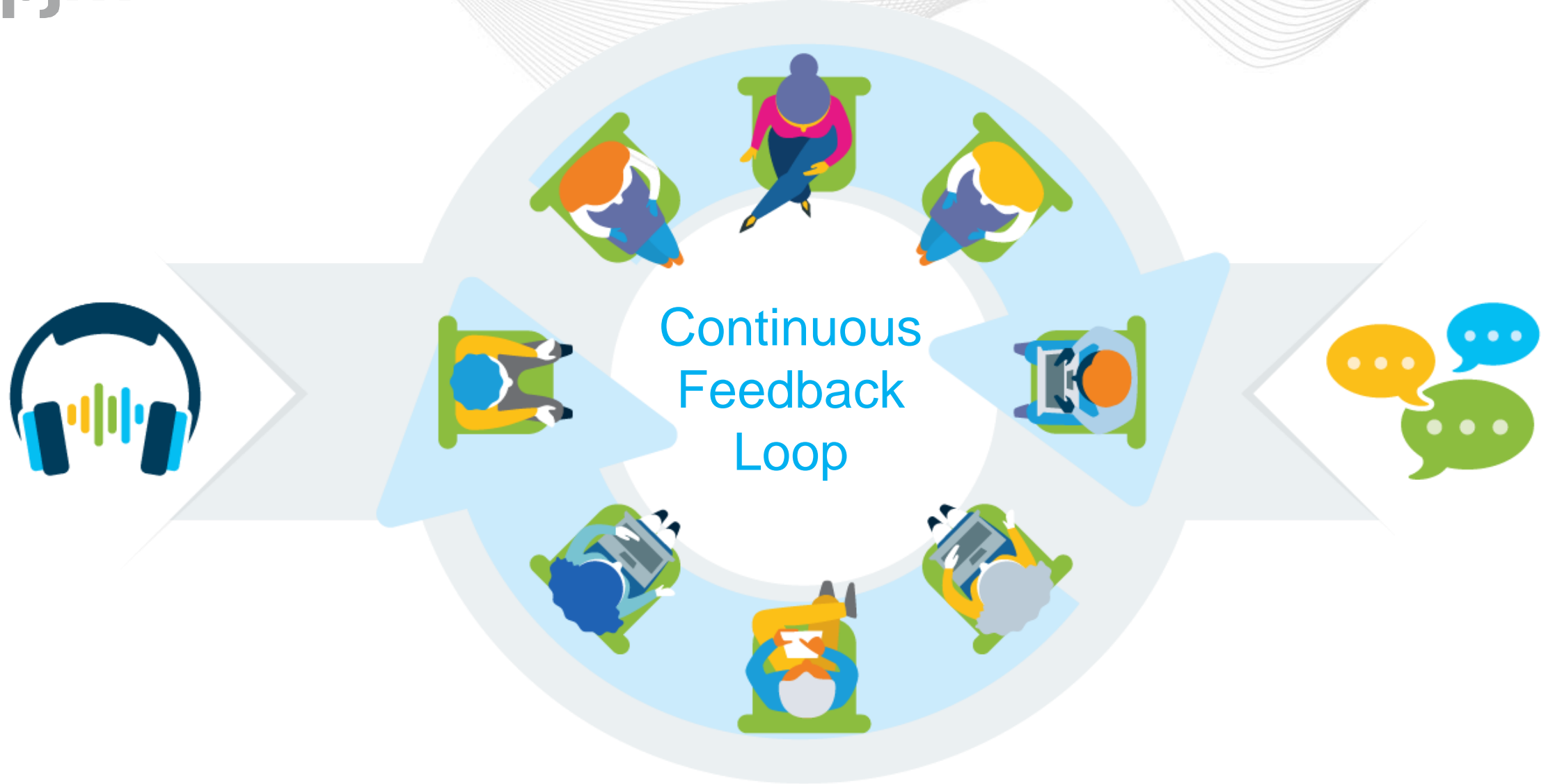




Stakeholder Responsiveness 2019 Survey Update

MC Webinar
October 26, 2020



- Enhanced pjmc.com search capabilities
- Cross organizational efforts to help ensure questions answered in timely manner

Communicating and Managing Change

- Enhanced Stakeholder Initial (Mod 0) training
- Member On-boarding process enhanced
- Enhanced presentation and facilitation skill training delivered to PJM

Stakeholder Process

- Pop-up notifications pending automatic logout
- Tool Refresh – Market Settlements Reporting System (MSRS)
- Tech Change Forum tool demos and discussion

PJM Tools

- Pre-Queue education session
- Interconnection Service Agreement (ISA) post-signature education session

PJM Planning Process

Q1

Q2

Q3

Q4

Communication

Action Plan Process

MC Webinar Updates



Inside Lines



Feedback Loop

Stakeholder Outreach



Ongoing Feedback Loop



Bright Ideas



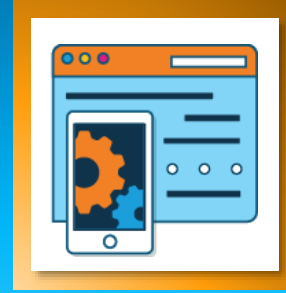
2019 PJM Stakeholder Satisfaction Survey



Communication &
Change Management



Stakeholder
Process



PJM
Tools



PJM Planning
Process

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