

## Q&A - Where to Direct PJM Questions and/or Concerns

### PJM Compliance Line

#### **Q1** What is the purpose of the PJM Compliance Line?

**A1** The PJM Compliance Line is available to report any concerns regarding any potential violations of PJM's Code of Conduct, governing documents, applicable laws (including FERC, NERC, ReliabilityFirst), or other compliance obligations.

In addition, any concerns regarding questionable or concerning activities relating to PJM's operations, financial reporting, accounting, internal controls, tax, conflicts of interest, corruption, or other improprieties should be reported. In addition, credit risks to the organization not being addressed by PJM may also be reported.

#### **Q2** How do I access the PJM Compliance Line?

**A2** The PJM Compliance Line is 1-866-776-6942, and is posted on [pjm.com](http://pjm.com) and around the PJM campus. The [Compliance Line Online reporting tool](#) is also available.

#### **Q3** Who can call the PJM Compliance Line or use the online reporting tool?

**A3** Employees, vendors, contractors and other non-employees, including PJM members and stakeholders.

#### **Q4** Who operates the PJM Compliance Line?

**A4** The PJM Compliance Line is operated by an independent, third party. Concerns may be reported either with identification or anonymously. If anonymity is requested, concerns and inquiries will be held in confidence to the extent legally permitted.

#### **Q5** What happens when a concern is reported? How is it escalated?

**A5** The independent third party is the hotline operator that will take down the details of the concerns and will protect the confidentiality of the caller. The PJM Board has a formal escalation policy – like that of many of our member companies – that requires certain types of concerns to be escalated promptly to the Board. Then the Board has the ability to direct the next steps including engaging other independent outside expertise to investigate or otherwise assist with the resolution of the concern.

## Monitoring Analytics Liaison

**Q6** How can I provide feedback about the PJM market monitor, Monitoring Analytics, LLC?

**A6** The PJM Board of Managers established a liaison as part of the process for evaluating the performance of the independent market monitor. An external consultant, Michael Bardee, previously of FERC, has been designated as the liaison and is available year-round to anonymously receive feedback directly from members. His toll-free number is 1-833-705-8428.

**Q7** Are there other ways to share feedback about the independent market monitor?

**A7** The PJM Board of Managers also coordinates an annual survey about market monitoring in PJM. The survey is sent to stakeholders to collect their feedback.

## Member Relations Hotline

**Q8** What types of questions should I direct to the PJM Member Relations Hotline?

**A8** Questions regarding settlements, billing, membership, tools, accounts, training, markets, non-real time operations and any other general PJM questions may be directed to Member Relations by calling 1-866-400-8980, emailing [custsvc@pjm.com](mailto:custsvc@pjm.com), or submitting such questions through the Member Community on [pjm.com](http://pjm.com).

**Q9** Who can use the Member Relations Hotline?

The Member Relations hotline (1-866-400-8980) and email ([custsvc@pjm.com](mailto:custsvc@pjm.com)) is open to members, stakeholders, non-members and the general public