Member Maintenance User Guide

October 2021

CONTENTS

OVERVIEW

The Member Maintenance feature in the Membership Management Community was designed to make it easier for members to manage requests to update the company information that is required by PJM. The features within the community allow for easy maintenance of:

- Company name changes
- Affiliate disclosures
- Company Account Managers (CAM)
- Withdrawal requests
- Changes to voting
- Management of subaccounts
- Contact Managers
- Principals
- Requests to update market participation
- Declaration of Authority requests

The Member Maintenance feature also provides transparent and centralized processes for improved data quality. It provides enhanced security by establishing officers, authorized representatives and maintenance managers who are responsible for maintaining the information required by PJM.

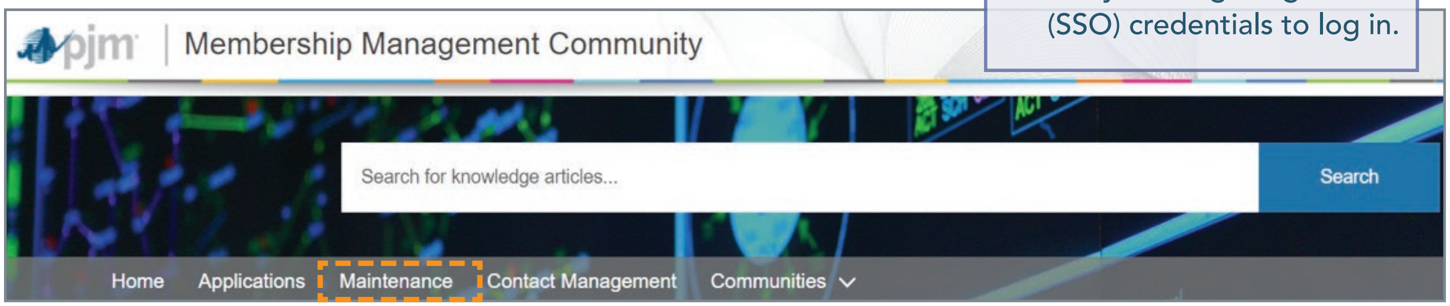
Please refer to Manual 33: Administrative Services for the PJM Interconnection Operating Agreement for a complete description of all the processes contained in the Maintenance feature of the Membership Management Community.

LOGGING IN TO THE MEMBERSHIP MANAGEMENT COMMUNITY

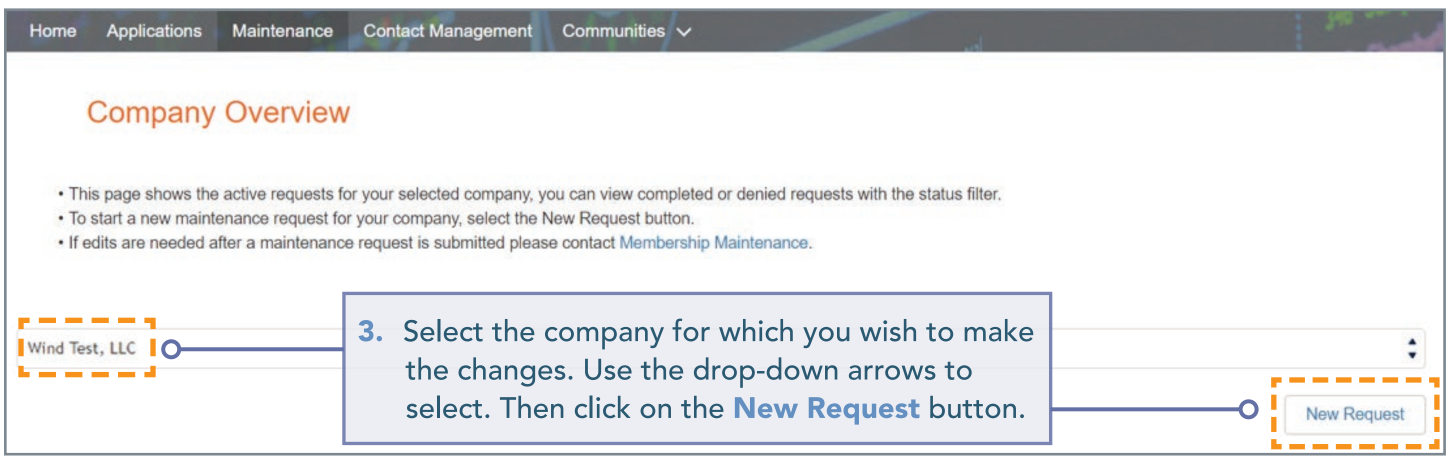
Officers, authorized representatives and maintenance managers can sign in by navigating to the Membership Management Community page on pjm.com and clicking **Sign In**.

PJM.com Home page > Markets & Operations > PJM Tools > Membership Management Community

1. Use your Single Sign On (SSO) credentials to log in.



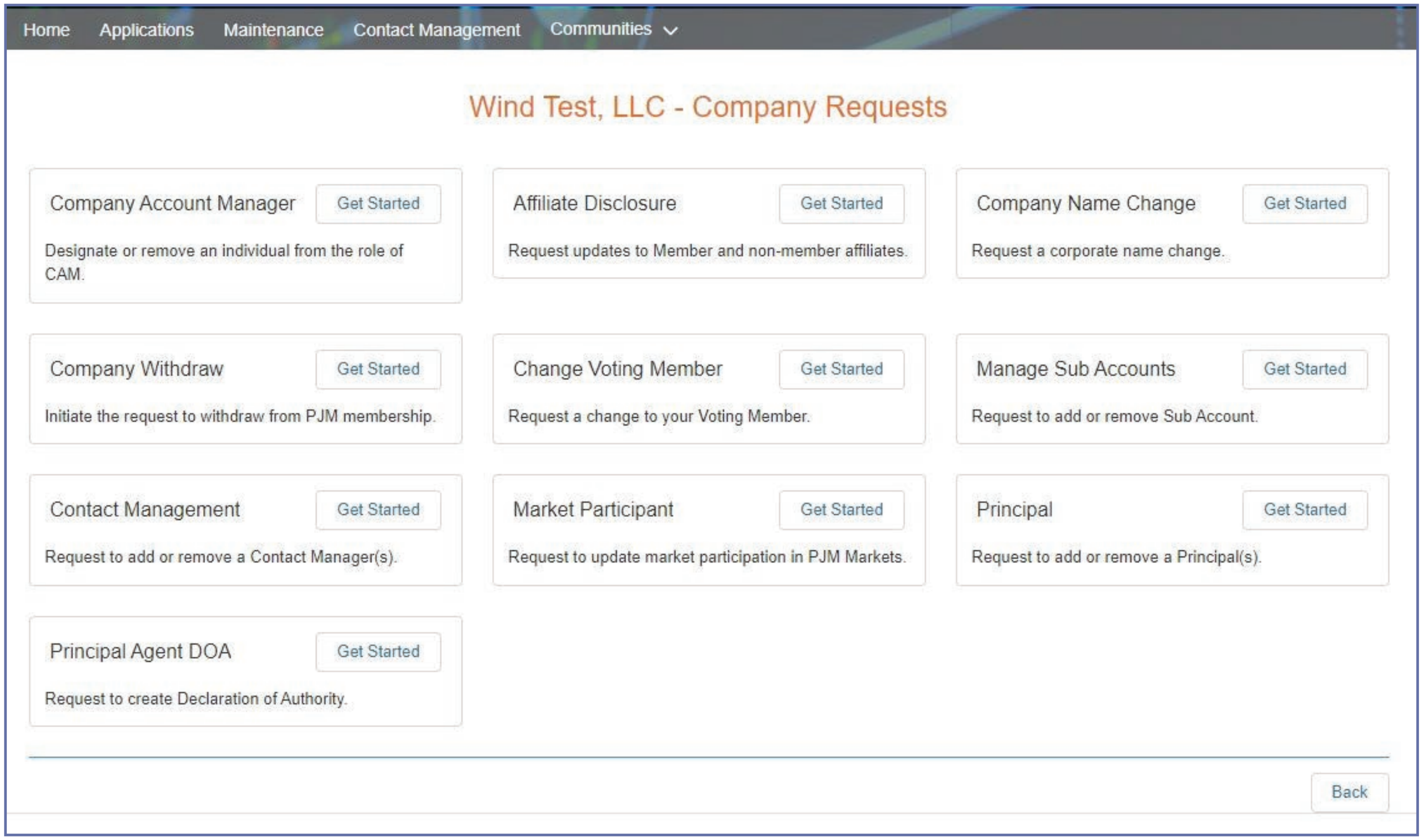
2. Select **Maintenance** in the top navigation.



3. Select the company for which you wish to make the changes. Use the drop-down arrows to select. Then click on the **New Request** button.

MEMBER MAINTENANCE DASHBOARD

The Member Maintenance dashboard allows officers, authorized representatives and maintenance managers to manage information for the companies they represent. This screen is the starting point for all change requests when you are logged in and have selected the company for which you would like to make changes.

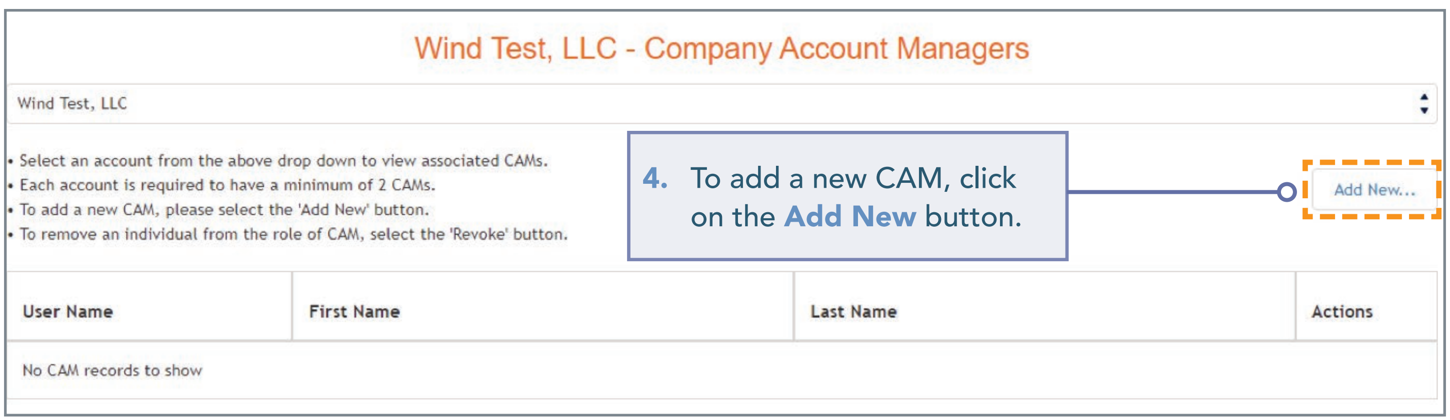


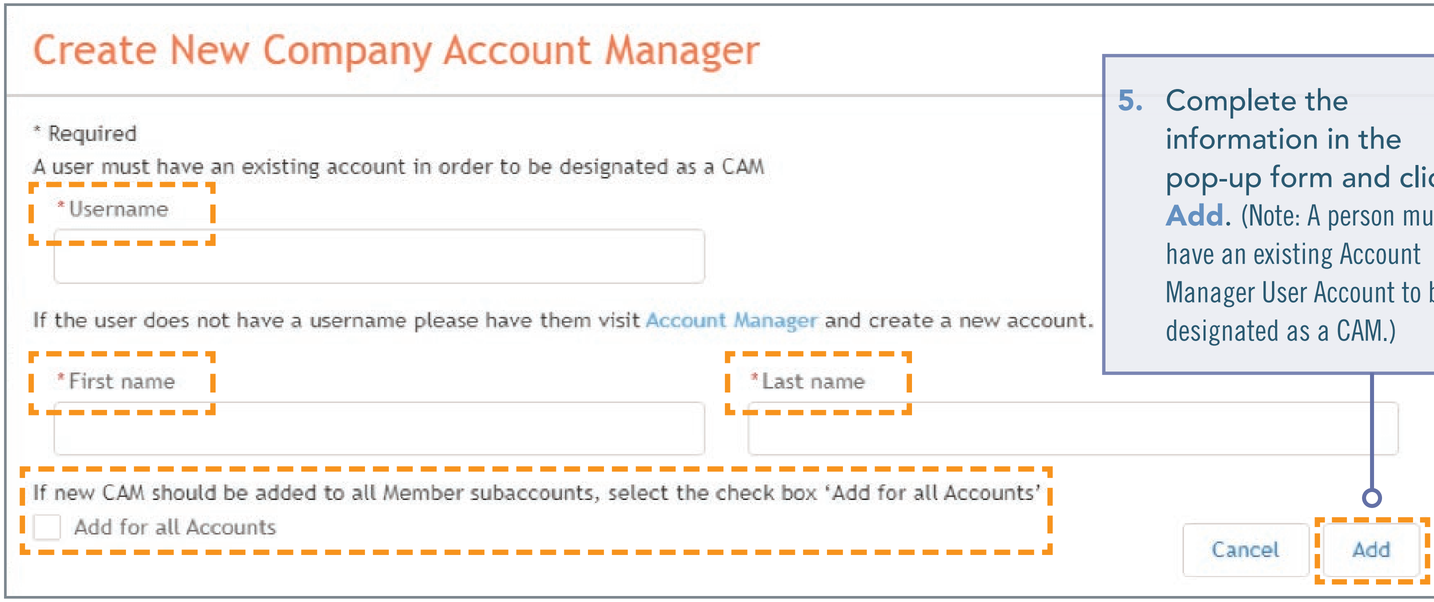
ADDING OR REMOVING COMPANY ACCOUNT MANAGER(S) (CAM)

To ensure security of confidential Member 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 (CAMs). The designated CAMs manage user accounts for the Member in the Account Manager tool.

Designating a CAM

1. Sign in and select **Maintenance**. (See page 4 for details).
2. Select the company for which you wish to make the changes. Use the drop-down arrows to select. Then click on the **New Request** button.





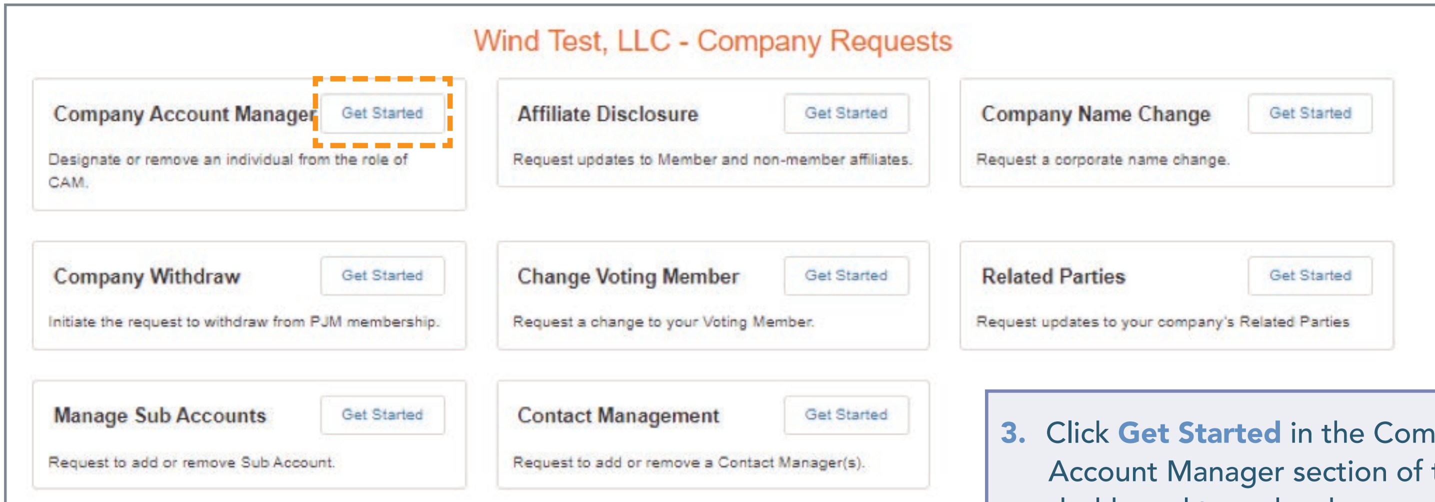
5. Complete the information in the pop-up form and click **Add.** (Note: A person must have an existing Account Manager User Account to be designated as a CAM.)

6. After clicking Add on the previous screen, you will be directed to the page below. Under Pending Requests, you will see the request you submitted to add a new CAM for the account you selected.

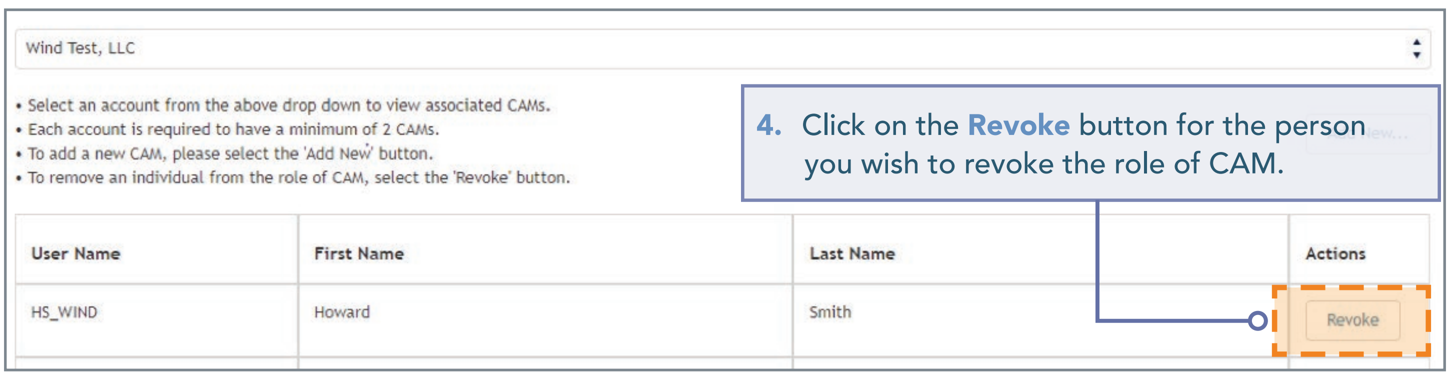
Removing a CAM

1. Sign in and select **Maintenance**. (See page 4 for details).

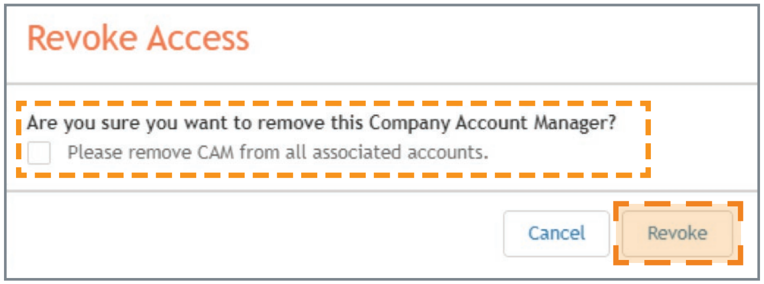
2. Select the company for which you wish to make the changes. Use the drop-down arrows to select. Then click on the **New Request** button.



3. Click **Get Started** in the Company Account Manager section of the dashboard to make changes.

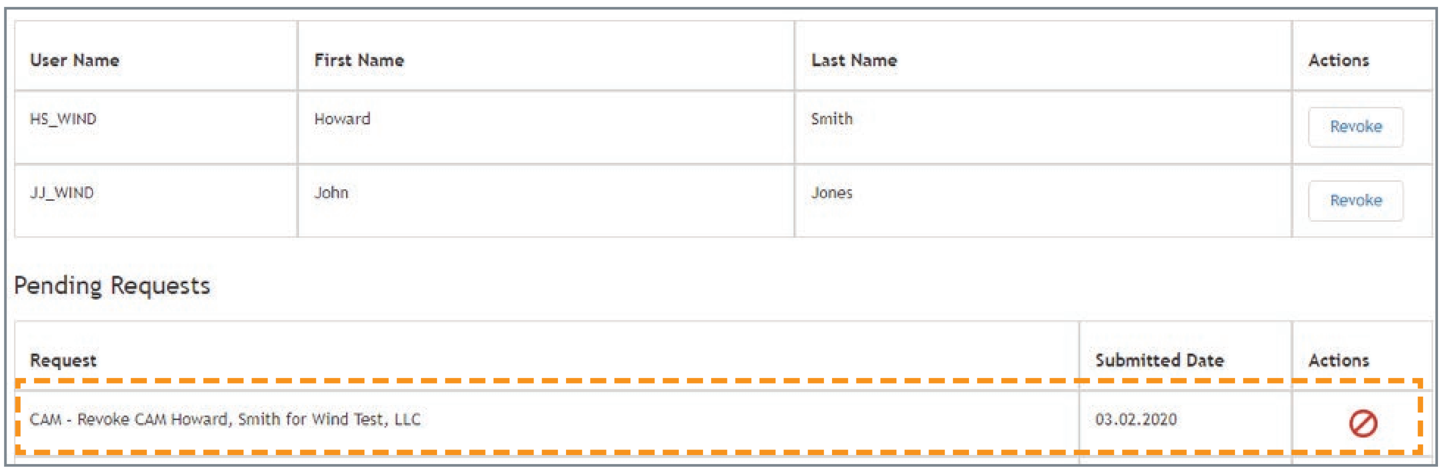


4. Click on the **Revoke** button for the person you wish to revoke the role of CAM.



5. Check the box to remove the CAM from all associated accounts/subaccounts if applicable or leave unchecked to remove them only from the selected account. Click **Revoke** again to confirm.

6. After clicking Revoke on the previous screen, you will be directed to this page. Under Pending Requests, you can review the requested change(s) for the selected account.



User Name	First Name	Last Name	Actions
HS_WIND	Howard	Smith	Revoke
JJ_WIND	John	Jones	Revoke

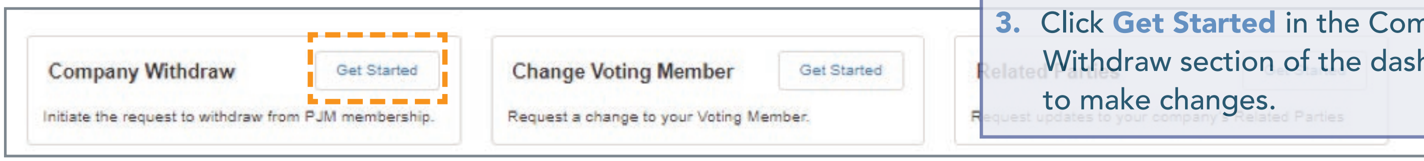
Pending Requests

Request	Submitted Date	Actions
CAM - Revoke CAM Howard, Smith for Wind Test, LLC	03.02.2020	

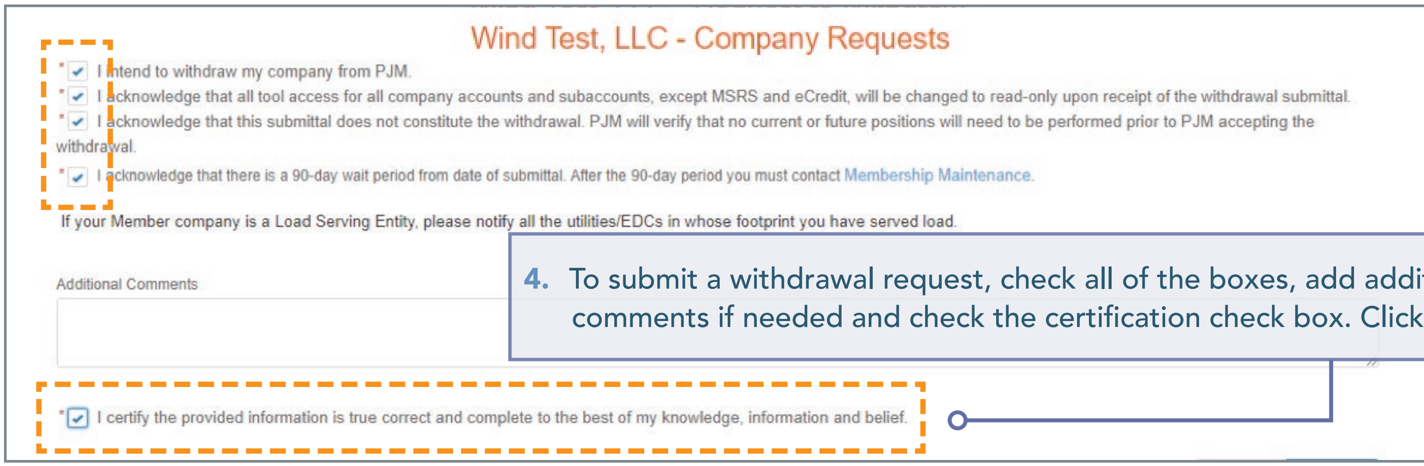
INITIATING A REQUEST TO WITHDRAW FROM PJM MEMBERSHIP

A PJM member needing to withdraw from PJM must initiate the request following the steps below.

1. Sign in and select **Maintenance**. (See page 4 for details).
2. Select the company for which you wish to make the changes. Use the drop-down arrows to select. Then click on the **New Request** button.

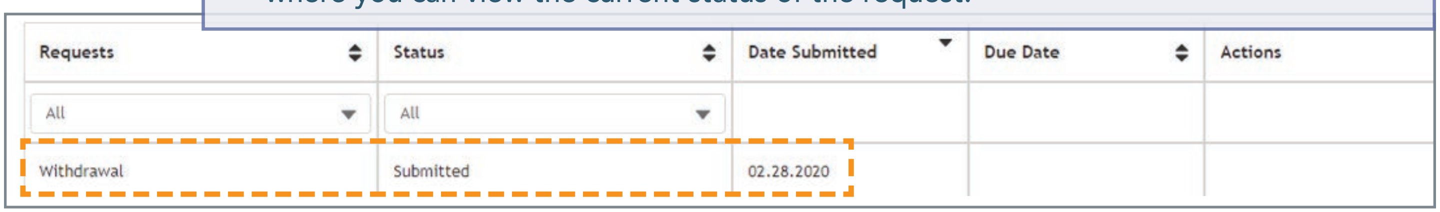


3. Click **Get Started** in the Company Withdraw section of the dashboard to make changes.



4. To submit a withdrawal request, check all of the boxes, add additional comments if needed and check the certification check box. Click **Submit**.

5. Upon submitting your request to withdraw, you will be directed to the page below, where you can view the current status of the request.



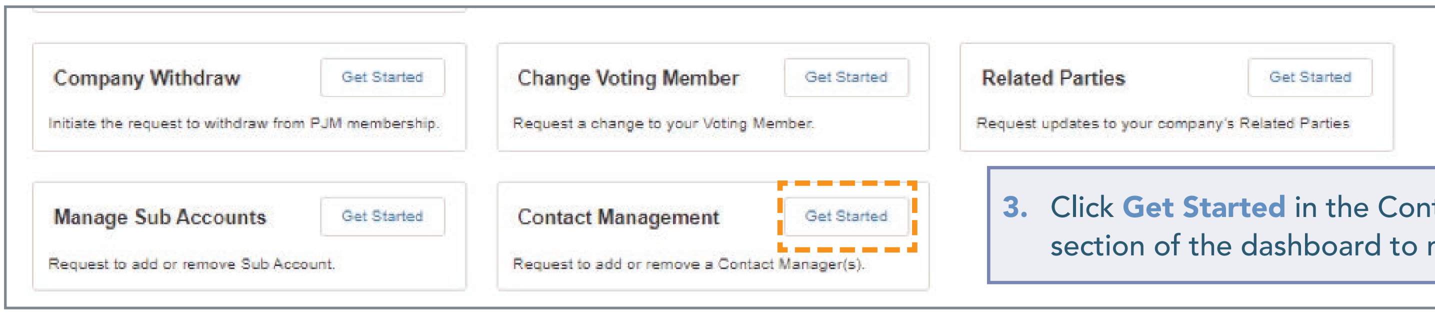
ADDING OR REMOVING CONTACT MANAGER(S)

Members are required to designate a Contact Manager. The Contact Manager is an individual who is authorized to use the Contact Management feature of the Membership Management Community to provide PJM with the appropriate contact information for the roles PJM has identified as critical.

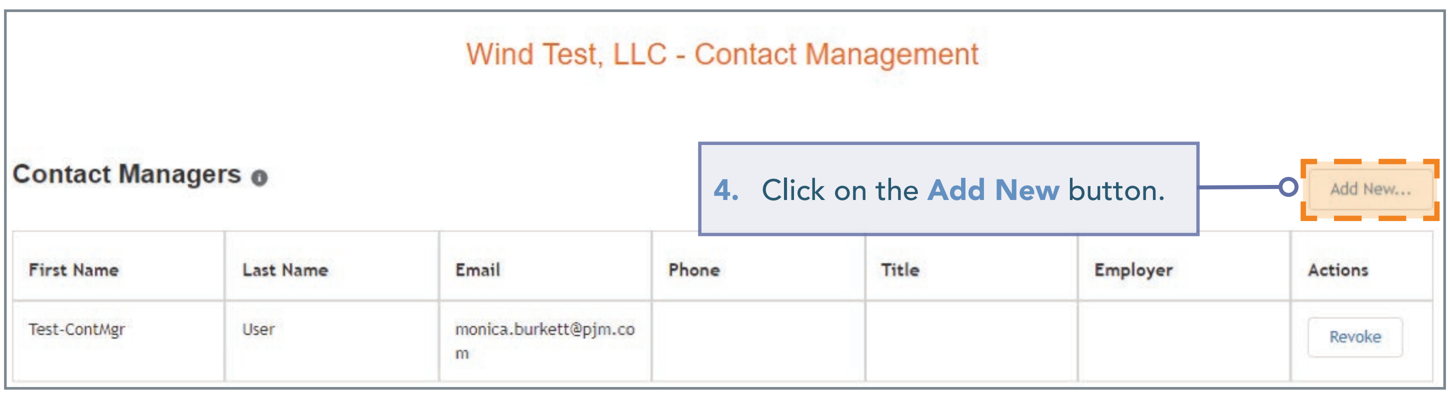
Designating a Contact Manager

1. Sign in and select **Maintenance**. (See page 4 for details).

2. Select the company for which you wish to make the changes. Use the drop-down arrows to select. Then click on the **New Request** button.



3. Click **Get Started** in the Contact Management section of the dashboard to make changes.



4. Click on the **Add New** button.

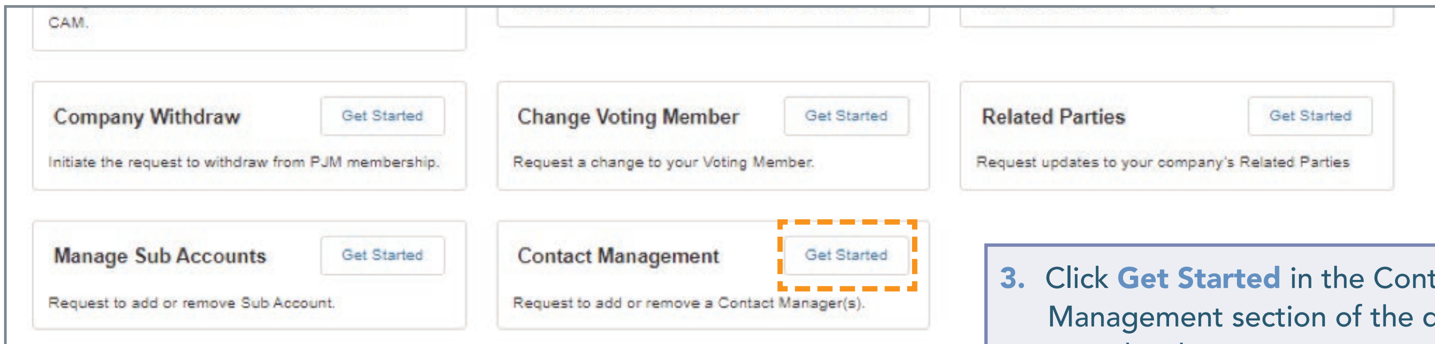
5. Complete the Create New Contact Manager form and click **Add** to submit your request (Note: PJM User Name and Group Email are not required).

6. Upon submitting your request to add a new Contact Manager, you will be directed to the page where you can view Pending Requests, which will include your request to add a new Contact Manager.

ADDING OR REMOVING CONTACT MANAGER(S)

Removing a Contact Manager

1. Sign in and select **Maintenance**. (See page 4 for details).
2. Select the company for which you wish to make the changes. Use the drop-down arrows to select. Then click on the **New Request** button.

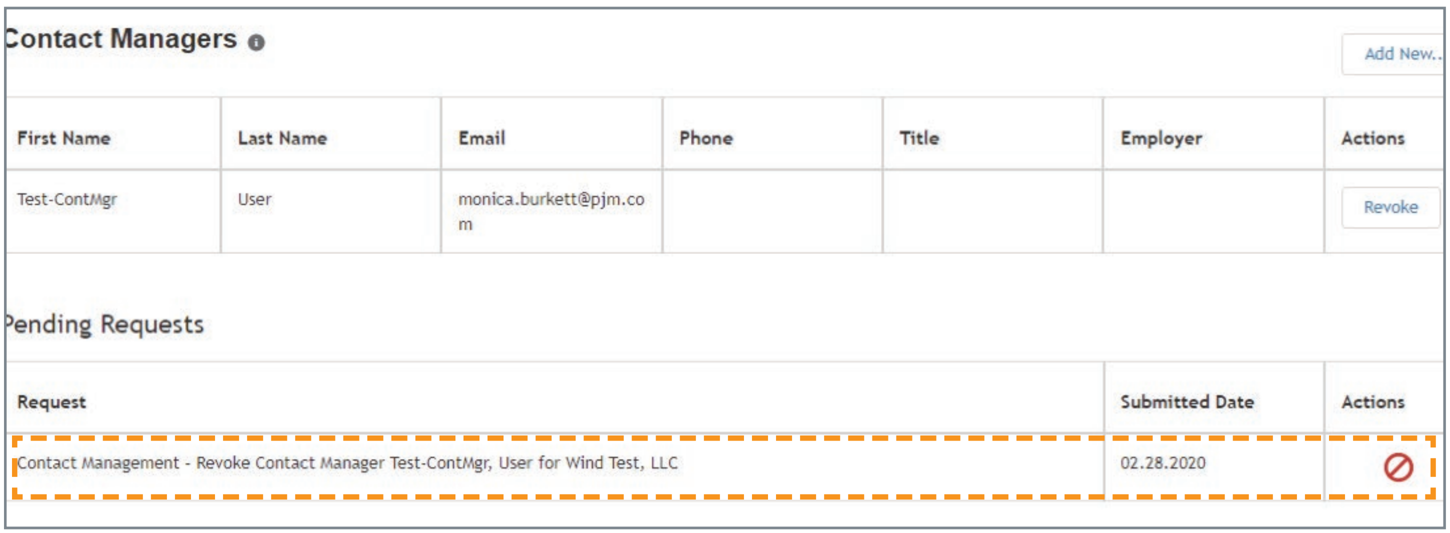


3. Click **Get Started** in the Contact Management section of the dashboard to make changes.

4. Click on **Revoke** next to the name of the person you wish to remove as a Contact Manager.

5. Click **Revoke** again to confirm that you want to remove the selected Contact Manager.

6. Upon submitting the request to revoke a Contact Manager, you will be directed to the page below where you can view Pending Requests, which will include your request to revoke the Contact Manager.


Contact Managers

Add New...

First Name	Last Name	Email	Phone	Title	Employer	Actions
Test-ContMgr	User	monica.burkett@pjm.com				Revoke

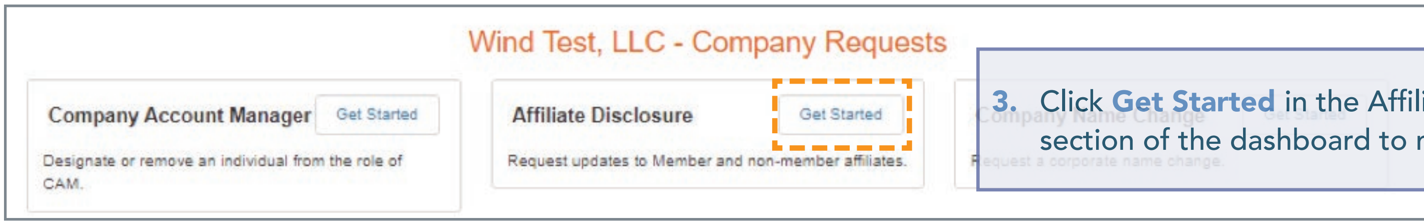
Pending Requests

Request	Submitted Date	Actions
Contact Management - Revoke Contact Manager Test-ContMgr, User for Wind Test, LLC	02.28.2020	

UPDATING YOUR AFFILIATE DISCLOSURE

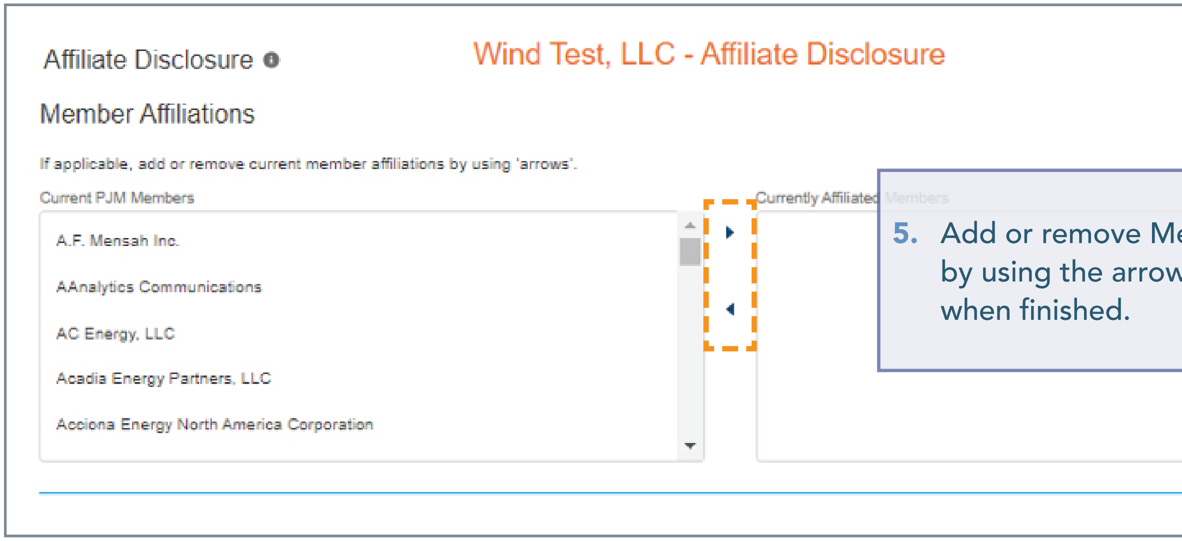
Affiliate Disclosure information is required by PJM to properly administer the PJM Operating Agreement, including, but not limited to, the proper listing of Member status in the PJM Members Committee and the facilitation of PJM employee compliance with the securities divestiture requirements of the PJM Code of Conduct.

1. Sign in and select **Maintenance**. (See page 4 for details).
2. Select the company for which you wish to make the changes. Use the drop-down arrows to select. Then click on the **New Request** button.

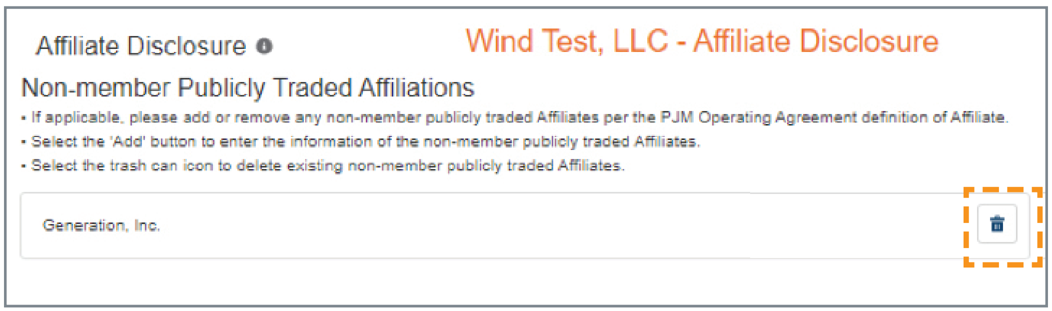


3. Click **Get Started** in the Affiliate Disclosure section of the dashboard to make changes.

4. If you are satisfied with the existing information please check the certification check box. If you need to make changes, click on the **I want to change my affiliates** button.

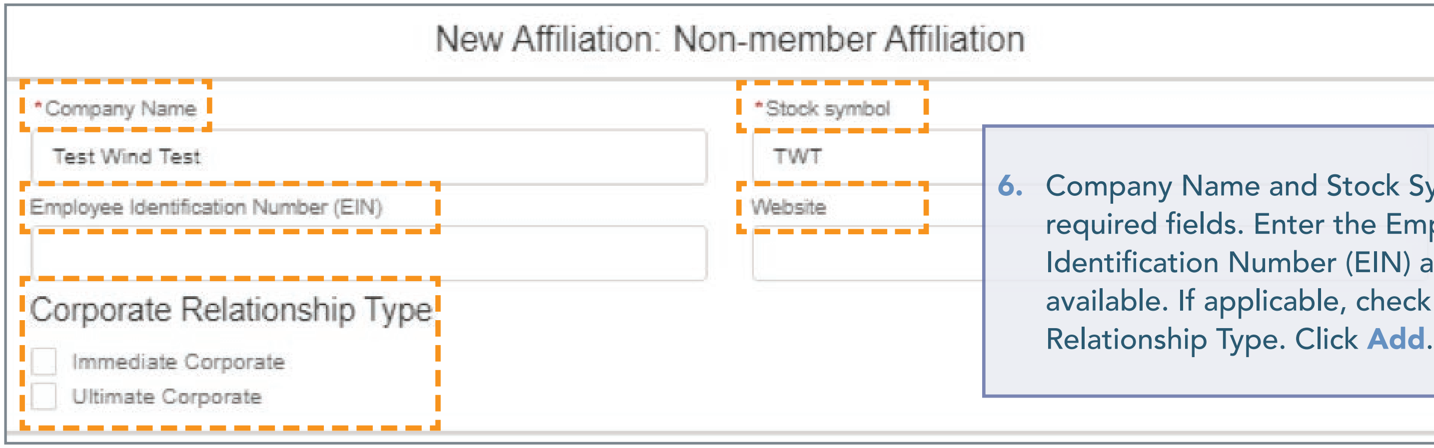


5. Add or remove Member Affiliations by using the arrows. Click **Next** when finished.



If applicable

- Please add or remove any non-member, publicly traded affiliates per the PJM Operating Agreement definition of affiliate.
- Select the **Add** button to enter the information of the non-member, publicly traded affiliates.
- Select the **Trash Can** icon to delete existing non-member, publicly traded affiliates.



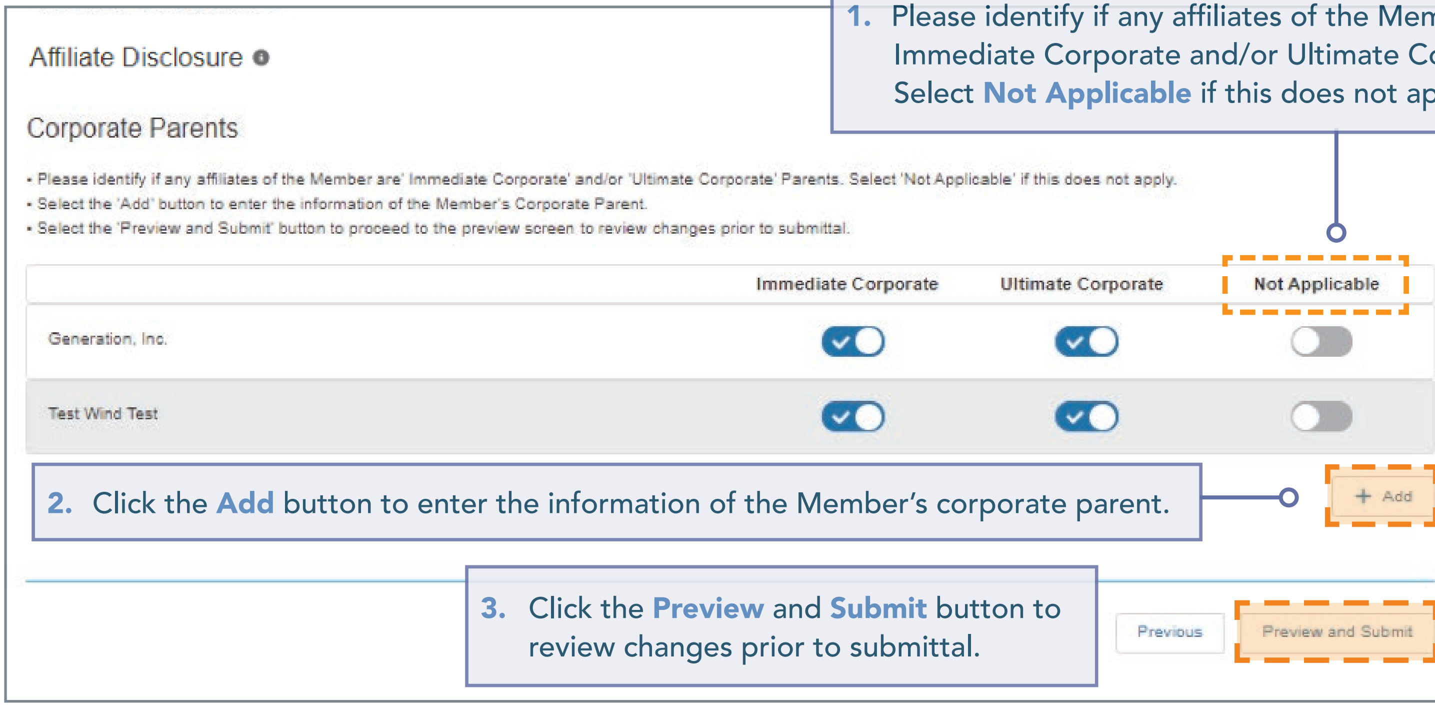
6. Company Name and Stock Symbol are required fields. Enter the Employee Identification Number (EIN) and website if available. If applicable, check the Corporate Relationship Type. Click **Add**.

7. Continue to add non-member, publicly traded affiliates on this page as necessary. Click **Next** when all affiliates have been added.

8. Click **Upload Files** if applicable (.xls and .pdf only), then click **Next**.

UPDATING YOUR AFFILIATE DISCLOSURE

Corporate Parents



1. Please identify if any affiliates of the Member are Immediate Corporate and/or Ultimate Corporate parents. Select **Not Applicable** if this does not apply.

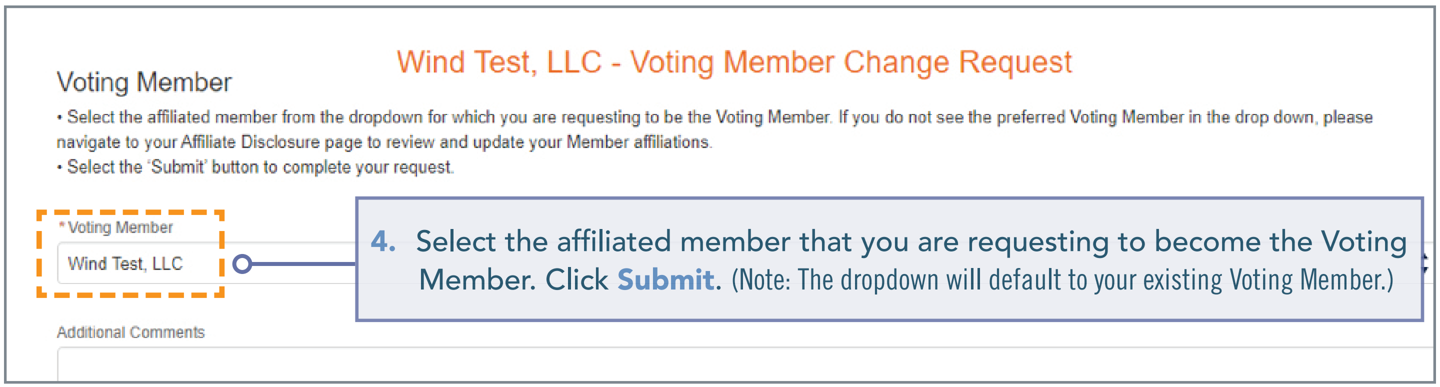
2. Click the **Add** button to enter the information of the Member's corporate parent.

3. Click the **Preview** and **Submit** button to review changes prior to submittal.

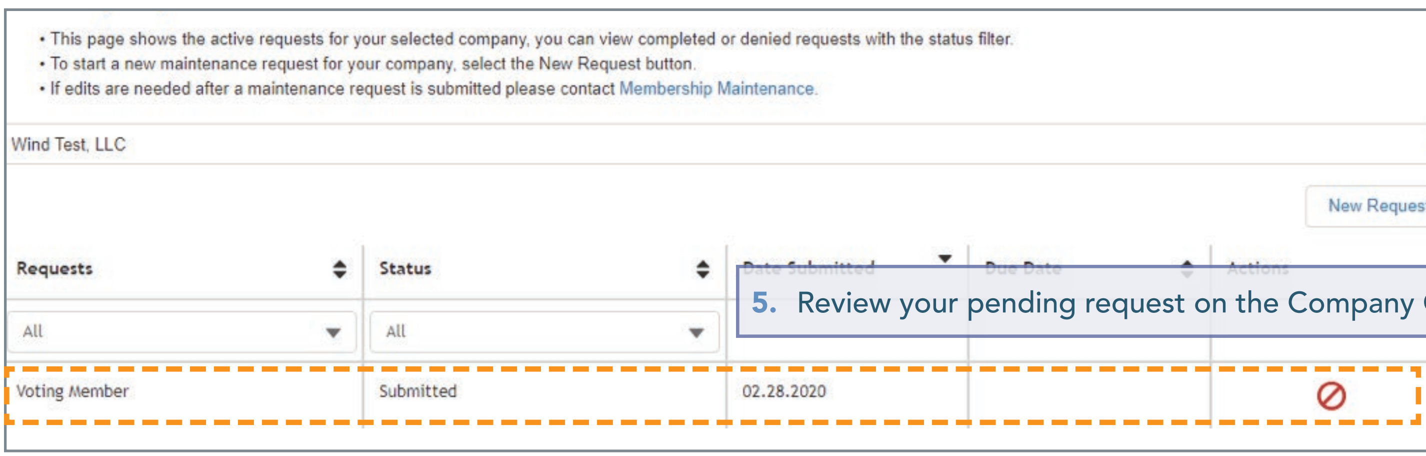
4. Check the certification acknowledgment if you are satisfied with the previewed selections. Click **Submit**. (Note: If you are not satisfied with the previewed selections and need to make changes, click the **I want to change my affiliates button** to make additional changes.)

UPDATING YOUR VOTING MEMBER

1. Sign in and select **Maintenance**. (See page 4 for details).
2. Select the company for which you wish to make the changes. Use the drop-down arrows to select. Then click on the **New Request** button.
3. Click **Get Started** in the Change Voting Member section of the dashboard to make changes.



4. Select the affiliated member that you are requesting to become the Voting Member. Click **Submit**. (Note: The dropdown will default to your existing Voting Member.)

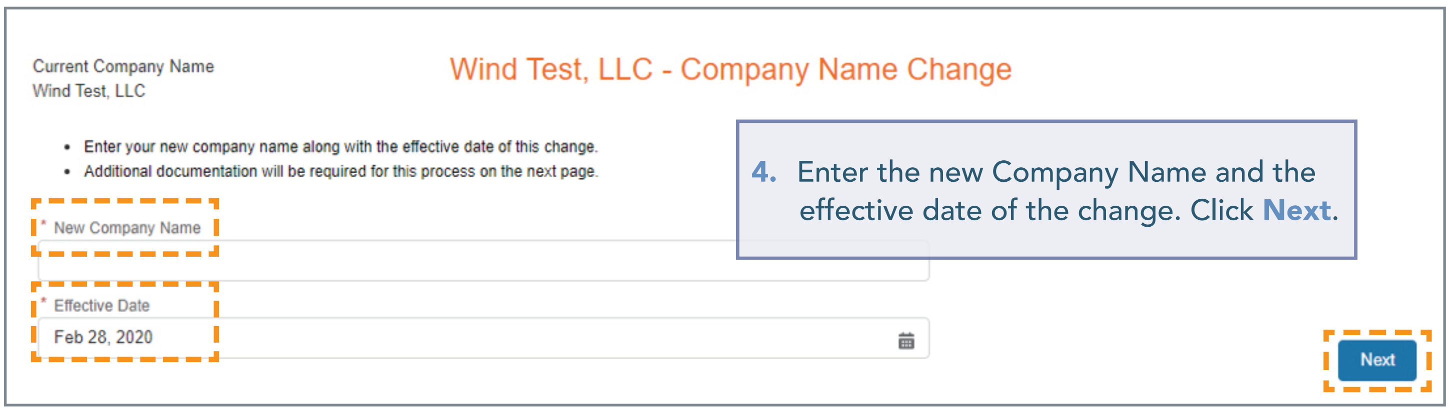


5. Review your pending request on the Company Overview page.

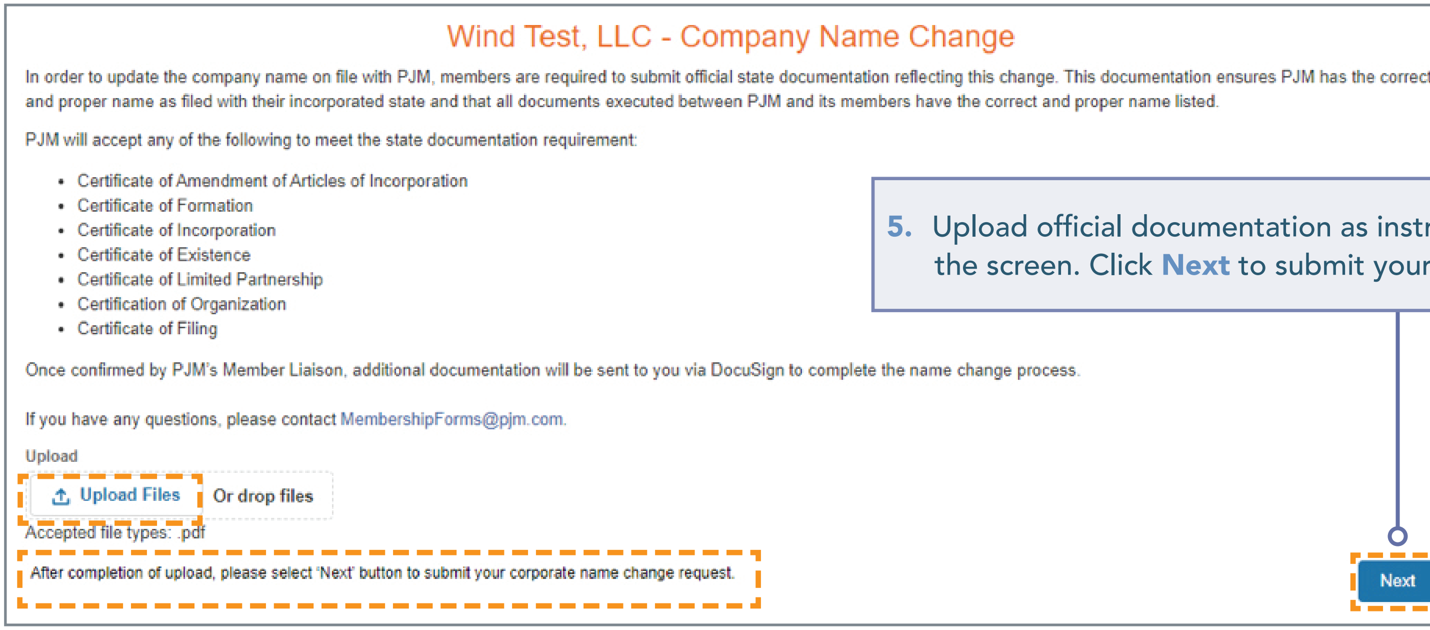
REQUESTING A COMPANY NAME CHANGE

To change a Member name on PJM Interconnection agreements, an officer, authorized representative or maintenance manager must provide the appropriate state documentation to initiate this request.

1. Sign in and select **Maintenance**. (See page 4 for details).
2. Select the company for which you wish to make the changes. Use the drop-down arrows to select. Then click on the **New Request** button.
3. Click **Get Started** in the Company Name Change section of the dashboard to make changes.



4. Enter the new Company Name and the effective date of the change. Click **Next**.



Wind Test, LLC - Company Name Change

In order to update the company name on file with PJM, members are required to submit official state documentation reflecting this change. This documentation ensures PJM has the correct and proper name as filed with their incorporated state and that all documents executed between PJM and its members have the correct and proper name listed.

PJM will accept any of the following to meet the state documentation requirement:

- Certificate of Amendment of Articles of Incorporation
- Certificate of Formation
- Certificate of Incorporation
- Certificate of Existence
- Certificate of Limited Partnership
- Certification of Organization
- Certificate of Filing

Once confirmed by PJM's Member Liaison, additional documentation will be sent to you via DocuSign to complete the name change process.

If you have any questions, please contact MembershipForms@pjm.com.

Upload

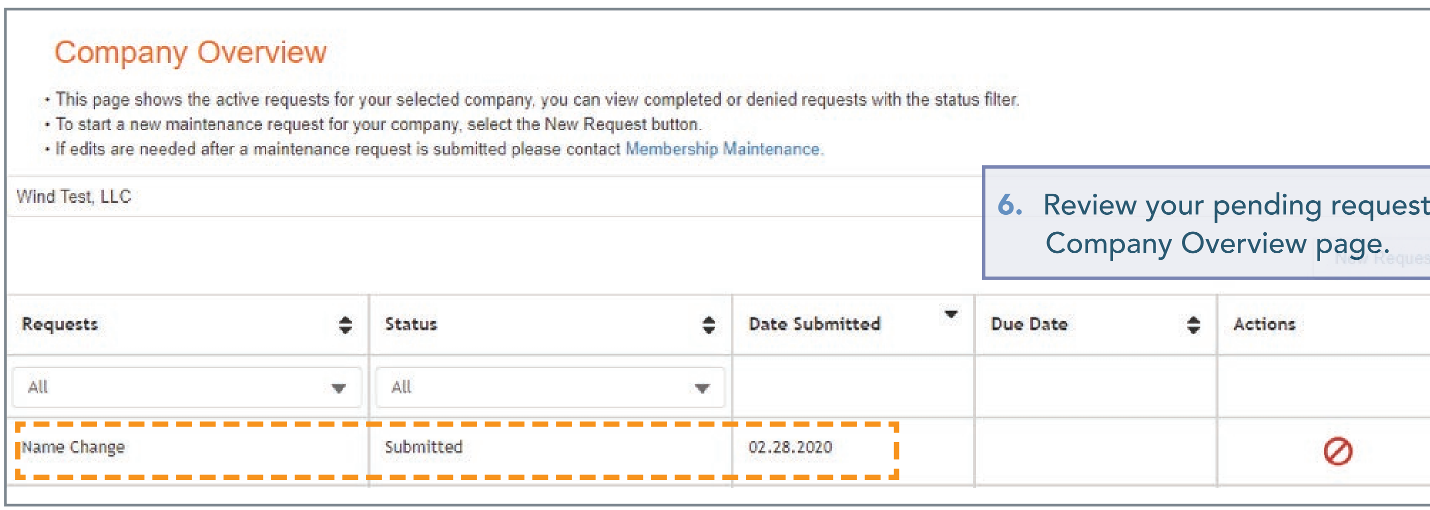
Upload Files Or drop files

Accepted file types: .pdf

After completion of upload, please select 'Next' button to submit your corporate name change request.

Next

5. Upload official documentation as instructed on the screen. Click **Next** to submit your request.



Company Overview

- This page shows the active requests for your selected company, you can view completed or denied requests with the status filter.
- To start a new maintenance request for your company, select the New Request button.
- If edits are needed after a maintenance request is submitted please contact Membership Maintenance.

Wind Test, LLC

Requests	Status	Date Submitted	Due Date	Actions
All	All			
Name Change	Submitted	02.28.2020		

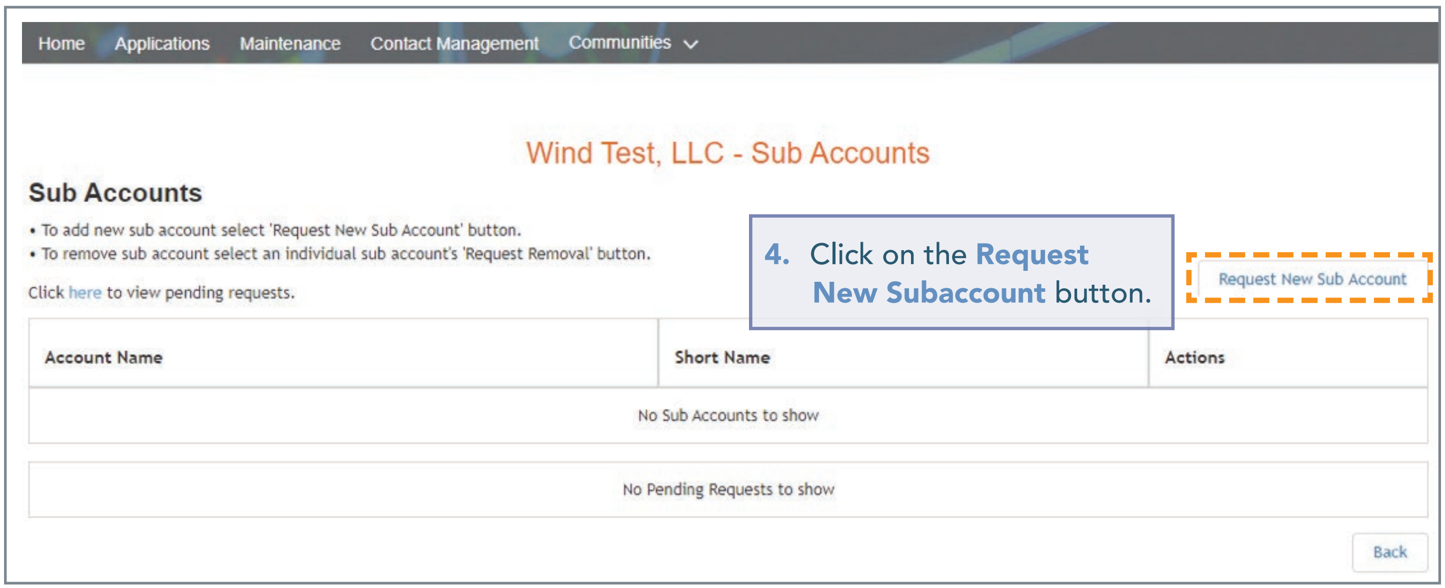
6. Review your pending request on the Company Overview page.

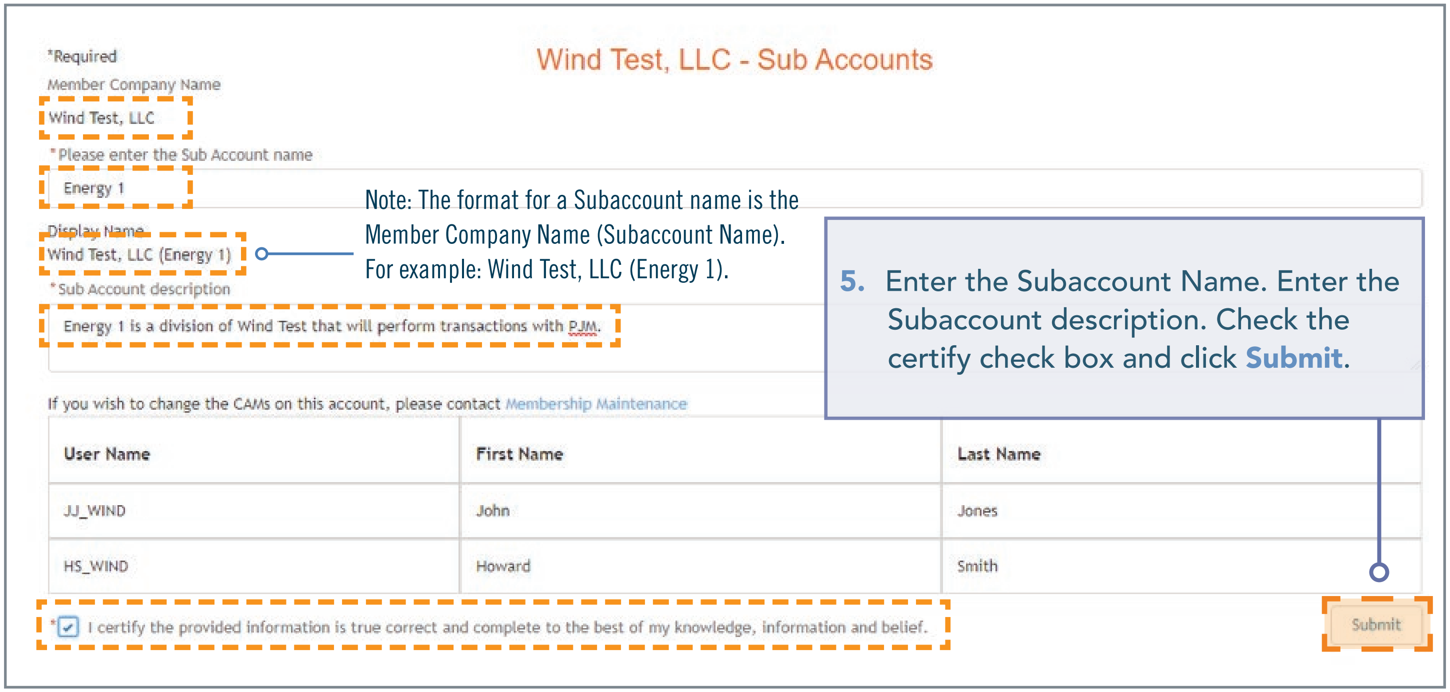
MANAGING SUBACCOUNTS

Members have the ability to establish more than one account, often referred to as subaccounts, needed for their business purposes.

Adding a Subaccount

1. Sign in and select **Maintenance**. (See page 4 for details).
2. Select the company for which you wish to make the changes. Use the drop-down arrows to select. Then click on the **New Request** button.
3. Click **Get Started** in the Manage Subaccounts section of the dashboard to make changes.



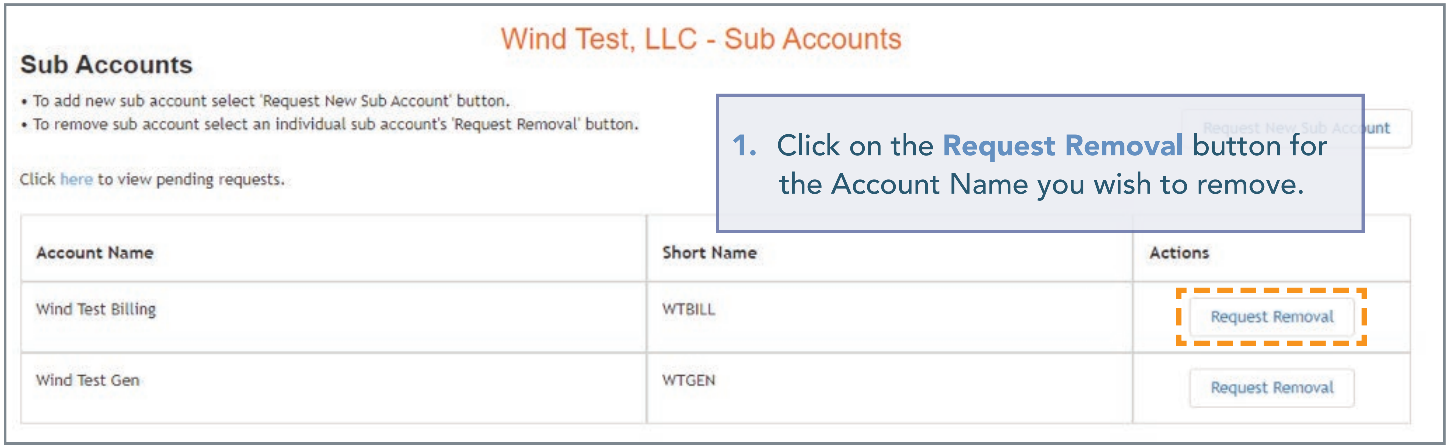


Note: The format for a Subaccount name is the Member Company Name (Subaccount Name). For example: Wind Test, LLC (Energy 1).

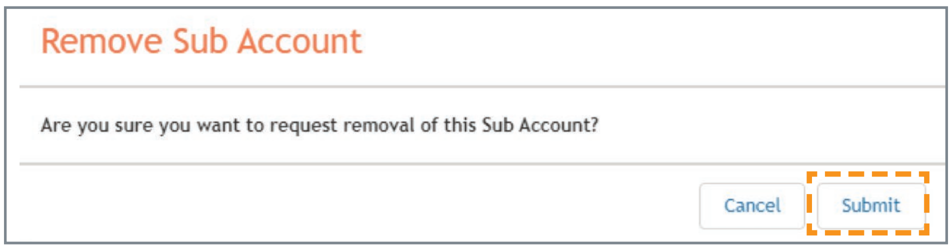
5. Enter the Subaccount Name. Enter the Subaccount description. Check the certify check box and click **Submit**.

6. Upon submitting the request, you will be directed to the page below, where you can review your pending changes.

Removing a Subaccount

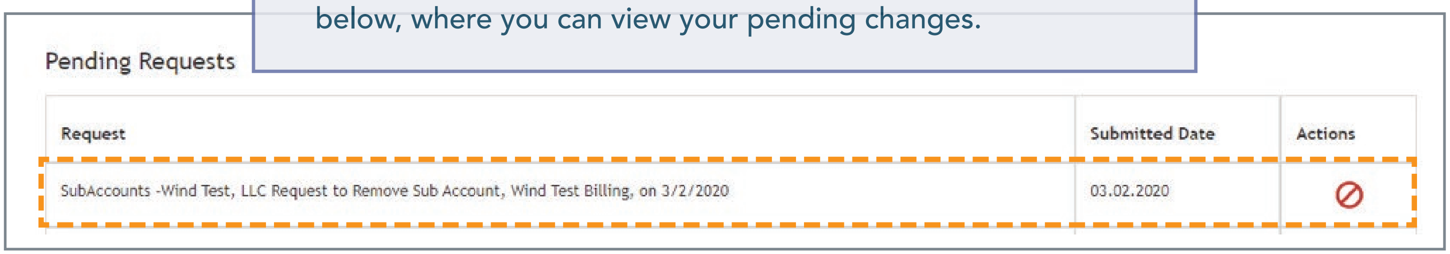


1. Click on the **Request Removal** button for the Account Name you wish to remove.



2. Click **Submit** to confirm.

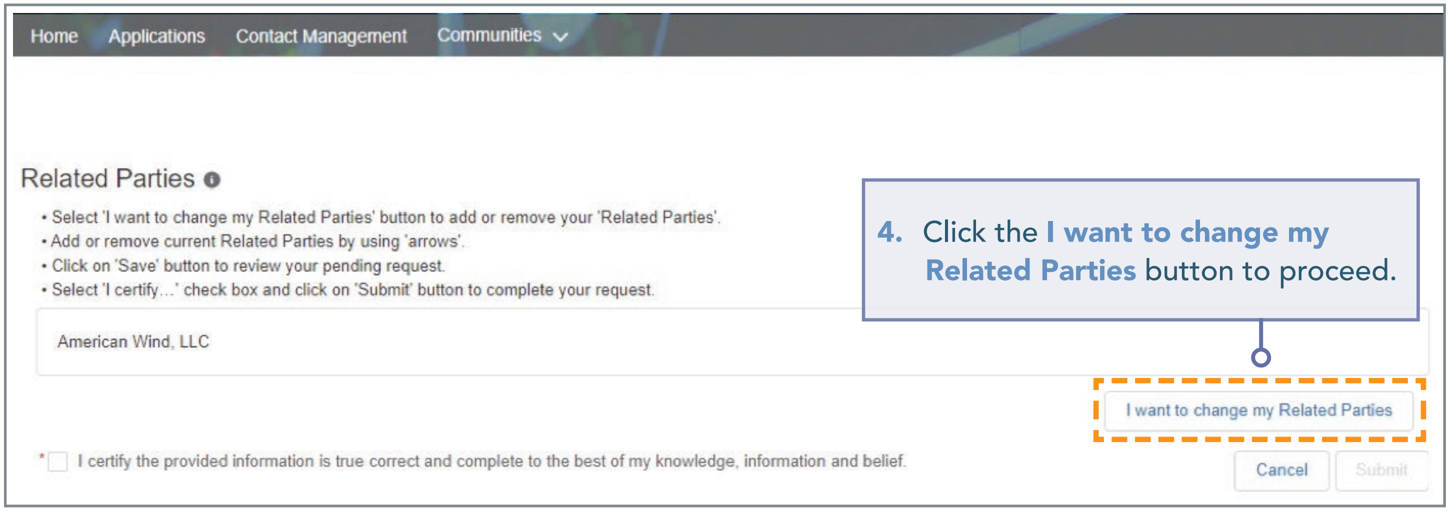
3. Upon submitting the request, you will be directed to the page below, where you can view your pending changes.

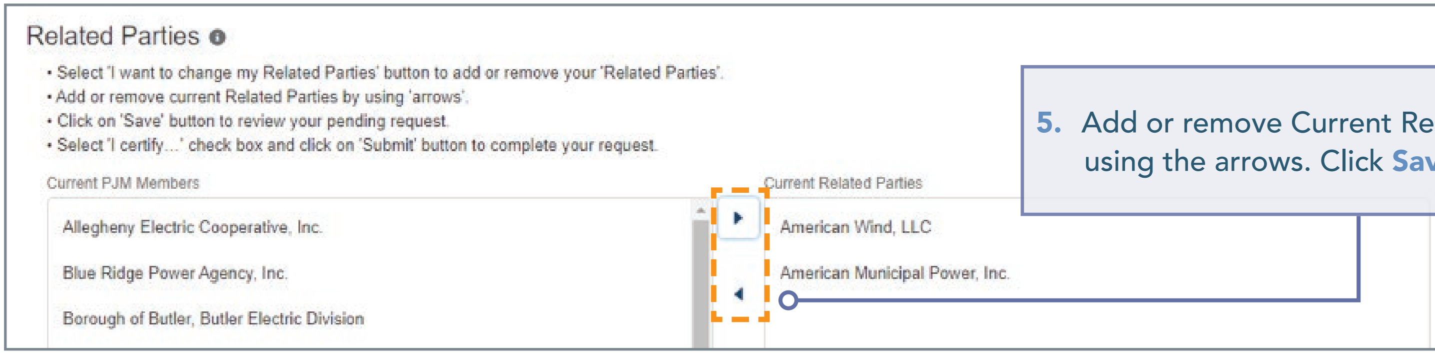


CHANGING RELATED PARTIES FOR YOUR COMPANY (Electric Distribution Sector Only)

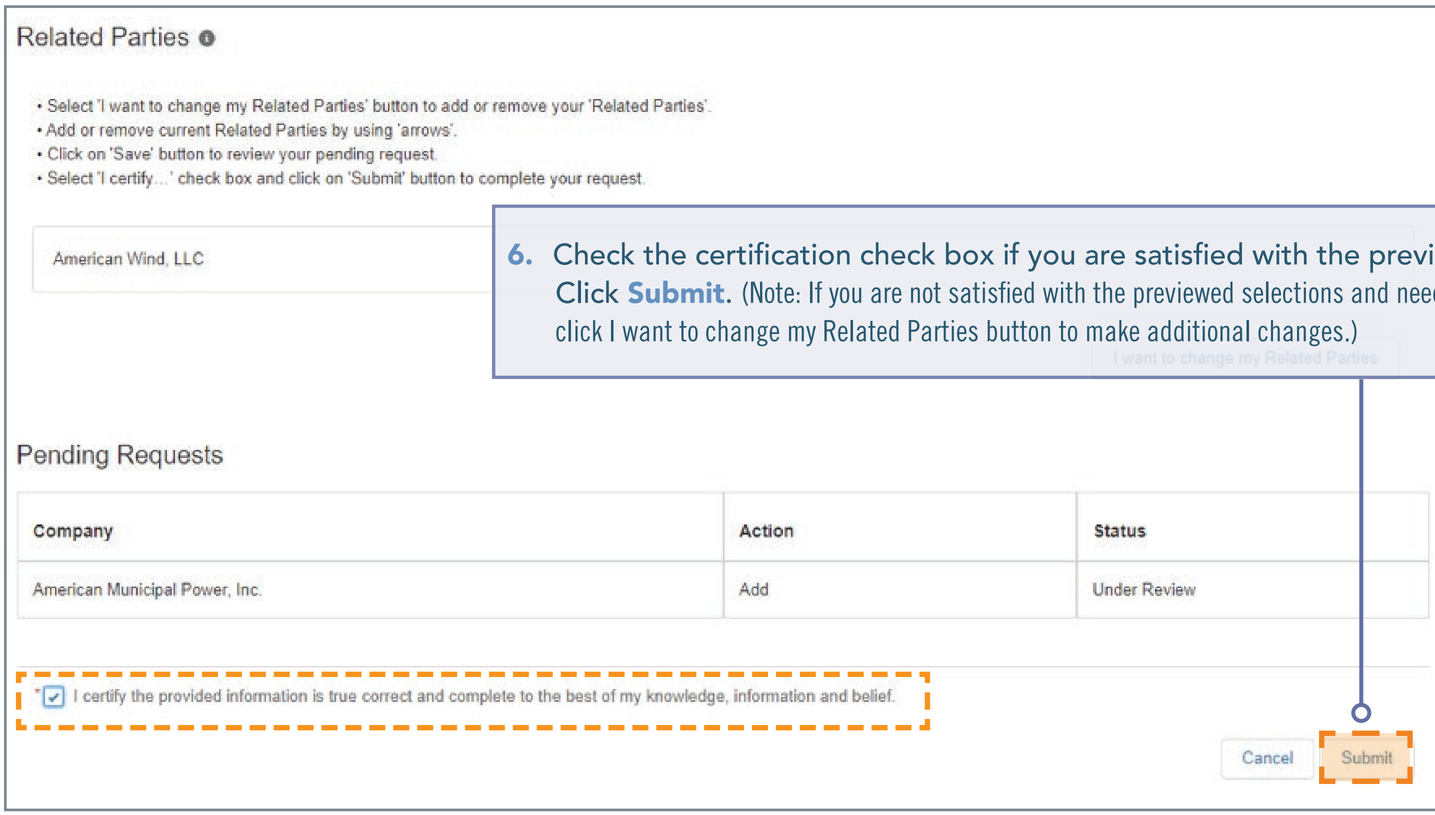
Note: This section only applies to Members in the Electric Distribution Sector and will not appear in the dashboard for members of other sectors.

1. Sign in and select **Maintenance**. (See page 4 for details).
2. Select the company for which you wish to make the changes. Use the drop-down arrows to select. Then click on the **New Request** button.
3. Click **Get Started** in the Related Parties section of the dashboard to make changes.





5. Add or remove Current Related Parties by using the arrows. Click **Save** when finished.



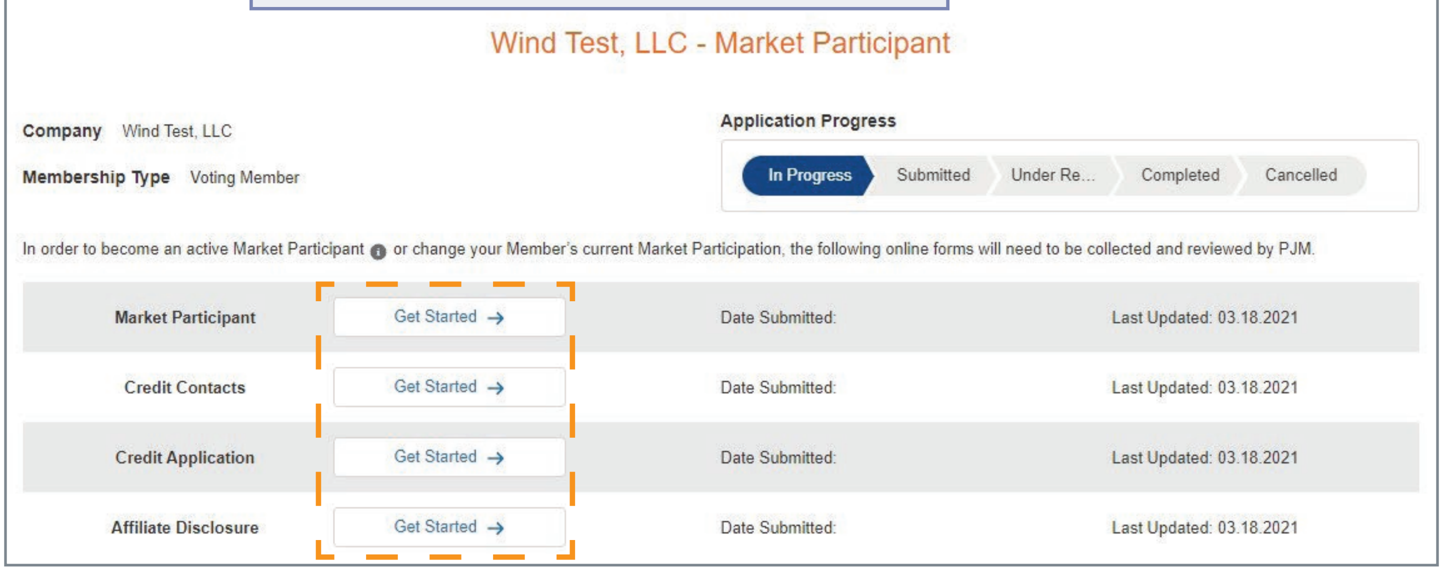
6. Check the certification check box if you are satisfied with the previewed selections. Click **Submit**. (Note: If you are not satisfied with the previewed selections and need to make changes, click I want to change my Related Parties button to make additional changes.)

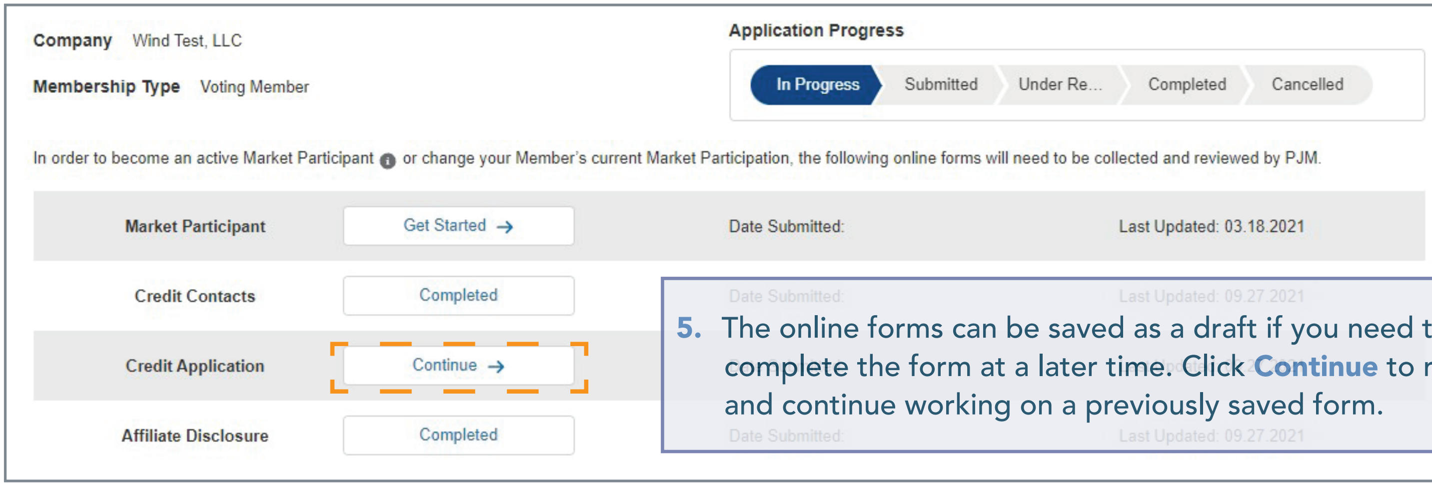
REQUESTING TO UPDATE MARKET PARTICIPATION STATUS IN PJM MARKETS

Members can submit a request to change how they participate in PJM's markets or submit a request to become an active Market Participant.

Submitting a Market Participant Request

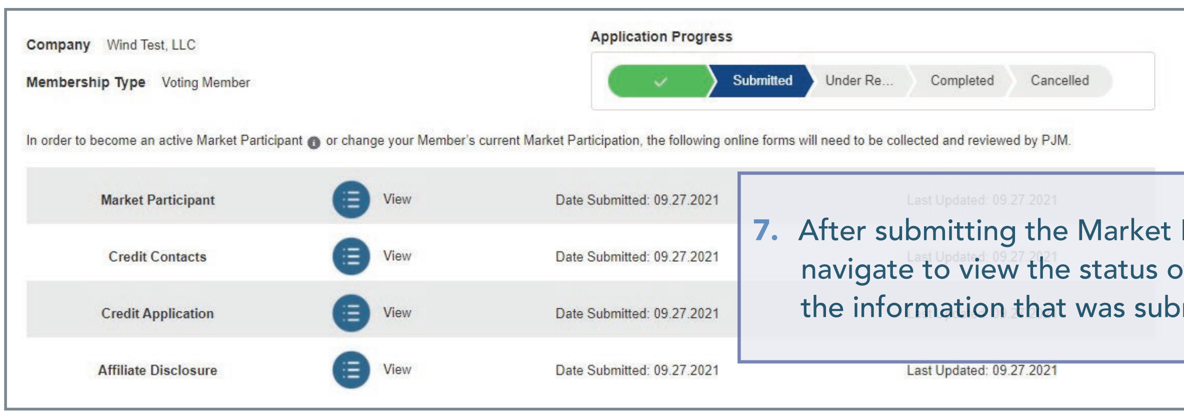
1. Sign in and select **Maintenance**. (See page 4 for details).
2. Select the company for which you wish to submit the request. Use the drop-down arrows to select. Then click on the **New Request** button.
3. Click **Get Started** in the Market Participant section of the dashboard to submit the request.
4. Click **Get Started** for each of the online forms to submit the required information.





5. The online forms can be saved as a draft if you need to complete the form at a later time. Click **Continue** to review and continue working on a previously saved form.

6. Check the certification acknowledgment when you have completed the online forms. Click **Submit**.



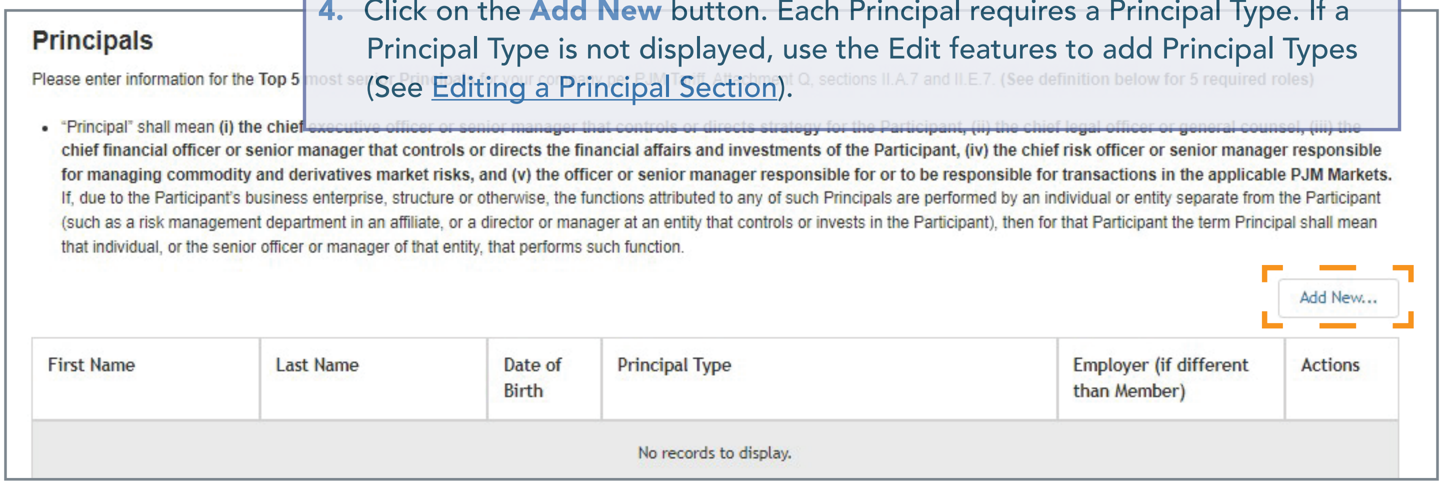
7. After submitting the Market Participant request, you can navigate to view the status of the application as well as the information that was submitted.

ADDING, EDITING OR REMOVING PRINCIPALS (Market Participants Only)

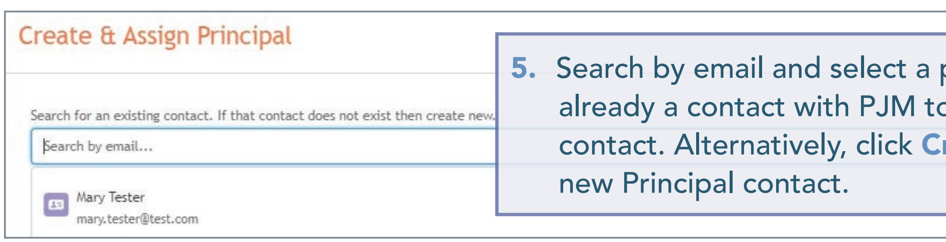
Members can add, edit or remove Principals for their company.

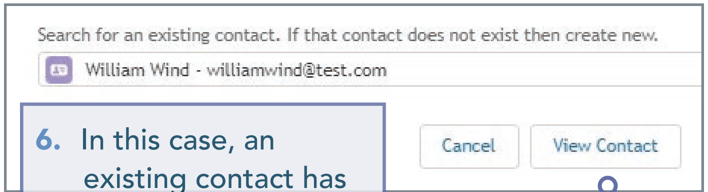
Adding a Principal

1. Sign in and select **Maintenance**. (See page 4 for details).
2. Select the company for which you wish to submit the request. Use the drop-down arrows to select. Then click on the **New Request** button.
3. Click **Get Started** in the Principal section of the dashboard to make changes.
4. Click on the **Add New** button. Each Principal requires a Principal Type. If a Principal Type is not displayed, use the Edit features to add Principal Types (See Editing a Principal Section).



5. Search by email and select a person at your company who is already a contact with PJM to be assigned the role of Principal contact. Alternatively, click **Create Contact** to add a completely new Principal contact.

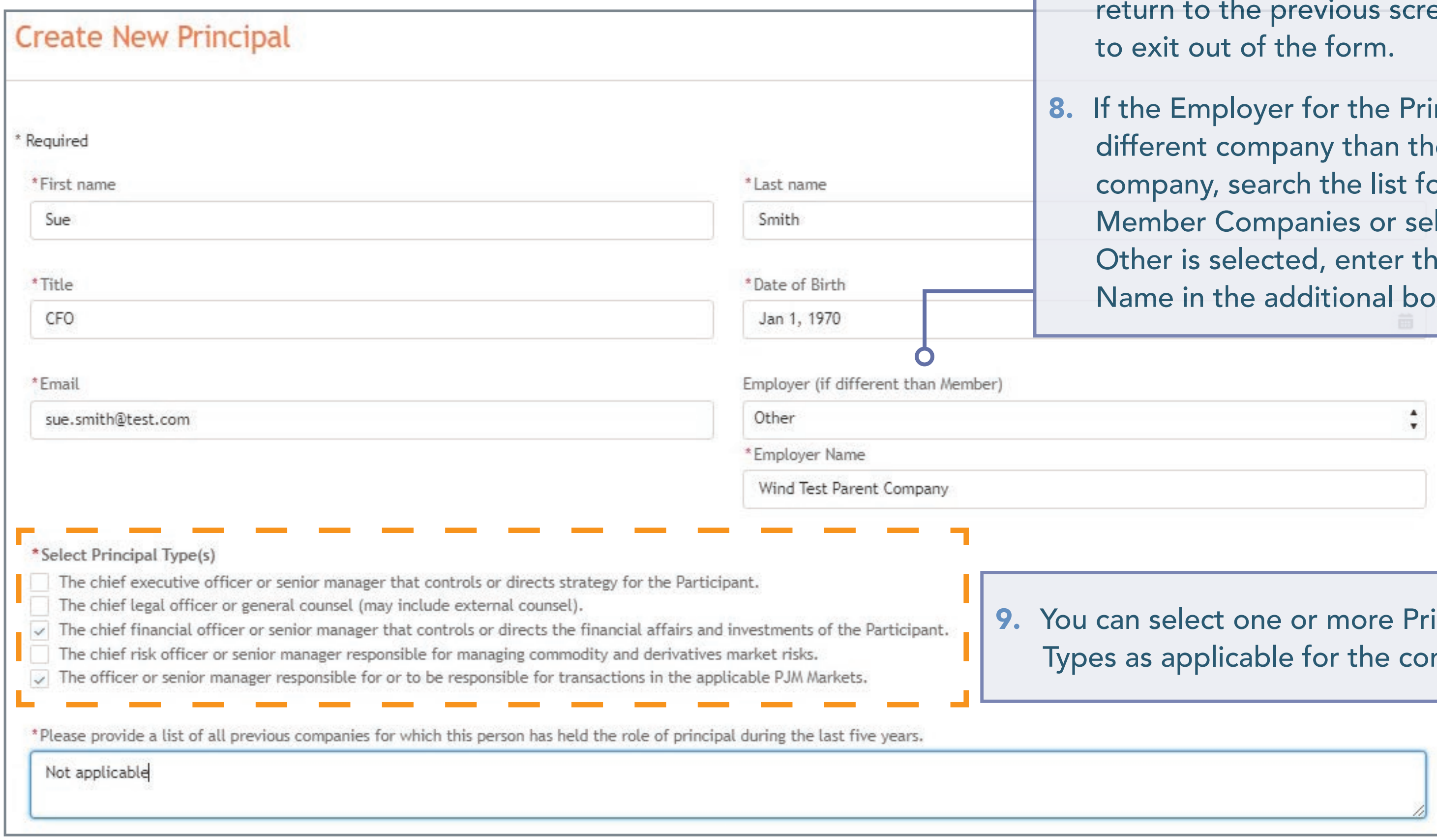




6. In this case, an existing contact has been selected. Click on **View Contact**.

7. Complete the information in the pop-up form. Click **Add**. If you do not have all of the required information, click **Back** to return to the previous screen or **Cancel** to exit out of the form.

8. If the Employer for the Principal is a different company than the member company, search the list for other existing Member Companies or select **Other**. If Other is selected, enter the Employer Name in the additional box.



9. You can select one or more Principal Types as applicable for the contact.

10. After clicking Add on the previous screen, you will be directed to the Pending New/Update Requests page. New Principal assignments will appear in this section until the form is certified and submitted (see Step 12).

Pending New/Update Requests

First Name	Last Name	Date of Birth	Principal Type	Employer (if different than Member)	Actions
William	Wind	01.04.1977	• The chief executive officer or senior manager that controls or directs strategy for the Participant.		
Sue	Smith	01.01.1970	• The chief financial officer or senior manager that	Wind Test Parent Company	

Principal Type Status

If a Principal has been provided for the required role, a ✓ will display. Otherwise, a ✗ will display.

✓	The chief executive officer or senior manager that controls or directs strategy for the Participant.
✗	The chief legal officer or general counsel (may include external counsel).
✓	The chief financial officer or senior manager that controls or directs the financial affairs and investments of the Participant.

11. The Principal Type Status shows the Principal Types that have been provided or are pending.

Principal Type Status

If a Principal has been provided for the required role, a ✓ will display. Otherwise, a ✗ will display.

✓	The chief executive officer or senior manager that controls or directs strategy for the Participant.
✓	The chief legal officer or general counsel (may include external counsel).
✓	The chief financial officer or senior manager that controls or directs the financial affairs and investments of the Participant.
✓	The chief risk officer or senior manager responsible for managing commodity and derivatives market risks.
✓	The officer or senior manager responsible for or to be responsible for transactions in the applicable PJM Markets.

Certify

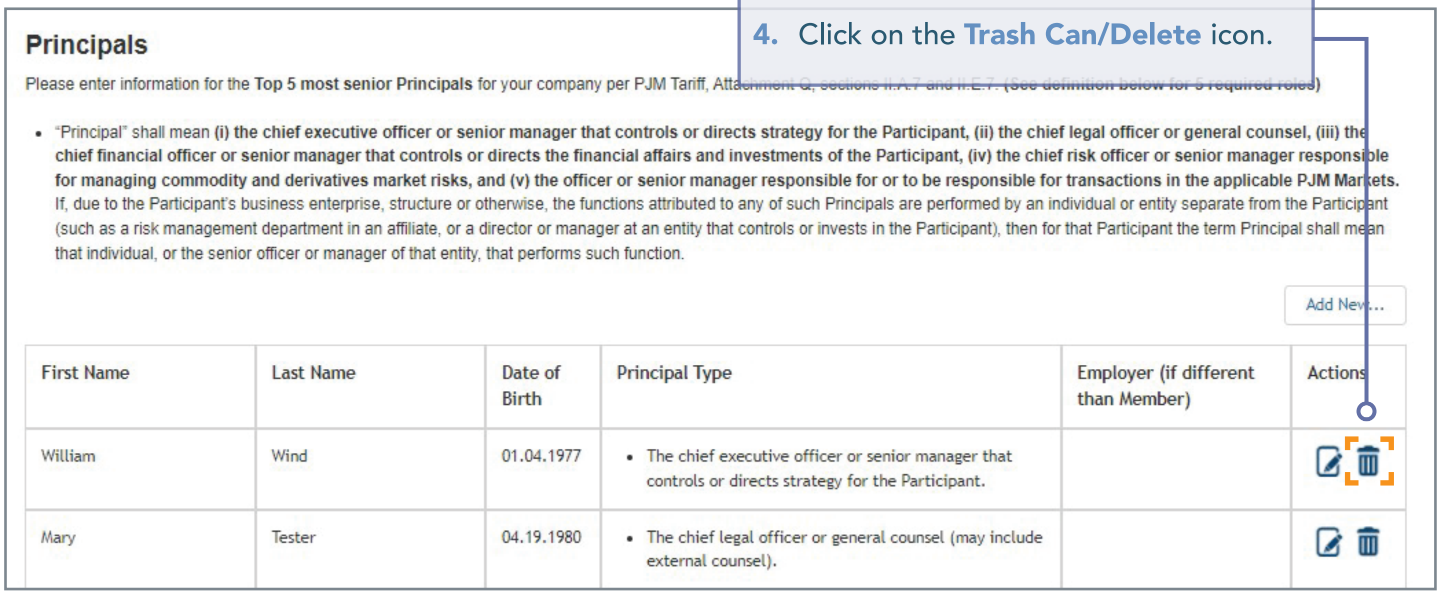
* ☑ I certify the provided information is true correct and complete to the best of my knowledge, information and belief.

12. Once individuals for all Principal Types have been provided, check the box next to the certification statement and click **Submit**.

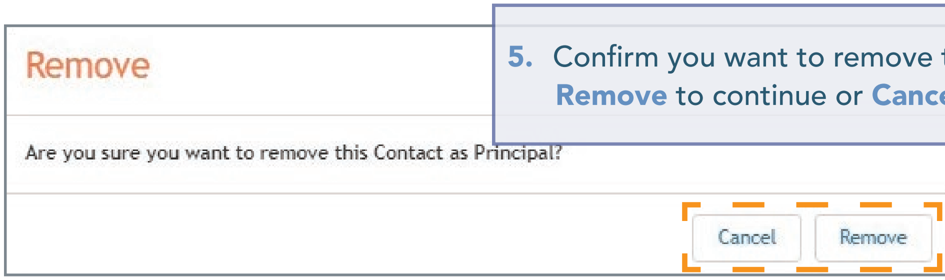
13. You will not be able to submit the form until all Principal Types are provided. You can exit out of the form to continue updating information at a later time. All information will remain in the Pending New/Update Requests status until you certify and click **Submit**.

Removing a Principal

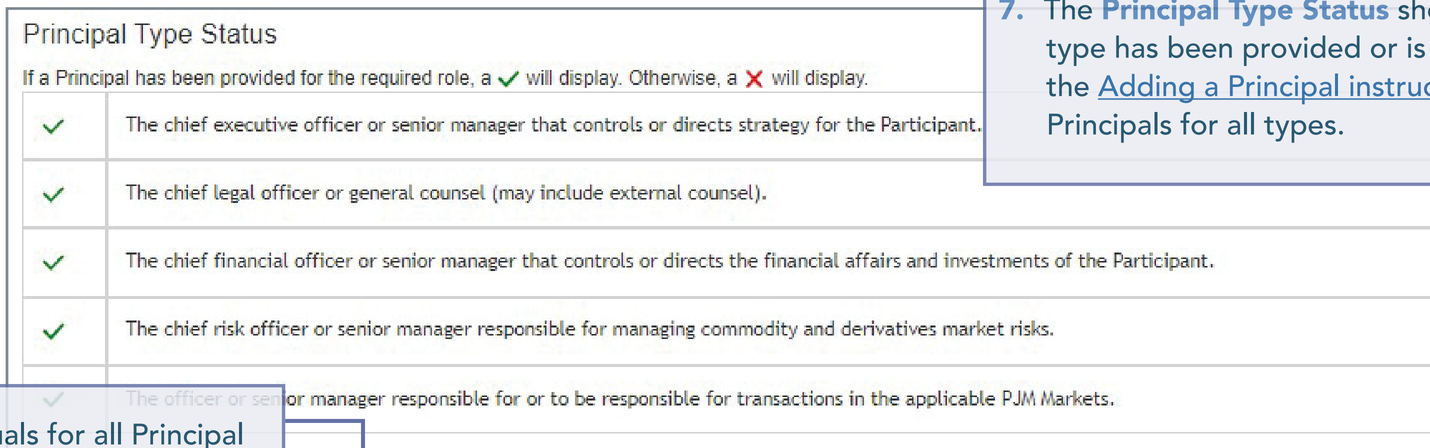
1. Sign in and select **Maintenance**. (See page 4 for details).
2. Select the company for which you wish to submit the request. Use the drop-down arrows to select. Then click on the **New Request** button.
3. Click **Get Started** in the Principal section of the dashboard to make changes.
4. Click on the **Trash Can/Delete** icon.



5. Confirm you want to remove the contact as a Principal, then click **Remove** to continue or **Cancel** to cancel the request.

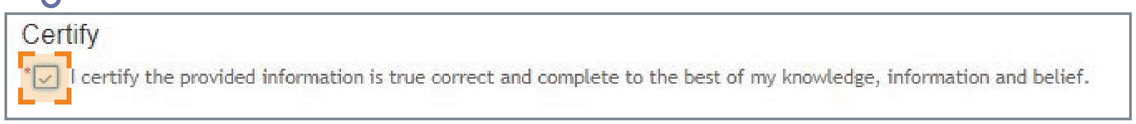


6. After clicking Remove, you will be taken to the Pending Remove Requests page. Requests to remove Principals will appear in the **Pending Remove Requests** section until the form is certified and submitted (see Step 8).



7. The **Principal Type Status** shows whether a type has been provided or is pending. Follow the [Adding a Principal instructions]() to provide Principals for all types.

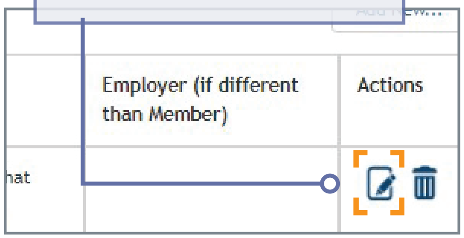
8. Once individuals for all Principal Types have been provided, check the box next to the certification statement and click **Submit**.



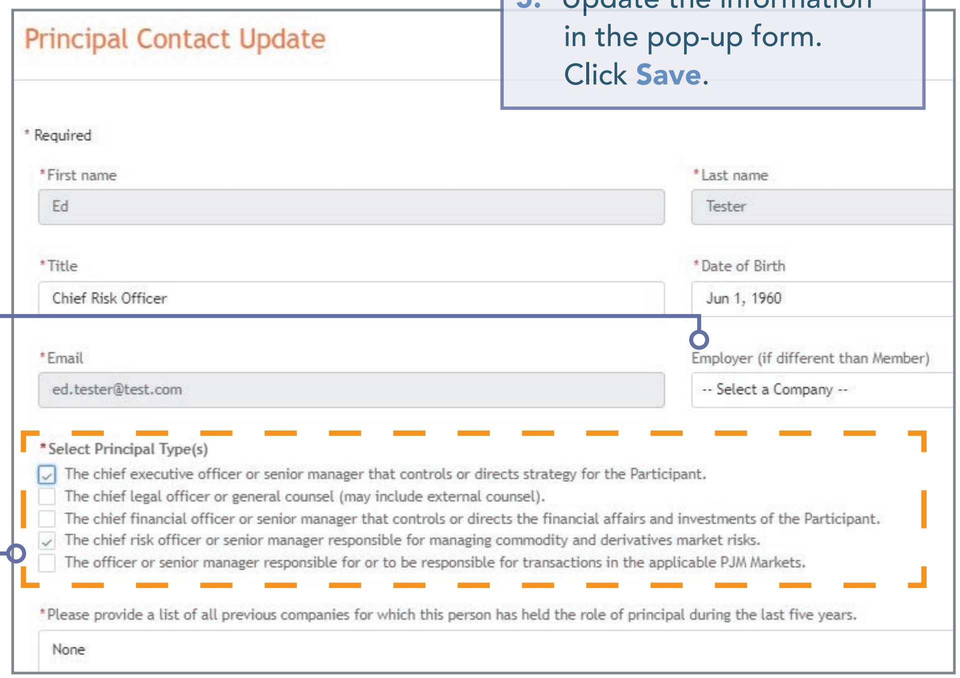
9. You will not be able to submit the form until all Principal Types are provided. You can exit out of the form to continue at a later time. All information will remain in the **Pending New/Update Requests** or **Pending Remove Requests** status.

Editing a Principal

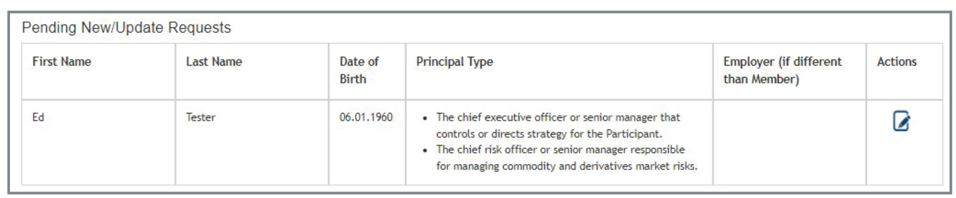
1. Sign in and select **Maintenance**. (See page 4 for details).
2. Select the company for which you wish to submit the request. Use the drop-down arrows to select. Then click on the **New Request** button.
3. Click **Get Started** in the Principal section of the dashboard to make changes.
4. Click on the **Edit** icon.



5. Update the information in the pop-up form. Click **Save**.



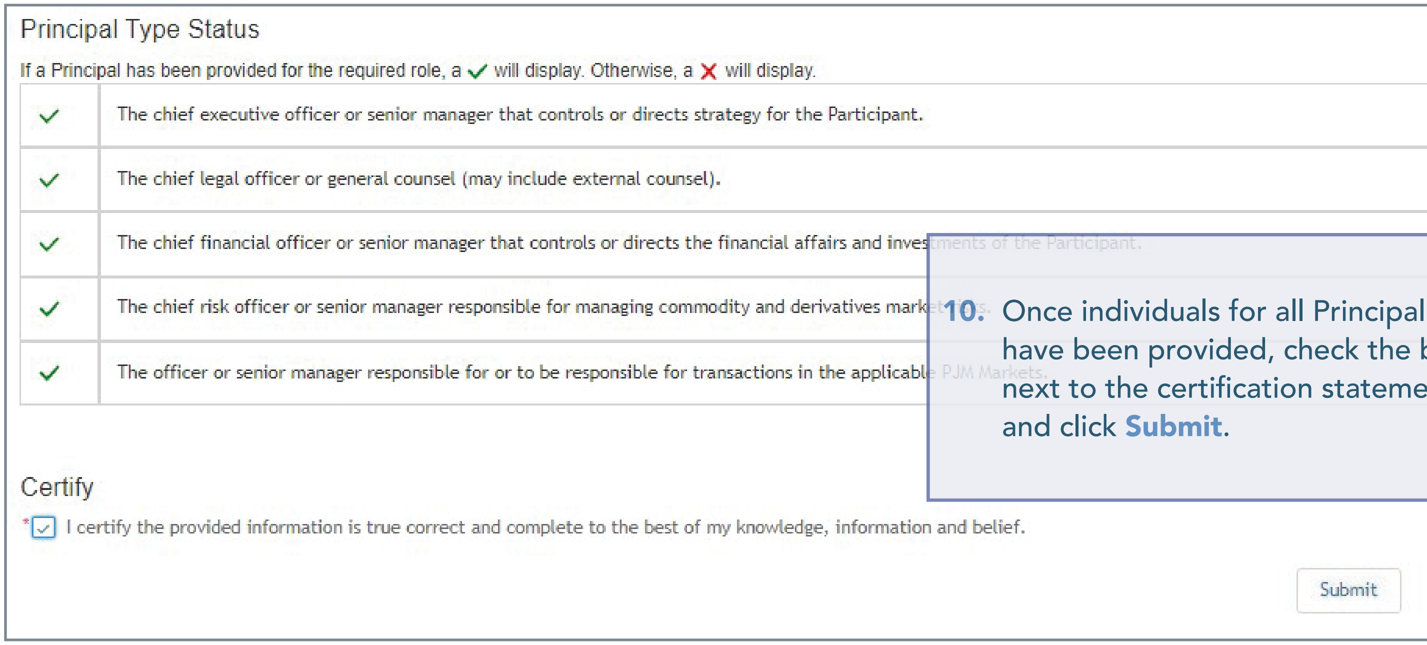
6. If the Employer for the Principal is a different company than the member company, search the list for other existing Member Companies or select **Other**. If Other is selected, enter the Employer Name in the additional box.
7. You can select one or more Principal Types as applicable for the contact.
8. After clicking Save, you will be taken to the Pending New/Update Requests page. Updates will appear in this section until the form is certified and submitted (see Step 10).



Pending New/Update Requests

First Name	Last Name	Date of Birth	Principal Type	Employer (if different than Member)	Actions
Ed	Tester	06.01.1960	• The chief executive officer or senior manager that controls or directs strategy for the Participant. • The chief risk officer or senior manager responsible for managing commodity and derivatives market risks.		

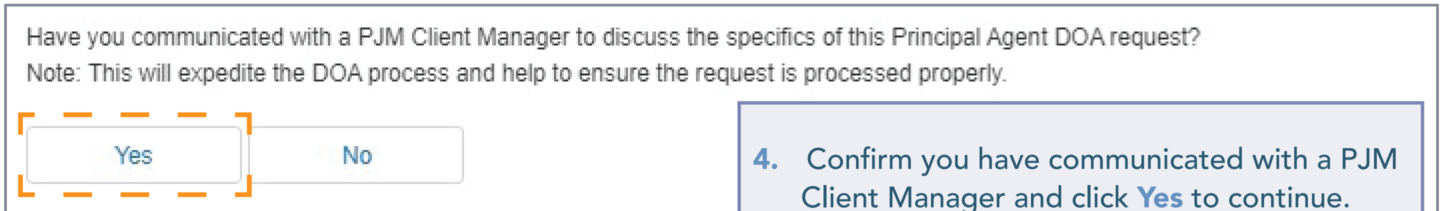
9. You will not be able to submit the form until all Principal Types are provided. You can exit out of the form to continue at a later time. All information will remain in the Pending New/Update Requests or Pending Remove Requests status.



10. Once individuals for all Principal Types have been provided, check the box next to the certification statement and click **Submit**.

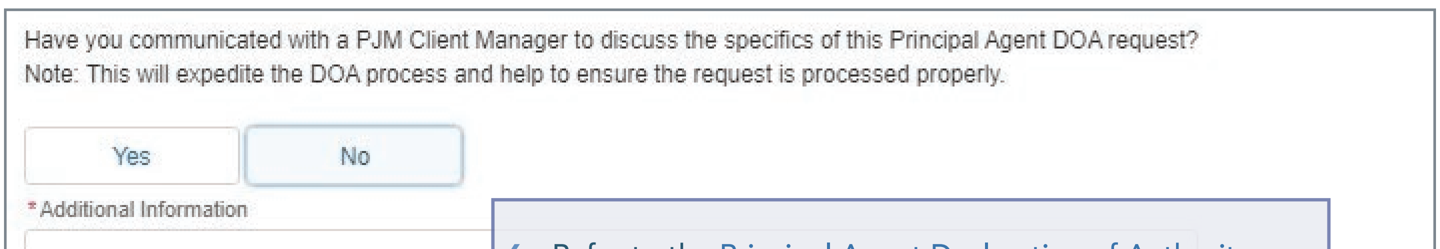
REQUESTING TO CREATE A PRINCIPAL AGENT DECLARATION OF AUTHORITY (DOA)

1. Sign in and select **Maintenance**. (See page 4 for details).
2. Select the company for which you wish to submit the request. Use the drop-down arrows to select. Then click on the **New Request** button.
3. Click **Get Started** in the Principal Agent DOA section of the dashboard to make changes.



4. Confirm you have communicated with a PJM Client Manager and click **Yes** to continue.

5. If you have not communicated with a PJM Client Manager, click **No** and provide additional information. A case with your Client Manager will be created.



6. Refer to the Principal Agent Declaration of Authority User Guide for detailed information on the form.