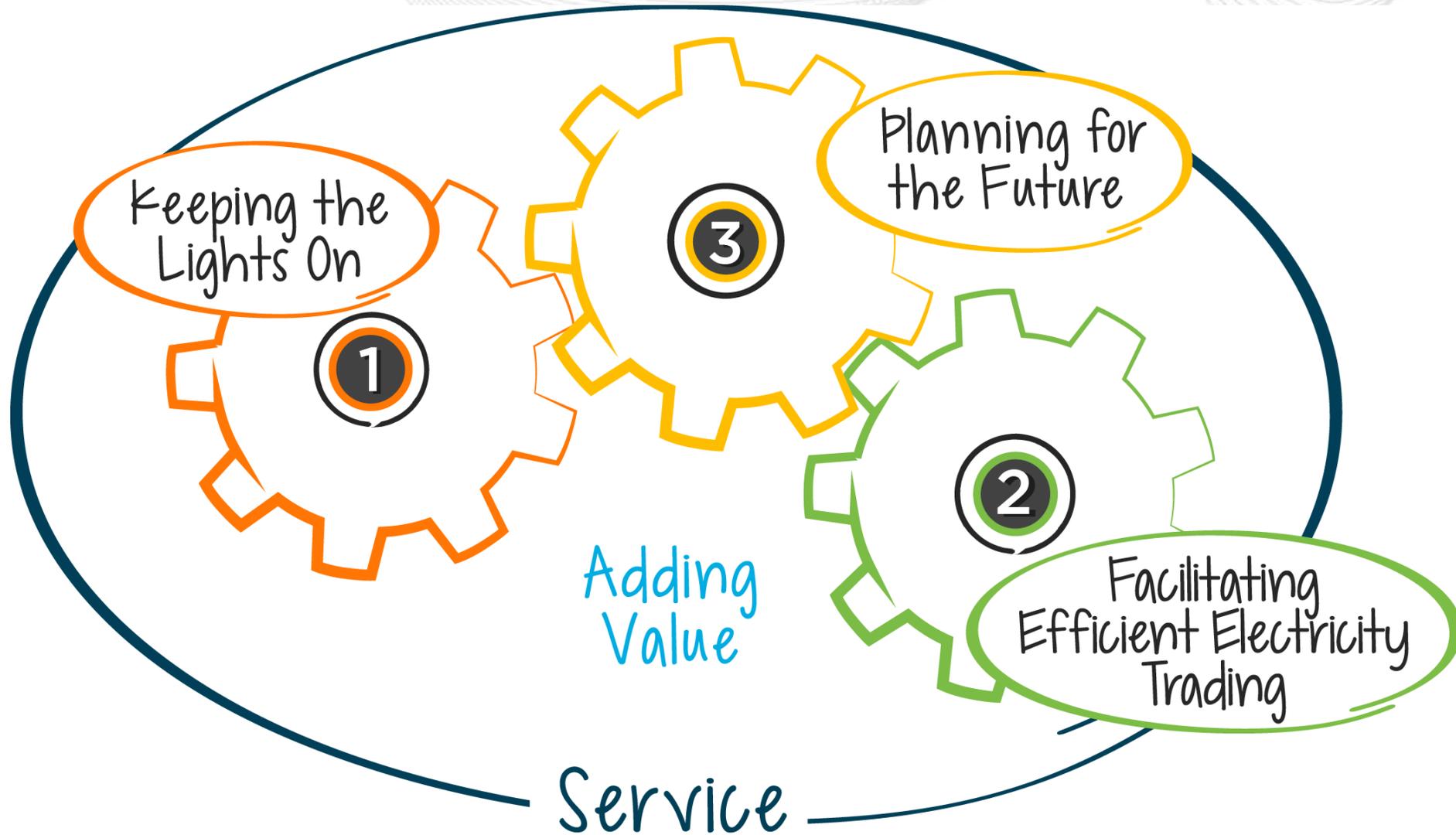




# 2017 Member Satisfaction Survey



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July 24, 2017



- Direct member feedback influenced the new survey content
- Focuses on core responsibilities and interactions between PJM and members
- Survey streamlined from 100+ questions to 25, including a rating scale
- Opportunity to provide additional comments and suggestions

- Introductory email from Andy in early September
- Watch for survey email on September 11
- Survey Open September 11 – 22, 2017