

# 2019 Stakeholder Satisfaction Survey Update

Jim Gluck  
Director - Member Relations  
Member's Committee  
February 20, 2020

**89%**

Overall Member satisfaction rating

**22**

Rating questions associated with PJM core responsibilities

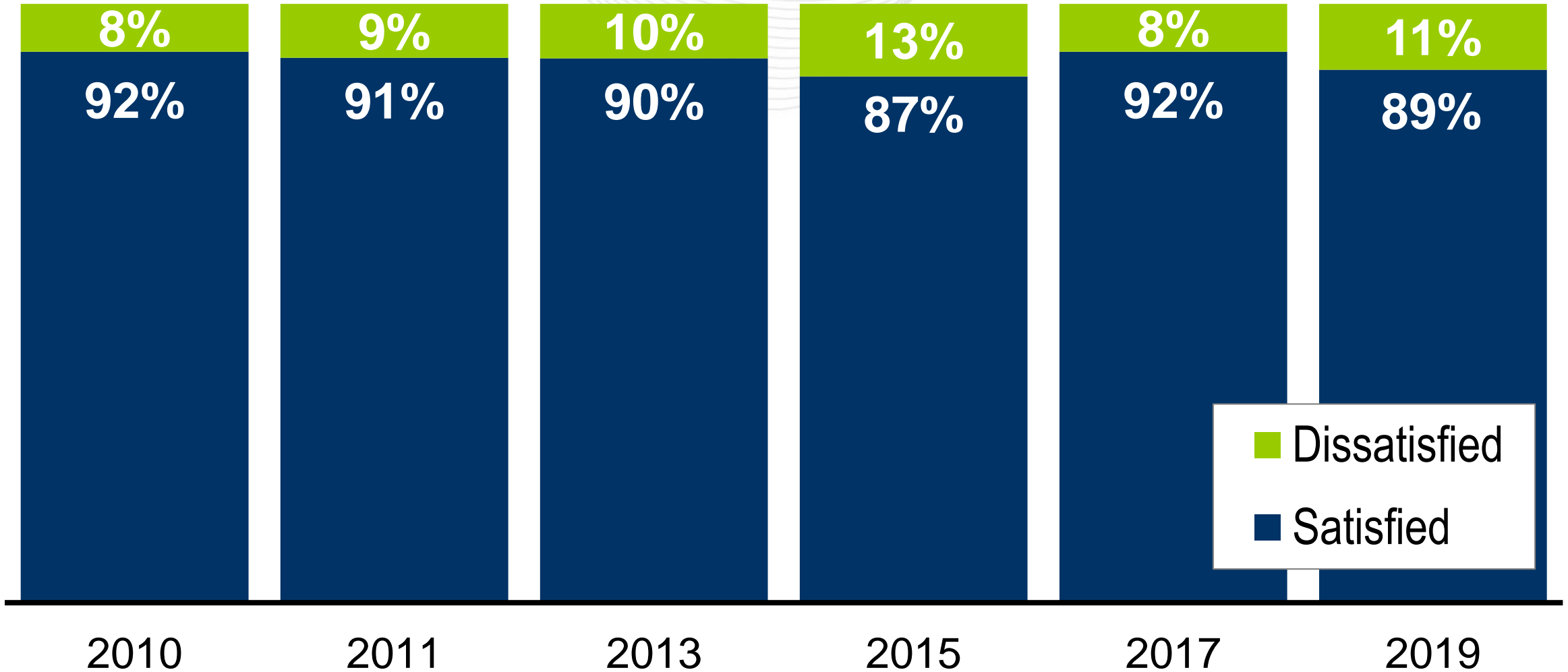
**626**

Stakeholders that participated in the survey



Areas of opportunity have been identified for action plans in 2020

# Members' Overall Satisfaction

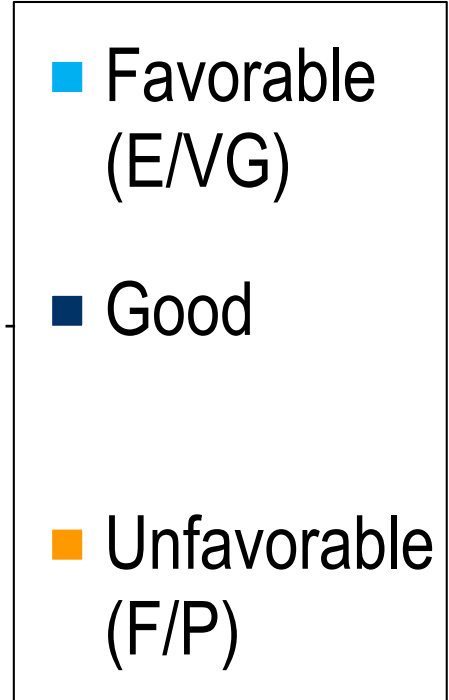


## Members

**2019**



**2017**



## Non-members

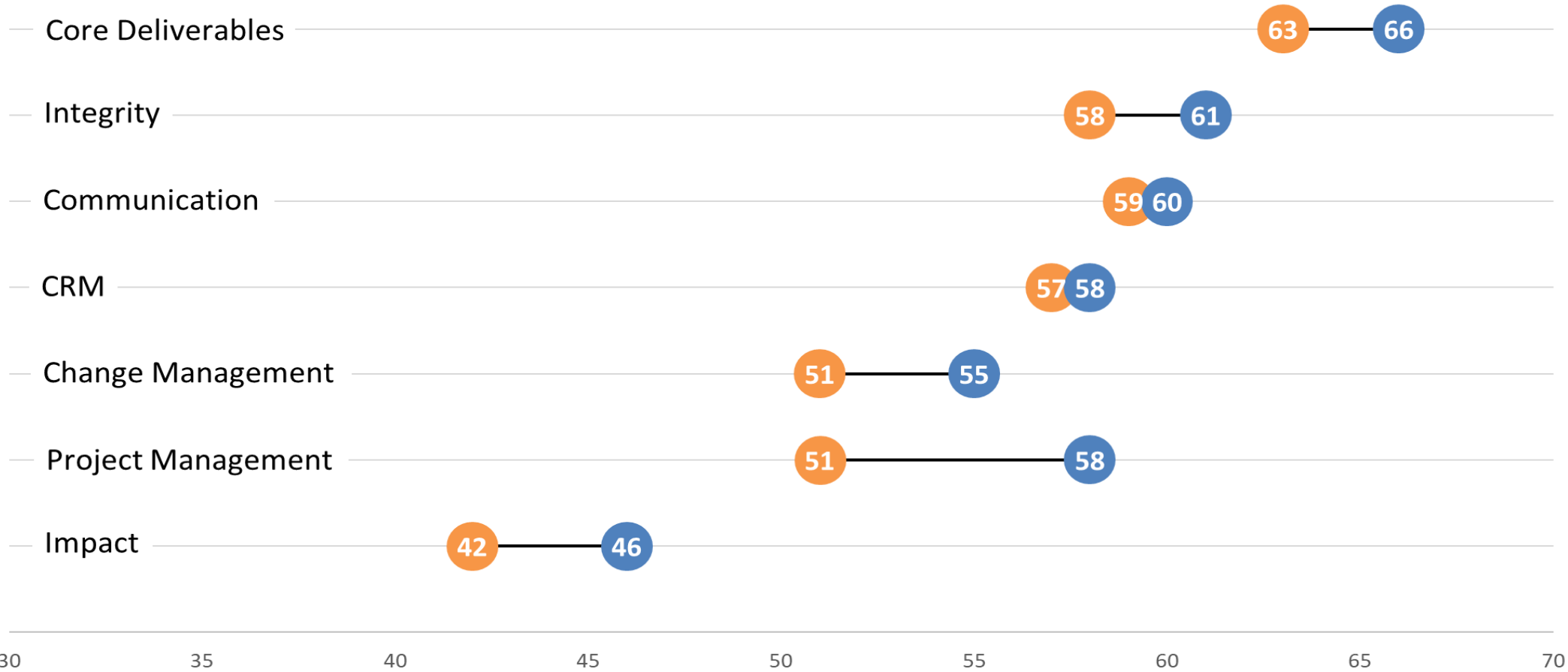
**2019**



**2017**



Every dimension improved between 2017 and 2019



- Reliable Grid Operations
- Customer Service Quality
- Timely and Transparent Market Data
- Timely and Accurate Financial Processes
- Continuous Improvement on Tools



- Consider Impact of Changes
- Focus on Stakeholder Process
- Enhance PJM Planning Processes & Tools
- More "How to" Resources for Tools



- Stakeholder resources and use of PJM manuals
- Improved and timely communications
- Survey follow-up meetings

**Communicating and Managing Change**

- Focus on Stakeholder process
- Improved stakeholder communications and presentations

**Stakeholder Process**

- More education and online tutorials
- User friendly reports and tool improvements

**PJM Tools**

- Stakeholder input into Planning Center
- Interconnection process prioritization and timelines

**PJM Planning Enhancements**

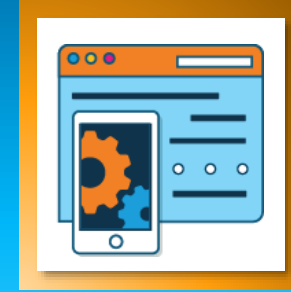
# 2019 PJM Stakeholder Satisfaction Survey



Communication &  
Change Management



Stakeholder  
Process



PJM  
Tools



PJM Planning  
Enhancements

**Contact for questions:**  
[Stakeholdersurvey@pjm.com](mailto:Stakeholdersurvey@pjm.com)

- Updates to action plans will be shared at MC Webinars and via Inside Lines
- Stakeholder input solicited throughout the year

