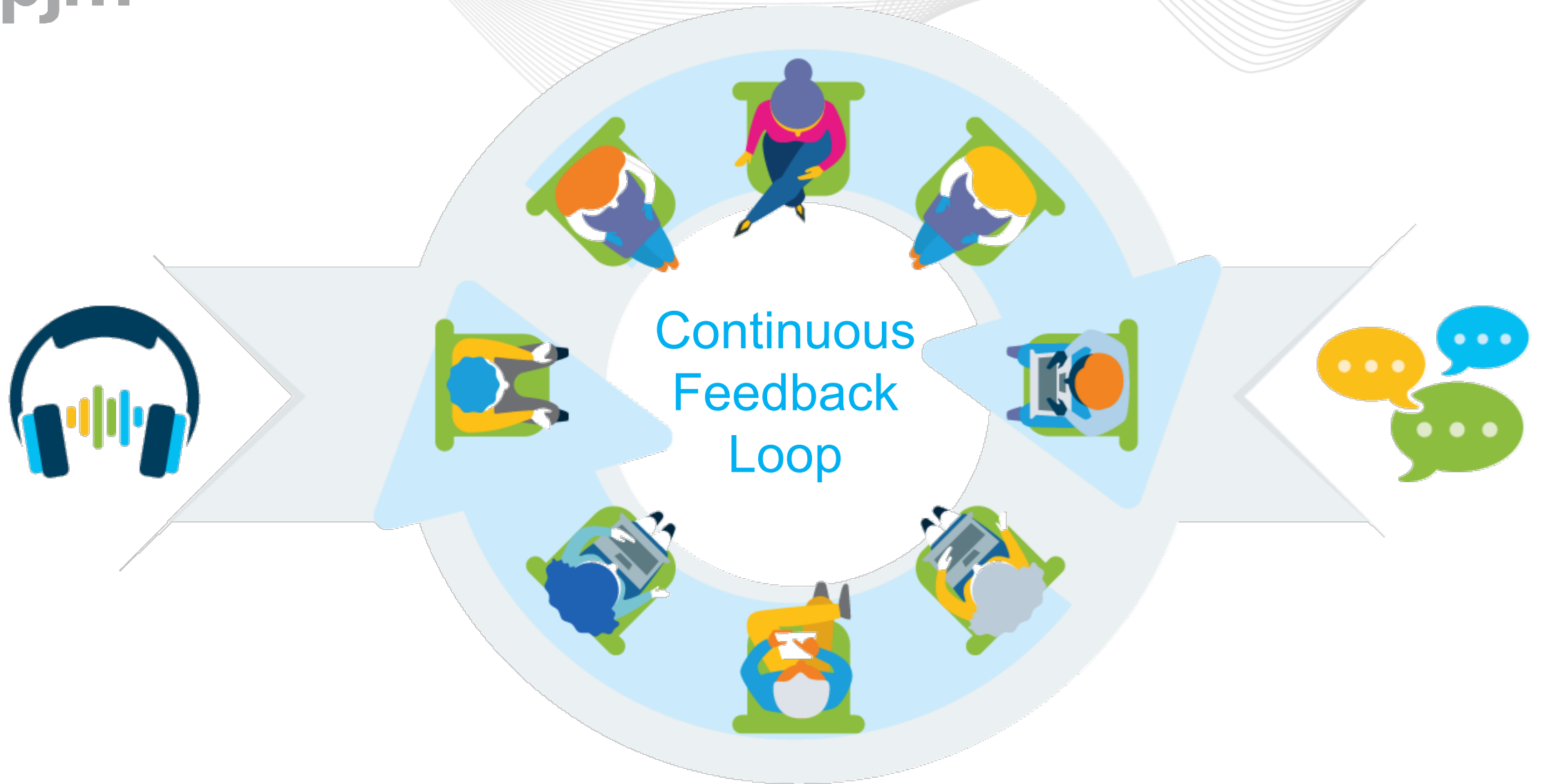


# Stakeholder Responsiveness 2019 Survey Update

Jim Gluck and Anita Patel  
Members Committee  
June 18, 2020



- Targeted communications to stakeholders on upcoming changes
- Enhance pjm.com search capabilities
- Enhanced Readiness – cross organizational efforts

## Communicating and Managing Change

- Enhanced Stakeholder process coordination
- Strengthen Stakeholder Presentations
- Enhanced Stakeholder resources on pjm.com

## Stakeholder Process

- Focus on tool training and tutorials for Markets Gateway
- Tool Refresh – Market Settlements Reporting System (MSRS)
- Tech Change Forum tool demos and discussion

## PJM Tools

- Interconnection queue submittal process - education
- Interconnection Service Agreement process – education
- Solicit stakeholder feedback

## PJM Planning Process

Q1

Q2

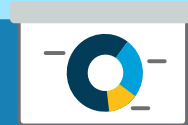
Q3

Q4

## Communication

Action Plan  
Process

MC and MC Webinar Updates



Inside Lines



## Feedback Loop

Stakeholder  
Outreach



Ongoing Feedback Loop



Bright Ideas



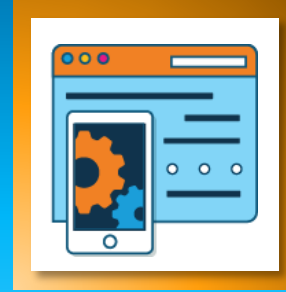
# 2019 PJM Stakeholder Satisfaction Survey



Communication &  
Change Management



Stakeholder  
Process



PJM  
Tools



PJM Planning  
Process

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