



# Communities Roadmap

As of April 9, 2021

- Member Community Refresh demonstration moved to May Tech Change Forum.
- Declaration of Authority (DOA) form move rescheduled to Mid-April

Product - Action Required	Deadline	Who May Be Affected
Declaration of Authority form moving from Member Community to Membership Management Community	<b>Mid-April</b>	All Member Community Users and Membership Management Community Users



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Member Community					Refresh Demo: May 18							
Tech Change Community												
Planning Community												
Membership Management Community	Market Participant Form in Maint. Production: Jan. 13	Annual Recertification Updates Demo: Feb. 19		DOA Updates Production: TBD								

**Legend**

- Start Date
- ◆ End Date



- Based on feedback – refreshing Member Community
  - “Make Communities look different so that you can differentiate which one you are on”
  - “Finds layout to be scattered and confusing”
- Navigation and Look/Feel
  - Simplifying navigation items
  - Updates to easily identify with Member Community vs other PJM communities

- Content Layout
  - Re-organization of home page for easy access to specific areas
  - Improvements to Knowledge Article section for easy viewing, searching and access to similar topics
  - Updates to Case views and email templates
- Demonstration: May Tech Change Forum meeting
- Feedback can be sent to [TechChangeForum@pjm.com](mailto:TechChangeForum@pjm.com)

- Existing Principal Agent Declaration of Authority (DOA) form lives in the Member Community
- DOA will move to the Membership Management Community
  - This will allow Maintenance Managers, Authorized Representatives and Officers of the company to fill out DOAs for all their associated companies.
- Production Go-Live: mid-April

Presenter:  
Monica Burkett,  
[monica.burkett@pjm.com](mailto:monica.burkett@pjm.com)

SME:  
Monica Burkett,  
[monica.burkett@pjm.com](mailto:monica.burkett@pjm.com)

**Communities**



**Member Hotline**

(610) 666 – 8980

(866) 400 – 8980

[custsvc@pjm.com](mailto:custsvc@pjm.com)





# Product Details

The [Member Community](#) allows members to find answers to their questions, get the information they need when they need it, and resolve issues quickly and efficiently.

## Key Product Features

- Research topics quickly and easily
- Submit questions, issues and requests to PJM
- Track the real-time status of your requests
- Initiate various processes for demand bid, generation transfers, etc.

The [Tech Change Community](#) allows users to find information and collaborate with other users and PJM subject matter experts about PJM's tools and initiatives. Discussions are based on topics covered within the monthly Tech Change Forum meetings.

## Key Product Features

- Moderated discussion boards
- Research topics quickly and easily
- Submit questions, issues and requests to PJM

The [Planning Community](#) will allow Transmission and Generation Owners to find information and collaborate with other users and PJM subject matter experts about Planning initiatives, proposal windows and process questions. Discussions are based on Planning topics.

## Key Product Features

- Moderated discussion boards
- Research topics quickly and easily
- Submit questions, issues and requests to PJM

The [Membership Management Community](#) will allow companies to submit application information for PJM membership and maintain member level contact information.

## Key Product Features

- **My Membership**

- Track the real-time status of your membership application
- Submit documentation for application

- **Contact Management**

- Maintain member level contact information for certain roles identified by PJM

- **Maintenance**

- Track the real-time status of your membership requests
- Initiate membership related requests such as name change, withdrawal, etc. via the community
- Complete membership recertification tasks