



Proposed Updates to Manual 33: Administrative Services for the PJM Interconnection Operating Agreement

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- Document the processes and procedures for the following:
 - Role of Officer of Member, Authorized Representative, *Maintenance Manager*
 - CAM roles and responsibilities
- Grammar, spelling and terminology updated throughout manual.

- Section 2: Qualifications for PJM Membership
 - Remove/relocate Section 2.4 Name Change Process
 - Remove/relocate Section 2.5 Withdrawal Process
- Section 3: Market Data Postings
 - Renumber Section 3 and subsections to Section 6
- Section 4: Dispute Resolution
 - Renumber Section 4 and subsections to Section 7

- Section 3: Member Roles and Responsibilities
 - *3.1 Roles and responsibilities of Officer, Authorized Representative and *Maintenance Manager**
 - 3.1.1 PJM Membership Application Information
 - 3.1.2 Member Corporate Name Change (replace previous section 2.4)
 - 3.1.3 Voting Status Change
 - 3.1.4 Affiliate Disclosure Information
 - 3.1.5 Related Party Information
 - 3.1.6 Sector Selection
 - 3.1.7 Contact Managers designations
 - 3.1.8 Company Account Managers (CAM) designations
 - 3.1.9 Account Requests
 - 3.1.10 Withdrawal Requests (replace previous section 2.5)
 - 3.1.11 Annual Member Recertification Requirements
 - *3.1.11.1 Compliance with Recertification Request*

- **Officer of the Member**

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 Representative**

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.

- **Designation Process**

- **Form of Secretary's Certificate**

- **Maintenance Manager**

Maintenance Managers are individuals that have been designated on the Form of Secretary Certificate that have been authorized to provide the following information to PJM on behalf of the Member: corporate name change requests, withdrawal of membership requests, Contact Manager updates, Company Account Manager (CAM) updates, subaccount requests, Voting Member change requests, Affiliate Member change requests, Related Party change requests (only available to Voting Members in the Electric Distributor sector), Annual Recertification requests and validations.

- **Designation Process**

- **Form of Secretary's Certificate**

3.1.11.1 Compliance with Recertification Request

- Members that fail to respond to the annual recertification request may be considered in non-monetary breach of The PJM Operating Agreement for failure to comply with Operating Agreement, section 11.3.1.
 - 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;
 - 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
 - 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.
 - PJM shall notify all other members of the default.

- Added clarifying information regarding the role of Officer
 - Any person that has the power to influence an organization’s business decisions and activities including but not limited to the chairman of the Board of Directors, a chief executive officer, a president, a chief financial officer, a chief operating officer, an executive vice president, or the secretary (or equivalent positions in another form of organization or business such as a sole proprietorship, partnership, government entity, agency or authority).
- Added Maintenance Manager role, definition, and responsibilities
- Updated recertification timeframe from specified dates to “annually” to allow for flexibility
- Removed redundant language
- Capitalized defined terms, i.e. Member, Contact Manager

- Section 4: Contact Management
- Section 5: Company Account Manager (CAM) Roles and Responsibilities
 - 5.1 CAM Designation
 - 5.1.1 CAM Designation and Role Requirements
 - *5.1.2 Onboarding Process for New CAMs*
 - *5.1.3 Annual Training Requirements for CAMs*
 - 5.1.4 Process for Terminating a CAM
 - 5.1.5 Provisioning and Managing Tool Access – CAM Responsibilities
 - 5.1.6 Confidentiality
 - 5.1.7 Annual CAM Recertification Process
 - *5.1.8 Annual User Recertification Process*

5.1.2 Onboarding Process for New CAMs

5.1.3 Annual Training Requirements for CAMs

- Training Requirements:
 - New CAMs:
 - All new CAMs must complete PJM required training which will review roles, responsibilities and requirements of the CAM. *Training must be completed within 30 days of assignment.* Training will be delivered via an online format to allow for easy access by the CAM.
 - During the onboarding process, new CAMs should contact PJM with any questions on their roles and responsibilities.
 - Existing CAMs:
 - *PJM will provide CAM training annually as needed to review new features or functionality in Account Manager or to review process changes*

- 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.
 - User recertification take place annually 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.

- Added Maintenance responsibilities as it relates to CAM designation
- Removed requirement for lead CAM to be an employee
- Added timeframe for completion of training requirements for a new CAM
- Removed requirement to complete training before Account Manager R/W access is provisioned to a new CAM
- Removed 24 hour notification timeframe for CAM user account termination
- Updated recertification timeframe from specified dates to “annually” to allow for flexibility
- Removed redundant language

- Informational updates – November OC, MIC, PC and TCF
- MRC first read – January 23, 2020
- Special Session MRC for page turn – January 30, 2020
- **Second MRC first read – February 20, 2020**
- MRC endorsement – March 26, 2020

Appendix

Membership Management Community

Applications 2018

- Enrollment form
- Affiliate disclosure
- Sector selection
- Credit application
- Credit contacts
- DocuSign packet
 - Officer Certification
 - CAM forms
 - Schedule 4
 - Application for membership
 - Contact Manager

Contact Management 2018

- Audit
- Authorized Rep
- Billing/Credit/Treasury
- Communications
- Compliance
- Legal
- IT
- Officer
- Officer Certification
- Service Agreement Rep

Member Maintenance 2020

- Annual Recertification
 - Affiliate information
 - Sector selection
 - CAM
 - Contact Manager
 - Related Parties
- Name change
- Withdrawal
- Affiliate information
- CAM/Account requests
- Contact Manager

January

- 1/23 – MRC 1st Read M33

February

- 2/14 – Sec. Cert. and Designation forms Due
- 2/17 – User set up for Maintenance
- 2/20 – MRC second 1st Read M33

March

- 3/16 – Training sessions on Maintenance (ONGOING)
- 3/30 – Sector Selection recertification opens (DOCUSIGN)

April

- 4/30 – Sector Selection recertification closes

May

- 5/11 – Annual recertification opens
- 5/11 – Open house WebEx sessions for recertification assistance (ONGOING)

June

- 6/30 – Annual recertification closes

July

- 7/1 – Member data updated based on recertification requests (ONGOING)
- 7/1 – Consultation for non-response to recertification request (ONGOING)
- 7/15 – CAM User Recertification training (ONGOING)

August

- 8/1 – CAM User recertification opens

September

- 9/30 – CAM User recertification closes