



PJM Communications

As of May 14, 2024

- Timeline update for receiving communications

- Ensuring a Reliable Energy Transition
- Who We Are
- Member Services
- Careers
- Newsroom
- Communications**
- Contact Directory
- Community Impact: A Culture of Caring
- Advanced Technologies & Innovation

Home > About PJM > Communications

Communications

Website Resources

- Email Lists**
Manage all your email communications with PJM.
- Member Community**
Through the Member Community, members are able to find answers to their questions, get the information they need when they need it, and resolve issues quickly and efficiently.
- Newsroom**
Read the latest announcements and news releases.
- RSS Feeds**
Subscribe to PJM news, website updates and more via yours news reader.

CONTACT INFORMATION

Member Community

(866) 400-8980
(610) 666-8980
[Member Relations](#)

<https://www.pjm.com/about-pjm/communications>

- Email Lists – Manage all your email communications with PJM
 - Tool Related
 - Technical Notifications (aka TechNotify) includes ALL technical related communications
 - Individual Tool Updates are based on your Account Manager tool access
 - Other Technical Options: Customer Information, PJM.com Website Updates
- Others: Member Community, Committees, RSS Feeds, etc

NOTE: Must have a PJM user account

Email List Update [Form](#) Email Lists

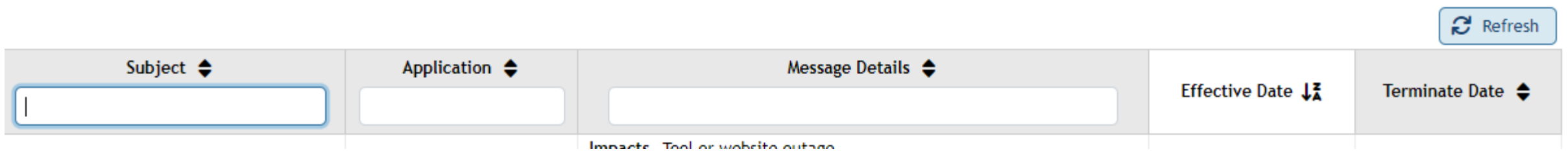
- Used for email subscriptions that are **not** public
- In order to request to be added to a mailing list, you must provide the name of the mailing list you want
- This does not include Tool related communications

NOTE: Must have a PJM user account

- Based on stakeholder feedback PJM is streamlining the times at which we send communications for scheduled tool maintenance and outages.
- Notifications will go out approximately at 11:30 a.m. or 3:30 p.m. (EPT) rather than randomly throughout the day.
- This does **not include emergency** technical-related communications (i.e. issues with a tool or application)

Messages Tool

- [Messages](#) is a tool used by members to view updates and important messages regarding PJM tools.
- PJM user account not needed.
- Search availability by subject, application, etc...



The screenshot shows a search interface for the Messages Tool. It features a horizontal bar with several search criteria: 'Subject' with a dropdown arrow, 'Application' with a dropdown arrow, 'Message Details' with a dropdown arrow, 'Effective Date' with a dropdown arrow and a list icon, and 'Terminate Date' with a dropdown arrow. Below the 'Message Details' field, the text 'Impacts Tool or website outage' is visible. A 'Refresh' button is located in the top right corner of the search bar area.

Upcoming Changes

- The Upcoming Change [page](#) provides a list of planned outages to PJM tools, websites and apps as well as delayed data or report deadlines.
- PJM user account not needed.

- Tool or Application Notifications
 - Log into Account Manager and remove your access
 - Request your Company Account Manager (CAM) to remove your access
- Other Notifications
 - Update your “My Email Lists” by “unchecking” what you are subscribed to at: <https://www.pjm.com/mypjm/newsletters.aspx>
- Contact custsvc@pjm.com with any questions/issues.

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Member Hotline

(610) 666 – 8980

(866) 400 – 8980

custsvc@pjm.com

**PROTECT THE
POWER GRID
THINK BEFORE
YOU CLICK!**



Be alert to
malicious
phishing emails.

Report suspicious email activity to PJM.
(610) 666-2244 / it_ops_ctr_shift@pjm.com

