

Role	Definition
Audit	The Audit Contact is used for verifying distribution of SSAE audit report and bridge/gap letters. The Audit Contact must work for the member or be a certified agent for the member. The Audit Contact cannot be an auditor from an external firm.
Authorized Representative*	<p>The Authorized Representative are individuals that have been designated on the Form of Secretary Certificate, 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.</p> <p>A Form of Secretary Certificate as well as an Officer, Authorized Representative and Maintenance Manager Designation Form is required to identify a new individual in these roles. Only an Officer, Authorized Representative and Maintenance Manager Designation Form is required to remove an individual from one of these roles.</p>
Billing*	The Billing Contact is responsible for the disposition of PJM's invoices (retrieve from MSRS, process for payment, respond to payment inquiries, i.e. breach notices, payment default notices, etc.).
Communications/Public Relations	The Communications/Public Relations Contact handles communications and public relations for the member company.
Compliance	The Compliance Contact is a Reliability Compliance contact for the member company. If a member company is a NERC registered entity, a contact must be assigned to this role.
Contact Manager*	The Contact Manager is authorized to provide PJM with the appropriate contact information for the roles PJM has identified as critical for the duration of Member's PJM membership.
Credit*	The Credit Contact is authorized to participate in activities related to collateral calls.
Information Technology*	<p>The Information Technology Contact is the main contact for any PJM technology related issues.</p> <p>In addition to established email distribution lists, change</p>

	<p>coordination notifications will be sent to the Information Technology contacts to ensure members receive information.</p>
Legal*	<p>The Legal Contact is authorized to address questions regarding PJM legal agreements. The Legal Contact may be the member company's counsel or legal contact.</p>
Maintenance Manager	<p>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.</p> <p>A Form of Secretary Certificate as well as an Officer, Authorized Representative and Maintenance Manager Designation Form is required to identify a new individual in these roles. Only an Officer, Authorized Representative and Maintenance Manager Designation Form is required to remove an individual from one of these roles.</p>
Officer Certification Form*	<p>The Officer Certification Form contact will receive notification annually regarding the Officer Certification Form.</p>
Officer*	<p>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.</p> <p>A Form of Secretary Certificate as well as an Officer, Authorized Representative and Maintenance Manager Designation Form is required to identify a new individual in these roles. Only an Officer, Authorized Representative and Maintenance Manager Designation Form is required to remove an individual from one of these roles.</p>

Roster Manager*	The Roster Manager will have authority to update all stakeholder group rosters in PJM's Voting application for the member company.
Service Agreement Representative	The Service Agreement contacts are representatives for parties that will receive service of new and amended service agreements (e.g. ISAs and WMPAs). These individuals will receive such agreements in addition to the contacts named in the notice provisions of the service agreements.
Treasury	The Treasury Contact is authorized to provide and answer questions regarding banking information.

*Indicates a required role for Full Members

Revision History:

- August 2018: Original version
- September 2019: Added Service Agreement Representative role
- January 2020: Updated Authorized Representative and Officer role definitions
- August 2020: Added Maintenance Manager role