



Account Management Best Practices

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- **Notify PJM when CAMs leave the company or role**
 - CAMs no longer with the company or no longer in the CAM role
 - Replacing CAMs requires CAM Form B/B1 submission to PJM
 - Send email to AccountManager@pjm.com
- **Maintain a minimum of two CAMs**
 - PJM administrators available in emergency situations
- **Account Access**
 - CAMs should ensure account access for their user base is updated regularly

Company Account Manager Reminder

- Please refrain from attempting to unlock/lock accounts in the first 5 minutes of the hour and half past the hour
 - e.g. do not unlock between 3:00-3:05 , 3:30-3:35, 4:00-4:05, 4:30-4:35, etc.
- Unlock/lock accounts during at any other time
- PJM will continue to investigate a permanent solution to eliminate this requirement