

Role (*indicates a required role for Full Members)	Role Description	PJM Intended Use
Audit	The Audit Contact must work for the member or be a certified agent for the member. The Audit Contact cannot be an auditor from an external firm.	The Audit Contact is used for verifying distribution of SSAE audit report and bridge/gap letters. Upon request – used as part of annual audit distribution process
Authorized Representative*	The Authorized Representative are individuals that have been named by an Officer of the Member, who are authorized, in the name and on behalf of Member, to bind Member, pursuant to the Amended and Restated Operating Agreement of PJM Interconnection, L.L.C., PJM Open Access Transmission Tariff, and as applicable the Reliability Assurance Agreement Among Load Serving Entities in the PJM Region. The Authorized Representative may provide information to PJM Interconnection, L.L.C. as necessary, or as requested, including providing, executing and delivering instruments, agreements and documents to PJM. A Form of Secretary Certificate as well as an Officer and Authorized Representative Designation Form is required to identify a new individual in these roles. Only an Officer and Authorized Representative Designation Form is required to remove an individual from one of these roles.	Responsible for annual recertification, document approvals, and all other membership maintenance requests as needed. Coordinates with Client Management for Declaration of Authority (DOA) requests. NOTE: All Breach and Financial/Default Notifications are sent to anyone with this Role.
Billing*	The Billing Contact is responsible for the disposition of PJM's invoices (retrieve from MSRS, process for payment, respond to payment inquiries, i.e. breach notices, payment default notices, etc.).	PJM will send all communications and notifications for Weekly/Monthly invoices to this contact.

Communications/Public Relations	The Communications/Public Relations Contact handles communications and public relations for the member company.	Included in PJM Corporate Communications notification list(s) for key notices and news releases.
Company Account Manager (CAM)	A designated Company Account Manager (CAM) Administrator is responsible for the management of users under your company account(s) in the Account Manager production and training environments. This may include, but is not limited to, the following actions: <ul style="list-style-type: none"> ☐ Verifying and approving new user accounts ☐ Providing and/or approving tools/access for users ☐ Setting up new user accounts/updating information in existing accounts ☐ Locking/unlocking accounts ☐ Resetting passwords ☐ Terminating user accounts ☐ Submitting eDART user requests/approving new user accounts ☐ Creating/maintaining Allowlist(s) ☐ Requesting additional tool access based on the user's company or line of business 	If users contact PJM to request any action related to Password/Unlock requests, addition of new tool(s), etc., they will be directed to contact the CAMs responsible for the account. PJM will also reach-out to CAMs for certain actions related to major Account Manager and/or Tool events, updates, releases and/or maintenance. CAMs may be copied on announcements and notification with the expectation they will follow up and coordinate with users to accomplish the required actions.
Compliance	The Compliance Contact is a Reliability Compliance contact for the member company. If a member company is a NERC registered entity, a contact must be assigned to this role.	PJM may notify the Compliance Contact to alert for any compliance and/or regulatory concerns, actions, or coordination.
Contact Manager*	The Contact Manager is authorized to provide PJM with the appropriate contact information for the roles PJM has identified as critical for the duration of Member's PJM membership.	Contact Managers are required to use the Membership Management Community to keep the key contacts up to date and accurate for all required and optional contact roles.

Credit	The Credit Contact is authorized to participate in activities related to collateral calls.	Credit Contacts will use the eCredit tool to manage all credit related actions. Credit Contacts will receive all notifications for credit reach-outs, such as collateral calls, Officer Certification documentation, etc.
Cybersecurity Liaison	Cybersecurity liaisons are the primary contacts for open and restricted cybersecurity forums, informational sessions, or discussion groups. Should be familiar with Cybersecurity policies and procedures within their company.	Cybersecurity Liaisons will be invited to occasional PJM events, drills, or communications related to cybersecurity. PJM will contact directly in the event of a serious cybersecurity event.
Cybersecurity Operations	Cybersecurity Operations Center contacts are the primary contacts for outreach throughout a specific cybersecurity-related event related to the Member company.	Cybersecurity Operations contacts will be in direct contact with PJM's Cybersecurity Operations Center during cybersecurity drills and actual events.
Cybersecurity Senior Leader	Cybersecurity Leaders are the primary contacts for open and restricted cybersecurity forums, informational sessions, or discussion groups.	Cybersecurity Leaders will be invited to occasional PJM forums, informational sessions, or discussion groups related to Cybersecurity.
Dispatch Agent Contact	Designated contact for all questions related to Dispatch of a specific resource. Recorded in PJM Resource Tracker tool.	PJM will use this contact for general questions and/or notifications as needed for a generator resource.
Drill Contact	Designated contact for all Drill activities and exercises. Responsible to assist with communication and organization of all activities prior to and during the drills.	PJM will notify Drill Contact in preparation prior to, and for coordination during all drill activities and events.
Information Technology*	The Information Technology Contact is the main contact for any PJM technology related issues.	Change coordination notifications will be sent to the Information Technology contacts to ensure members receive information related to PJM Tools.

Legal*	The Legal Contact is authorized to address questions regarding PJM legal agreements. The Legal Contact may be the member company's counsel or legal contact.	PJM will work with the Legal Contact for any legal questions, negotiations, and interpretations of PJM documentation and agreements.
LSE Default Contact	The EDC Default Process role is only applicable to members that are Electric Distribution Companies (EDCs). These contacts are typically responsible for facilitating the load reallocation process within their company when a Load Serving Entity default occurs in PJM. Note: This role will only be visible to members that are Electric Distribution Companies (EDCs).	The EDC Default Process contacts may be contacted by PJM when a Load Serving Entity in their EDC service territory defaults.

<p>Maintenance Manager</p>	<p>Individuals that have been designated on the Form of Secretary Certificate that have been authorized to provide the following information to PJM on behalf of the Member: corporate name change requests, withdrawal of membership requests, Contact Manager updates, Company Account Manager (CAM) updates, subaccount requests, Voting Member change requests, Affiliate Member change requests, Related Party change requests (only available to Voting Members in the Electric Distributor sector), Annual Recertification requests and validations.</p> <p>A Form of Secretary Certificate as well as an Officer, Authorized Representative and Maintenance Manager Designation Form is required to identify a new individual in these roles. Only an Officer, Authorized Representative and Maintenance Manager Designation Form is required to remove an individual from one of these roles.</p>	<p>Responsible for annual recertification, document approvals, and all other membership maintenance requests as needed.</p> <p>NOTE: All Breach Notifications are sent to anyone with this Role.</p>
<p>Marketing Contact</p>	<p>Designated contact for all questions related to Dispatch of a specific resource. Recorded in PJM Resource Tracker tool.</p>	<p>PJM will use this contact for general questions and/or notifications as needed for a generator resource.</p>
<p>Media Contact</p>	<p>The individual contact(s) for local/regioal/national news and reporting agencies, industry groups, and publications</p>	<p>PJM Corporate Communcations department press releases and public relations information will be shared with these contacts.</p>
<p>Member Contact</p>	<p>A general contact from a Member company that has no other assigned role.</p>	<p>Typical correspondence with the general Member Contact is based on PJM Tool access and/or Member Relations Cases.</p>

Member Regulatory Agency	The Member Regulatory Agency Contact is a contact for the member company responsible for coordinating with government regulatory agencies.	PJM may notify the Member Regulatory Contact to alert for any regulatory concerns, actions, or coordination.
Membership Fee Contact	Contact designated by Member company to receive notification of PJM annual membership dues.	PJM will send an email notification to the Membership Fee Contact for the annual membership fee invoice if there is no regular invoice activity during November each year.
No Role Assigned	Default contact identifier for any Contact created due to interaction with PJM (Case, Training, Meeting Attendance, Tool access, etc.)	Contact is maintained in PJM systems and will receive notifications and messages as a registered user on any PJM Tool.
Officer Certification Form*	Officer Certification Form contact is the individual(s) authorized to receive and/or complete the Officer Certification Form required by Credit department.	The Officer Certification Form contact will receive notification annually regarding the Officer Certification Form.

<p>Officer*</p>	<p>An Officer of the Member is a duly elected or appointed Officer of Member holding the office or offices set forth on the Form of Secretary's Certificate, and is authorized, in the name and on behalf of Member, to bind the Member, pursuant to the Amended and Restated Operating Agreement of PJM Interconnection, L.L.C., PJM Open Access Transmission Tariff, and as applicable the Reliability Assurance Agreement Among Load Serving Entities in the PJM Region. The Officer(s) are required to provide information to PJM Interconnection, L.L.C. as necessary, or as requested, including providing, executing and delivering instruments, agreements and documents to PJM.</p> <p>A Form of Secretary Certificate as well as an Officer and Authorized Representative Designation Form is required to identify a new individual in these roles. Only an Officer and Authorized Representative Designation Form is required to remove an individual from one of these roles.</p>	<p>Responsible for annual recertification, document approvals, and all other membership maintenance requests as needed. Coordinates with Client Management for Declaration of Authority (DOA) requests.</p> <p>NOTE: All Breach and Financial/Default Notifications are sent to anyone with this Role.</p>
------------------------	---	--

<p>Principal</p>	<p>This role is only applicable to Members that are Market Participants. Contacts associated with this role can be updated in the Maintenance feature of the Membership Management Community by Officers, Authorized Representatives, or Maintenance Managers.</p> <p>“Principal” shall mean (i) the chief executive officer or senior manager that controls or directs strategy for the Participant, (ii) the chief legal officer or general counsel, (iii) the chief financial officer or senior manager that controls or directs the financial affairs and investments of the Participant, (iv) the chief risk officer or senior manager responsible for managing commodity and derivatives market risks, and (v) the officer or senior manager responsible for or to be responsible for transactions in the applicable PJM Markets. If, due to the Participant’s business enterprise, structure or otherwise, the functions attributed to any of such Principals are performed by an individual or entity separate from the Participant (such as a risk management department in an affiliate, or a director or manager at an entity that controls or invests in the Participant), then for that Participant the term Principal shall mean that individual, or the senior officer or manager of that entity, that performs such function.</p>	<p>PJM requires the contact info for company Principals as part of the Credit/Risk Know Your Customer policies.</p>
<p>Roster Manager*</p>	<p>The Roster Manager will have authority to update all stakeholder group rosters in PJM's Voting application for the member company.</p>	<p>Roster Manager will add/delete and manage the company representatives for attendance and voting at Stakeholder Committee meetings.</p>

Roster Representative (Primary/Alternate)	Company representative to attend Stakeholder Committee meetings and have primary or alternate status for all required voting.	Representative will act as the primary or alternate representative in all votes within Stakeholder Committee meetings
Service Agreement Representative	The Service Agreement contacts are representatives for parties that will receive service of new and amended service agreements (e.g. ISAs and WMPAs).	Service Agreement Representative will receive new and amended service agreements (e.g. ISAs and WMPAs) agreements in addition to the contacts named in the notice provisions of the service agreements.
State Contact (Emergency)	Contacts identified by individual states as the main contact(s) for emergency situations and events.	PJM will notify the designated contact(s) as needed for important communications for system conditions, weather, security, and other important events
State Contact (General)	State senators, state representatives etc.	PJM will notify the designated contact(s) as needed for general communication and notification for important events
System Restoration Contact	Designated contact for all System Restoration activities. Responsible to assist with communication and organization of all activities related to System Restoration.	PJM will notify System Restoration Contact in preparation prior to, and for coordination during all System Restoration events.
Training Liaison*	The company Training Liaison will serve as the representative for PJM at PJM-sponsored training activities that are not directly facilitated by on-site PJM Member Training Department personnel. The role of the liaison will include verification of attendance and participation in the training, successful completion of any assessments and evaluations as required by the Continuing Education Hours (CEH) approval process.	Where on-site proctored training assessments are required, the Training Liaison will serve in this role, maintaining a secure environment in connection with administering the assessment. This role and standard is also to be carried out for company or vendor-supplied training used to meet the PJM training and re-certification requirements.

Treasury	The Treasury Contact is authorized to provide and answer questions regarding banking information.	Used by PJM Cash Management department for communication and notifications related to banking information and confirmations.
-----------------	---	--