Case](#) option in the Community to submit the changes. A PJM administrator will work with you to make the necessary updates.