



# Communities Roadmap

As of September 21, 2021

- Planning Community and Tech Change Community image updates

Product - Action Required	Deadline	Who May Be Affected
Community image updates (awareness only)	<b>September 22</b> <b>12 p.m.</b>	Planning Community Users and Tech Change Community Users



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Member Community							Refresh Go-Live: July 14					
Tech Change Community									Image Update Sept. 22			
Planning Community									Image Update Sept. 22			
Membership Management Community							DOA Updates Production: July 14					

**Legend**

- Start Date
- ◆ End Date



- Based on feedback
  - “Make Communities look different so that you can differentiate which one you are on”
- Updates to main image on Planning Community and Tech Change Community
- Production Go-Live: September 22

Facilitator:

Foluso Afelumo, [Foluso.Afelumo@pjm.com](mailto:Foluso.Afelumo@pjm.com)

Secretary:

Risa Holland, [Risa.Holland@pjm.com](mailto:Risa.Holland@pjm.com)

SME/Presenter:

Monica Burkett, [Monica.Burkett@pjm.com](mailto:Monica.Burkett@pjm.com)

**Communities**



Member Hotline

(610) 666 – 8980

(866) 400 – 8980

[custsvc@pjm.com](mailto:custsvc@pjm.com)



# Product Details

The [Member Community](#) allows members to find answers to their questions, get the information they need when they need it, and resolve issues quickly and efficiently.

## Key Product Features

- Research topics quickly and easily
- Submit questions, issues and requests to PJM
- Track the real-time status of your requests
- Initiate various processes for demand bid, generation transfers, etc.

The [Tech Change Community](#) allows users to find information and collaborate with other users and PJM subject matter experts about PJM's tools and initiatives. Discussions are based on topics covered within the monthly Tech Change Forum meetings.

## Key Product Features

- Moderated discussion boards
- Research topics quickly and easily
- Submit questions, issues and requests to PJM

The [Planning Community](#) will allow Transmission and Generation Owners to find information and collaborate with other users and PJM subject matter experts about Planning initiatives, proposal windows and process questions. Discussions are based on Planning topics.

## Key Product Features

- Moderated discussion boards
- Research topics quickly and easily
- Submit questions, issues and requests to PJM

The [Membership Management Community](#) will allow companies to submit application information for PJM membership and maintain member level contact information.

## Key Product Features

- **My Membership**

- Track the real-time status of your membership application
- Submit documentation for application

- **Contact Management**

- Maintain member level contact information for certain roles identified by PJM

- **Maintenance**

- Track the real-time status of your membership requests
- Initiate membership related requests such as name change, withdrawal, etc. via the community
- Complete membership recertification tasks